



## **Appendix 3.4**

### **Letterkenny Institute of Technology**

#### **Report of the Panel of Assessors**

#### **PART 1 GENERAL INFORMATION**

SCHOOL/DEPARTMENT: School of Tourism

DATE OF VISITATION: 1 June 2017

##### **PROGRAMMES EVALUATED:**

BA in Hospitality Management

Incorporating Minor Awards in:

Certificate in Food and Beverage Operations, Level 6 (60 ECTS)

Certificate in Hotel Front Office and Accommodation Operations, Level 6 (60 ECTS)

Certificate in Hotel Accommodation Operations, Level 6 (30 ECTS)

Diploma in Hospitality Management, Level 7 (60 ECTS)

##### **MEMBERS OF PANEL OF ASSESSORS:**

- Dr Ken Carroll, Registrar, IT Tallaght (Chair).
- Eoin Langan, Head of School of Business and Hospitality, Athlone IT.
- Dr Denise O Leary, Assistant Head of School of Hospitality Management and Tourism, Dublin Institute of Technology.
- Frances Devine, Course Director for the MSc International Event Management, Ulster University.
- Gerard Moore, General Manager, Sligo Park Hotel.
- Michael Heaney Údarás na Gaeltachta.
- Dylan Doherty, Benny and Co Restaurant, Ballyboffey – Alumni.
- Kelly Maguire, IT Sligo Tourism PhD Student.

SECRETARY TO PANEL: Michael Margey, Head of School of Business

##### **INSTITUTE STAFF:**

Dr Seán Duffy, Head of School of Tourism

Ciarán ó hAnnracháin, Head of Department Hospitality, Tourism and Culinary Arts

Lecturers

Patrick Brennan  
Alison Cannon  
Rosemary Dewhirst  
Patrice Duffy  
Deirdre MacNamara  
Conor McTiernan  
Joe Molloy  
Ciara Quinlan  
Helena Quinn

**Note: it is Institute policy that all New Programme Validations are published on the LYTT website.**

**PART 2 FINDINGS OF ASSESSORS**

The Panel of Assessors are satisfied that the proposal adequately addresses the following criteria:

**(1) Education and Training Requirements**

The programme is consistent with the Institute's mission, avoids redundant provision and makes efficient use of resources (collaborating where this is beneficial).

**(2) Unity**

There is an underlying unifying theme and the modules are bonded by interactions which are either implicit or explicit. The proposal demonstrates how the standard (of knowledge, skill and competence), determined by QQI for the named award to which the programme proposes to lead, evolves throughout the programme as a whole.

**(3) Teaching and Learning**

The proposed approach to teaching and learning is clearly indicated and justified.

**(4) Learner Assessment**

The learner assessment methods are fully elaborated and consistent with QQI's policy on fair and consistent assessment. The assessment methods are capable, among other things, of demonstrating attainment of the standards of knowledge, skill or competence, determined by QQI, for the related award.

**(5) Resources**

The proposed staffing levels are appropriate and the levels of qualifications and competence of the staff is sufficient to deliver the programme. The necessary facilities available in terms of accommodation, equipment, and library and information technology resources are satisfactory to support the proposed programme.

**(6) Quality Assurance**

The proposal demonstrates how the Institute's quality assurance procedures have been applied in the development of the proposed programme and satisfactory procedures exist for the on-going monitoring and periodic review of programmes.

**(7) Programme Title and Award Title**

The award title is consistent with the named awards determined by QQI. The programme title is clear, accurate, succinct and fit for the purpose of informing prospective learners and other stakeholders.

**(8) QQI Standards**

The learning outcomes of the programme are stated in such a way that the compliance with the appropriate QQI standard is demonstrated.

**(9) Access Transfer and Progression**

This programme incorporates the procedures for access transfer and progression that have been established by the NQAI and is consistent with QQI policy in accommodating a variety of access and entry requirements.

**PART 3 RECOMMENDATIONS**

(For the attention of the Academic Council)

***School of Tourism Responses provided in Italics below***

The Panel of Assessors advises the Academic Council that the Institute and the School/Department should take cognisance of following recommendations:

1. Within the documentation, all mentions of the Certificate in Hotel Accommodation Operations (30ECTS) be amended to read as Special Purpose Award in Hotel Accommodation Operations. Where the credit volume is indicated, the correct value is 30 ECTS.

*This point has been addressed and the document has been amended.*

2. One of the identified key target student demographics for these various programmes are workers of international origin (EU and non-EU). The Programme Committee are recommended to develop and highlight supports to students with weaker English language skills to better ensure their successful participation in the programmes. Some distinction may be required for EU versus non-EU students.

*The School of Tourism will work with the LYIT Access Office to provide English Language supports for students with English as their second or third language.*

3. The stated assessment strategy alludes to the use of 'innovative methods in summative assessment'. Some exemplars of such innovation might have been provided.

*Examples of innovative methods of summative assessment' will be included in Section 3.15 prior to commencement of the programme, to include Work-based Learning, Problem-based Learning, Scenario Analysis and Business Simulations reflecting real life application will be developed in conjunction with the industry mentors.*

4. Within the documentation provided, learner contact hours across most modules appears to be very light on direct contact and very heavy on independent learning across all years

Through discussion with the Programme Committee it became evident that additional other direct learning support is provided but is not captured within the module descriptors. This needs to be clarified and the detail specified for each module.

*The additional hours (including on-line support – directed and self-directed) have been updated on the Approved Programme Schedule (see attached ) and these refinements will be included in the 'Hours per Semester' table of each module.*

*Examples:-*

5 Credit

Contact Hours (per semester)		
<b>Directed</b>	Lectures	<b>9</b>
	Online Support	<b>15</b>
<b>Self Directed</b>	Online	<b>20</b>
	Study	<b>80</b>
<b>Total</b>		<b>124</b>

10 credit

Contact Hours (per semester)		
<b>Directed</b>	Lectures	<b>18</b>
	Online Support	<b>30</b>
<b>Self Directed</b>	Online	<b>40</b>
	Study	<b>160</b>
<b>Total</b>		<b>248</b>

Sample completed

**Module Code:**

**Credits:** 10

**Credit Level:** 7

**Prerequisite Modules:** None

Contact Hours (per semester)		
<b>Directed</b>	Lectures	<b>18</b>
	Online Support	<b>30</b>
<b>Self Directed</b>	Online	<b>40</b>
	Study	<b>160</b>
<b>Total</b>		<b>248</b>



5. Placement and/or work-based learning (WBL) represent critical elements in the student learning experience. These require a clear alignment between the stated programme/module learning outcomes to be achieved and the nature of the work experience provided on placement / in work for the learner. It is recommended that: -

- a. As part of the process of securing placements / WBL for learners, an individual training plan is agreed and entered into with the employer that aligns the work experience with expected learning outcomes. This training plan can also provide a basis for verification that learners are receiving exposure to the most appropriate learning opportunities.
- b. In the case of the work based learner, agreement should be sought in advance from the employer agreeing to relocate the staff member into the different operational areas as required to ensure s/he can meet their expected learning outcomes.

*The above recommendations (i) individual training plan and (ii) advance agreement from employer in relation to rotation of staff between relevant departments during the course of their training will be incorporated into work placement documentation prepared in advance of the start of each programme by the Placement Office and will be reviewed by the Programme Committee.*

6. It is recommended that a programme level assessment strategy be provided to give greater clarity to the range of assessment instruments to be deployed and where and how they are used. In the case of 100% continuous assessed modules, it is recommended that greater guidance is provided for learners on the composition of this 100% assessment – how is it broken down and the timeline for delivery on each sub-component. The programme assessment strategy can also form part of the student handbook and help inform the semester by semester assessment matrix (schedule of assessment deliverables).

*A breakdown of all 100% continuous assessment modules have been provided in each relevant module descriptor. Further details of the composition of the assessment have been included in each module handbook.*

7. In general, the Programme Committee are advised to revisit each module to ensure that the mapping of learning outcomes to the suggested module assessment matrix is appropriate – is the type of assessment indicated for the learning outcome appropriate? For example, semester 1 Food and Beverage Studies: LO-2 'Demonstrate the technical food and beverage service skills...' is, on the assessment matrix assessed by 'assignment' rather than 'practical test'.

*Individual modules have been reviewed by the Programme Committee and Module Learning Outcomes have been appropriately allocated to relevant types of assessment.*

8. Learning Outcomes are in general well written and show a progression of learning from year 1 to 3. However, there are some examples where the verbs used may be strengthened e.g. semester 2 Beverage Studies LO-3: 'Identify modern beverage production techniques including brewing and distilling' might be amended to 'Identify and discuss modern....'.

*Where required the verbs used in module learning outcomes have been revised and strengthened.*

9. Within the Approved Programme Schedules, attention should be given to the 'Award Level' (is it a Major / Minor / Special Purpose Award?), 'Effective Date' (some show Sept. 2015), and in

the case of the Special Purpose Award in Hotel Accommodation Operations semester 2, the total credit volume is 20 not 10. The final corrected versions must appear in this report.

*These points have been addressed and the document has been amended.*

10. Consideration should be given to the inclusion of an elective module on Health and Safety Management as this is considered a very important area of the business in hospitality and tourism.

*The Programme Committee will ensure that health and safety management issues are incorporated into modules during each stage of the programme. The Programme Committee is committed to reviewing the programme during its first iteration and subject to learner numbers/demand will investigate the possibility of including an elective module on Health and Safety Management along with other elective modules.*



## Suggested Module Amendments

Semester	Module Title	Suggested Amendments
2	Beverage Studies	LO-3: 'Identify modern beverage production techniques including brewing and distilling' might be amended to 'Identify <i>and discuss</i> modern....'
3	Tourism Management Accounting	Module title change to 'Hospitality Accounting'
	Management and Organisational Behaviour	LO-3: 'Identify the key functions and practices of management' might be amended to 'Identify and <i>apply</i> ...'
		To articulate the Module Assessment – break down the 100%
		Check on the Resources: the use of 'Edition' in some modules Vs 'Ed' in others

In general:

Keep the module descriptors as standard as possible. For example, to:

1. Articulate the Module Assessment – to break down the 100% by elements as well as displaying the table.
2. Resources: some readings are dated on some modules
3. Resources: some use of 'Edition' Vs 'Ed' on other



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Letterkenny Institute of Technology

The Panel of Assessors advises the Academic Council that approval of the programmes subject to general conditions of approval together with the following additional conditions:

**No conditions.**





## PART 4 PROPOSED PROGRAMME SCHEDULE(S) PLEASE ATTACHED SCHEDULES

### BA in Hospitality Management

Programme Code:

Proposed Award Title: BA in Hospitality Management

Area of Specialisation: Food and Beverage Operations, Rooms Division Operations, Hotel Management

Award Level (NFQ): Major Award, Level 7

Learning Mode Offered: ACCS, Part-time

Date Effective: September 2017

Stage: 1

Semester: 1

Proposed Modules	Status	No of Credits	Contact Hours (per semester)				Allocation of Marks				
			Directed		Self Directed						
			Lecture	OnLine Support	OnLine	Study	CA	Assign	Pract	Final	Max
			Food and Beverage Studies	M	5	9	15	20	80		100
ICT and Descriptive Statistics	M	5	9	15	20	80	40		60		100
Food and Beverage Cost Control	M	5	9	15	20	80			40	60	100
Learning and Research for Higher Education	M	5	9	15	20	80	20	40	40		100
TOTAL		20	36	60	80	320					

**Programme Code:**

**Proposed Award Title:**

**Area of Specialisation:**

**Award Level (NFQ):**

**Learning Mode Offered**

**Date Effective**

**Stage:**

**Semester:**

**BA in Hospitality Management**

**Food and Beverage Operations, Rooms Division Operations, Hotel Management**

**Major Award, Level 7**

**ACCS, Part-time**

**September 2017**

**1**

**2**

Proposed Modules	Status	No of Credits	Contact Hours (per semester)				Allocation of Marks				
			Directed		Self Directed		CA	Assign	Pract	Final	Max
			Lecture	OnLine Support	OnLine	Study					
Specialised Restaurant Theory	M	5	9	15	20	80		100			100
Beverage Studies	M	5	9	15	20	80		100			100
Event Management	M	5	9	15	20	80	20	80			100
Communications and Professional Development	M	5	9	15	20	80	20	40	40		100
Work Placement	M	20	4			500		100			100
<b>TOTAL</b>		<b>40</b>	<b>40</b>	<b>60</b>	<b>80</b>	<b>820</b>					

**Programme Code:**

**Proposed Award Title:**

**Area of Specialisation:**

**Award Level (NFQ):**

**Learning Mode Offered**

**Date Effective**

**Stage:**

**Semester:**

**BA in Hospitality Management**

**Food and Beverage Operations, Rooms Division Operations, Hotel Management**

**Major Award, Level 7**

**ACCS, Part-time**

**September 2017**

**2**

**3**

Proposed Modules	Status	No of Credits	Contact Hours (per semester)				Allocation of Marks				
			Directed		Self Directed						
			Lecture	OnLine Support	OnLine	Study	CA	Assign	Pract	Final	Max
			Front Office Studies	M	5	9	15	20	80		100
Accommodation Studies	M	5	9	15	20	80		100			100
IT and Business Maths	M	5	9	15	20	80	20	40	40		100
Hospitality Accounting	M	5	9	15	20	80			40	60	100
TOTAL		20	36	60	80	320					

**Programme Code:**

**Proposed Award Title:**

**Area of Specialisation:**

**Award Level (NFQ):**

**Learning Mode Offered**

**Date Effective**

**Stage:**

**Semester:**

**BA in Hospitality Management**

**Food and Beverage Operations, Rooms Division Operations, Hotel Management**

**Major Award, Level 7**

**ACCS, Part-time**

**September 2017**

**2**

**4**

Proposed Modules	Status	No of Credits	Contact Hours (per semester)				Allocation of Marks				
			Directed		Self Directed		CA	Assign	Pract	Final	Max
			Lecture	OnLine Support	OnLine	Study					
Management and Organisational Behaviour	M	5	9	15	20	80	20	40	40		100
Sales and Marketing	M	5	9	15	20	80		40		60	100
Conference and Convention Studies	M	10	18	30	40	160		40		60	100
Work Placement	M	20	4			500		100			100
<b>TOTAL</b>		<b>40</b>	<b>40</b>	<b>60</b>	<b>80</b>	<b>820</b>					



**Programme Code:**

**Proposed Award Title:**

**Area of Specialisation:**

**Award Level (NFQ):**

**Learning Mode Offered**

**Date Effective**

**Stage:**

**Semester:**

**BA in Hospitality Management**

**Food and Beverage Operations, Rooms Division Operations, Hotel Management**

**Major Award, Level 7**

**ACCS, Part-time**

**September 2017**

**3**

**5**

Proposed Modules	Status	No of Credits	Contact				Allocation of Marks				
			Hours (per semester)		Self Directed						
			Directed		Self Directed		CA	Assign	Pract	Final	Max
			Lecture	OnLine Support	OnLine	Study					
Food and Beverage Management	M	10	18	30	40	160	20	40	40		100
Revenue Management	M	10	18	30	40	160	20	40	40		100
Business Law and Ethics	M	5	9	15	20	80		40		60	100
Services Marketing	M	5	9	15	20	80	20	40	40		100
TOTAL		30	52	90	80	440					

**Programme Code:**

**Proposed Award Title:**

**Area of Specialisation:**

**Award Level (NFQ):**

**Learning Mode Offered**

**Date Effective**

**Stage:**

**Semester:**

**BA in Hospitality Management**

**Food and Beverage Operations, Rooms Division Operations, Hotel Management**

**Major Award, Level 7**

**ACCS, Part-time**

**September 2017**

**3**

**6**

Proposed Modules	Status	No of Credits	Contact Hours (per semester)				Allocation of Marks				
			Directed		Self Directed						
			Lecture	OnLine Support	OnLine	Study	CA	Assign	Pract	Final	Max
			Staff Training and Development	M	10	18	30	40	160		40
Budgets, Pricing and Cost Control	M	5	9	15	20	80	20		20	60	100
Internship	M	15	4			400		100			100
TOTAL		30	31	45	60	440					

## Certificate in Food and Beverage Operations

**Programme Code:**

**Proposed Award Title:** Certificate in Food and Beverage Operations

**Area of Specialisation:** Food and Beverage Operations

**Award Level (NFQ):** 6, Minor Award

**Learning Mode Offered:** Part-time

**Stage:** 1

**Semester:** 1

Proposed Modules	Status	No of Credits	Contact Hours (per semester)				Allocation of Marks				
			Directed		Self Directed		CA	Assign	Pract	Final	Max
			Lecture	OnLine Support	OnLine	Study					
Food and Beverage Studies	M	5	9	15	20	80		100			100
ICT and Descriptive Statistics	M	5	9	15	20	80	40		60		100
Food and Beverage Cost Control	M	5	9	15	20	80			40	60	100
Learning and Research for Higher Education	M	5	9	15	20	80	20	40	40		100
<b>TOTAL</b>		<b>20</b>	<b>36</b>	<b>60</b>	<b>80</b>	<b>320</b>					

**Programme Code:**

**Proposed Award Title:**

**Certificate in Food and Beverage Operations**

**Area of Specialisation:**

**Food and Beverage Operations**

**Award Level (NFQ):**

**6, Minor Award**

**Learning Mode Offered:**

**Part-time**

**Stage:**

**1**

**Semester:**

**2**

Proposed Modules	Status	No of Credits	Contact Hours (per semester)				Allocation of Marks				
			Directed		Self Directed		CA	Assign	Pract	Final	Max
			Lecture	OnLine Support	OnLine	Study					
Specialised Restaurant Theory	M	5	9	15	20	80		100			100
Beverage Studies	M	5	9	15	20	80		100			100
Event Management	M	5	9	15	20	80	20	80			100
Communications and Professional Development	M	5	9	15	20	80	20	40	40		100
Work Placement	M	20	4			500		100			100
<b>TOTAL</b>		<b>40</b>	<b>40</b>	<b>60</b>	<b>80</b>	<b>820</b>					



## Certificate in Hotel Front Office and Accommodation Operations

**Proposed Award Title:** Certificate in Hotel Front Office and Accommodation Operations

**Area of Specialisation:** Front Office

**Award Level (NFQ):** Special Purpose Award, Level 6

**Learning Mode Offered** Part-time

**Date Effective** September 2016

**Stage:** 1

**Semester:** 1

Proposed Modules	Status	No of Credits	Contact Hours (per semester)				Allocation of Marks				
			Directed		Self Directed		CA	Assign	Pract	Final	Max
			Lecture	OnLine Support	OnLine	Study					
Front Office Studies	M	5	9	15	20	80		100			100
Accommodation Studies	M	5	9	15	20	80		100			100
IT and Business Maths	M	5	9	15	20	80	20	40	40		100
Hospitality Accounting	M	5	9	15	20	80			40	60	100
TOTAL		20	36	60	80	320					

**Programme Code:**

**Proposed Award Title:**

**Certificate in Hotel Front Office and Accommodation Operations**

**Area of Specialisation:**

**Front office and IT**

**Award Level (NFQ):**

**Special Purpose Award, Level 6**

**Learning Mode Offered**

**Part-time**

**Date Effective**

**September 2016**

**Stage:**

**1**

**Semester:**

**2**

Proposed Modules	Status	No of Credits	Contact Hours (per semester)				Allocation of Marks				
			Directed		Self Directed		CA	Assign	Pract	Final	Max
			Lecture	OnLine Support	OnLine	Study					
Management and Organisational Behaviour	M	5	9	15	20	80	20	40	40		100
Sales and Marketing	M	5	9	15	20	80		40		60	100
Conference and Convention Studies	M	10	18	30	40	160		40		60	100
Work Placement	M	20	4			500		100			100
<b>TOTAL</b>		<b>40</b>	<b>40</b>	<b>60</b>	<b>80</b>	<b>820</b>					

**Certificate in Hotel Accommodation Operations**

**Proposed Award Title:** Certificate in Hotel Accommodation Operations

**Area of Specialisation:** Accommodation Operations

**Award Level (NFQ):** Special Purpose Award, Level 6

**Learning Mode Offered** Part-time

**Date Effective** September 2017

**Stage:** 1

**Semester:** 1

Proposed Modules	Status	No of Credits	Contact Hours (per semester)				Allocation of Marks				
			Directed		Self Directed						
			Lecture	OnLine Support	OnLine	Study	CA	Assign	Pract	Final	Max
			Accommodation Studies	M	5	9	15	20	80		100
Learning and Research for Higher Education	M	5	9	15	20	80	20	40	40		100
TOTAL		10	19	30	40	160					

**Programme Code:**

**Proposed Award Title:**

**Area of Specialisation:**

**Award Level (NFQ):**

**Learning Mode Offered**

**Date Effective**

**Stage:**

**Semester:**

**Certificate in Hotel Accommodation Operations**

**Front office, IT and Accommodation**

**Special Purpose Award, Level 6**

**Part-time**

**September 2017**

**1**

**2**

Proposed Modules	Status	No of Credits	Contact Hours (per semester)				Allocation of Marks				
			Directed		Self Directed		CA	Assign	Pract	Final	Max
			Lecture	OnLine Support	OnLine	Study					
Management and Organisational Behaviour	M	5	9	15	20	80	20	40	40		100
Communications and Professional Development	M	5	9	15	20	80	20	40	40		100
Work Placement	M	10	4			250		100			100
<b>TOTAL</b>		<b>20</b>	<b>22</b>	<b>30</b>	<b>40</b>	<b>410</b>					



## Diploma in Hospitality Management

**Programme Code:**

**Proposed Award Title:**      **Area of Specialisation:**      **Food and Beverage Operations, Rooms Division Operations, Hotel Management**

**Award Level (NFQ):**      **Minor Award, Level 7**

**Learning Mode Offered**      **ACCS, Part-time**

**Date Effective**      **September 2017**

**Stage:**      **1**

**Semester:**      **1**

Proposed Modules	Status	No of Credits	Contact Hours (per semester)				Allocation of Marks				
			Directed		Self Directed						
			Lecture	OnLine Support	OnLine	Study	CA	Assign	Pract	Final	Max
			Food and Beverage Management	M	10	18	30	40	160	20	40
Revenue Management	M	10	18	30	40	160	20	40	40		100
Business Law and Ethics	M	5	9	15	20	80		40		60	100
Services Marketing	M	5	9	15	20	80	20	40	40		100
TOTAL		30	52	90	80	440					

**Programme Code:**

**Proposed Award Title:**

**Area of Specialisation:**

**Award Level (NFQ):**

**Learning Mode Offered**

**Date Effective**

**Stage:**

**Semester:**

**Diploma in Hospitality Management**

**Food and Beverage Operations, Rooms Division Operations, Hotel Management**

**Minor Award, Level 7**

**ACCS, Part-time**

**September 2017**

**1**

**2**

Proposed Modules	Status	No of Credits	Contact Hours (per semester)				Allocation of Marks				
			Directed		Self Directed						
			Lecture	OnLine Support	OnLine	Study	CA	Assign	Pract	Final	Max
			Staff Training and Development	M	10	18	30	40	160		40
Budgets, Pricing and Cost Control	M	5	9	15	20	80	20		20	60	100
Internship	M	15	4			400		100			100
TOTAL		30	31	45	60	440					

**Programme Evaluation Report Approved by:**



Dr Ken Carroll

Chairman to Panel

(Registrar, IT Tallaght)

Date 15-Jan-2018



Billy Bennett

(Registrar, Letterkenny IT)

Date 15/1/18

