



# CERTIFICATE IN TOURISM OPERATION MANAGEMENT

DK127(W) R2/I015/3/0001; MQR (A 3633); JPT/BPP(K)I000-600/WP147 Jld.4(11) 13/10/2025

## TOURISM BEST INDUSTRY - WIDE INTELLIGENCE

Annually, more than 1 million people around the world prepare themselves to **enter** the tourism industry. Employment is **SECURED**. You can work in any tourism related companies, travel agencies, international airports, international airlines as Flight Attendant, cruise ships, hotel tour desk, tour leader, etc. You can operate your own travel business as well.

**Duration:** 1 year and 6 months.

### Entry Requirement:

- i. SPM with 1 credit.
- ii. Other equivalent qualification recognized by Malaysia Government.
- iii. International students must have High School qualification – 3 credits.
- iv. International students must have MUET (Band 2), IELTS 4.0, or other English qualification accepted by Malaysia Government for 2<sup>nd</sup> year visa renewal, and before enter into main course. Conditional offer to international students must have MUET (Band 2), IELTS 4.0

### Awards:

Certificate in Tourism Management Operation.

### Outstanding Achievement:

2012 – Produced TOP IATA graduate in Malaysia.

### Semester 1:

- The Travel & Tourism Industry and the Travel Professional
- Geography in Travel Planning
- Travel Formalities
- Land Transport: Introduction to Passenger Rail
- Land Transport - Car and Camper
- Fundamental in Tourist Guiding I
- Bahasa Kebangsaan A (Malaysian Student)
- Bahasa Melayu Komunikasi 1 (International Student)

### Semester 2:

- Water Transport: Ferries and Cruises
- Air Transport Essentials
- Serving the Travel Customer
- Technology in the Travel Industry
- Fundamental in Tourist Guiding II
- Personal Development & Ethics 1
- Malaysian Studies 1

### Semester 3:

- Hotels Products and Services
- Tour Packages
- Fundamental in Tourist Guiding III

### Semester 4:

- Practical Training

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