

Programme Modules

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Credit Explanation

DCT Programmes are Nationally Recognised Qualifications, accredited by the National Qualification Centre who sit within the UAE's Ministry of Education. Our Awarding Body is KHDA and we follow the Qualification Framework of the United Arab Emirates, found in the QFEmirates handbook.

A Level 6 Advanced Diploma qualification consists of 132 credits. As per NQC regulations, of these 132 credits, a maximum of 20 credits can be from modules that are at Level 4 and a maximum of 70 credits can be from modules that are at Level 5.

One credit = 15 hours of study time. Therefore 132 credits equate to 1,980 notional hours of study. Every 15 hours of study time is comprised notionally of 11 hours formal instruction and 4 hours formally structured skills development for Knowledge and Skills-based modules.

There are compulsory Application-based modules which we call 'Industry Internships' at DCT. Students must participate in credit-baring internships each year, resulting in a minimum of 37 weeks spent on an official work-placement by the time they graduate.



LEVEL 6 ADVANCED DIPLOMA IN EVENT MANAGEMENT (ENT06001RQ24)

Credit value	4	QF Emirates Level	4	Duration (hours)	60	
This module aims to provide learners with an introduction to the events industry and its importance to the tourism sector both globally and within Dubai. The module will actively develop the skills and knowledge required to source and use current and emerging information on the events industry. This includes industry structure, technology, laws and ethical issues, marketing and environmental impacts specifically relevant to the events industry. Learners will be introduced to career paths and roles within the events industry,						
		de the skills that they r			itimi the events moustry,	
Module Lear	alongsi	de the skills that they r			itilin the events industry,	
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At the end of 1. Ex 2. Re	alongsi ning Out this mod plore the search so	de the skills that they r comes ule, learners will be abl fundamentals of the e	require. <i>le to</i> : vents indu vailable in	istry the events industry		

MICE Events (ENT03003RU)							
Credit value	3	QF Emirates Level	4	Duration (hours)	45		
Aim	This module provides learners with an introduction to the MICE (Meetings, Incentives, Conferencing and Exhibitions) industry. The module explores segments in the within MICE, providing learners with a basic knowledge of the industry. Upon completion of the module, learners will be able to clearly describe what MICE entails, the structure of the industry and						
Module Learn	ning Out	comes					
At the end of this module, learners will be able to:							
1. Exp	lore the	fundamentals of MICE	events.				

2. Design a MICE event programme.



3. Define stakeholders and their importance to MICE events.

4. Examine the positive and negative impacts that MICE events can have on attendees, the community, and the environment.

Event Site Selection (ENT04004RU) Credit value 3 QF Emirates Level 4 **Duration** (hours) 45 This module aims to provide learners with the knowledge and skills required to source and select sites and venues for events. This includes the ability to analyse event briefs in order to determine venue or site requirements, to develop selection specifications and contract Aim site use (including a consideration of legal requirements and risk management). This module is relevant to a broad range of events that are diverse in nature, and are coordinated in many industry contexts, including the tourism, hospitality, sports, cultural and community sectors. **Module Learning Outcomes** At the end of this module, learners will be able to: 1. Source venues for events considering event details and site requirements Describe the potential risks and regulations associated with event sites and venues 3. Explain the tools and criteria used to inspect and evaluate shortlisted event sites and venues 4. Describe the steps and documentation involved in confirming a venue for an event

Financial Accounting and Control (ENT04008RU)						
Credit value	4	QF Emirates Level	4	Duration (hours)	60	
Aim	require service financia informa of this analysi	e in terms of facilitating industry context. Learn al information used by ation on operational an module, students will b s and calculations, crea	effective f ners will ac organisation d departm e able to i te and inte	basic analytical skills that e inancial planning, control a quire the skills and knowle ons to monitor business pe nental financial activities. O nterpret financial statemer erpret budgeting and forecandicators such as financial rest	and decision making in a edge required to interpret rformance and provide on successful completion nts, perform breakeven asting data as well as	
Module Lear	ning Out	comes				



At the end of this module, learners will be able to:
1. Examine financial accounting systems in current use
2. Apply financial accounting techniques effectively
3. Apply tools for effective financial planning and control
4. Calculate financial ratios accurately

ICT Essentials (ENT04009RU)						
Credit value	6	QF Emirates Level	4	Duration (hours)	90	
Credit valueOOOThis module provides learners with a basic understanding and hands on application of ICT concepts and standard computer applications that are commonly used to support administrative functions in a work environment. Learners will gain proficiency in the basic use of word processing applications and spreadsheets that are essential to use in business environments where computer, smart phone, tablet use is required. This module covers content that fulfils the requirements for learners to sit for the Basic Skills Certificate examinations for ICDL: an industry standard in ICT.						
Module Learn	ing Out	comes				
At the end of t	his mod	ule, learners will be able	e to:			
1. Use	devices	to create and manage	files acros	s networks using safe data	practices	
2. Use essential online skills						
3. Use Microsoft Word to carry out basic word processing tasks						
4. Use	4. Use Microsoft Excel to create basic spreadsheets					

Coordinate Suppliers for an Event (SPT05001RU)

Credit value	3	QF Emirates Level	5	Duration (hours)	45				
	This module aims to provide learners with the knowledge and skills required to source,								
	compare	and engage with sup	pliers for an	event. Learners will be i	ntroduced to the variety				
Aim	of supplie	of suppliers involved in various types of events, and will look at appropriate times to							
AIII	engage with suppliers depending on what they are procuring. Learners will be introdu								
to Request for Proposal (RFP) documents, and will be taught to create a supplier									
	case stud	y event. They will lea	arn how to co	mpare supplier proposa	Is against selection				



criteria, and how to select the most appropriate supplier to meet the needs of the event brief taking into consideration parameters such as cost, reputation, reliability, sustainability and services offered.

Module Learning Outcomes

At the end of this module, learners will be able to:

1. Identify types of suppliers for an event and when to engage with them

2. Create a Request for Proposal for an event supplier

3. Compare technical and commercial supplier proposals

Develop Tools to Organise an Event (SPT05008RU)							
Credit value	4QF Emirates Level5Duration (hours)60						
Credit value4QF Emirates Level5Duration (hours)60AimThis module aims to provide learners with the knowledge and skills to use the tools required to manage and evaluate the outcomes of an event within a defined scope, budget and timeframe. Students will be exposed to using various tools and techniques that can add structure and rigor to the event initiation and planning processes, such as stakeholder mapping, scope and objective setting, event budgeting, Gantt charts and tools for gathering feedback and measuring the success of an event. Supporting and managing events requires excellent communication and time management skills, as well as the ability to solve problems during the implementation stage and report project outcomes in a timely manner. The module is brought to life through relevant and local case studies, some of which are shared live by industry experts.							
Module Learr	ning Out	comes					
At the end of this module, learners will be able to:							
1. Explain the steps and activities involved in initiating a professional event							
2. Develop industry standard tools that are used to organise an event							
3. Judį	ge the su	access of an event and h	now to imp	prove it			

Develop B	udget	s and Forecasts	(TSM05	001RU)		
Credit value 4 QF Emirates Level 5 Duration (hours) 60						



	This module aims to develop learners' understanding of the methods and practices for the
	preparation of operating budgets and investment analysis. Learners will forecast income
	and expenditure in order to prepare budgets and prepare budgetary information to
	management. Analysing the impact of internal and external factors on budgets will also be
Aim	studied and learners will appraise budgetary control measure to improve organizational
	financial performance. The module will also employ research skills, numeracy skills for
	financial calculations and analysis as well as IT skills for developing and using spreadsheets.
	Authentic projects and case studies will create a holistic understanding and impact of
	financial performance in a simulated business environment.
Module Lear	ning Outcomes

At the end of this module, learners will be able to:

1. Forecast income and expenditure

2. Prepare budgets in the Service industry

3. Review the impacts of internal and external factors on budgets

Manage Personal and Professional Development (TSM05006RU)

Credit value	4	QF Emirates	5	Duration (hours)	60
Aim	their own p become cou skills that w can be used opportunity practice of the tools ar	e aims to provide lear personal and profession mmitted lifelong lear vill increase their emp d to aid their long-ter y to undertake a num self-reflection will be nd techniques to becourney through develo	onal developm ners. Learners loyability. The m career and p ber of free onl a big focus of ome true reflec	knowledge and skills re ent, to successfully en will be equipped with ey will be introduced to personal development, line courses as part of this unit, and learners ctive practitioners. The folio, which they will b	ter the workplace and a range of practical o online courses that and will have the their assessment. The will be equipped with by will document their
	in a Outra ma				

Module Learning Outcomes

At the end of this module, learners will be able to:

1. Research career paths relevant to programme of study

2. Explore the importance of ongoing professional development and self-directed learning in enhancing professional identity

3. Reflect on learnings and experiences using recognised reflective theories



4. Develop an online portfolio to communicate key employability skills and professional development journey

Use Business Ethics in the Workplace (BNS05001NU17)							
ue 3 QF Emirates Level 5 Duration (hours) 45							
Aim The aim of this unit is to introduce learners to the concept of business ethics and develop knowledge and skills in ethics in the workplace considering business objectives and responsibilities.							
ing Outco	mes						
his module	e, learners will be able	e to:					
luate the	orinciples of ethics in	the workplac	e				
uate the v	alue of organisationa	l ethics					
3. Evaluate ethics in workplace relationships							
4. Review the appropriate action to follow during any suspected breaches of ethical codes							
	3 The aim knowled responsi ning Outco his module luate the p luate the v	3 QF Emirates Level The aim of this unit is to introknowledge and skills in ethics responsibilities. ing Outcomes his module, learners will be able uluate the principles of ethics in uate the value of organisationa uate ethics in workplace relation	3 QF Emirates Level 5 The aim of this unit is to introduce learners knowledge and skills in ethics in the workp responsibilities. 5 ing Outcomes 5 his module, learners will be able to: 6 Iluate the principles of ethics in the workplace 6 Iluate the value of organisational ethics 6 Iluate ethics in workplace relationships 6	3 QF Emirates Level 5 Duration (hours) The aim of this unit is to introduce learners to the concept of busin knowledge and skills in ethics in the workplace considering busines responsibilities. ing Outcomes his module, learners will be able to: uluate the principles of ethics in the workplace luate the value of organisational ethics uate ethics in workplace relationships			

Plan and Effective Work Roster (TSM05002RU)								
Credit value	2	2 QF Emirates Level 5 Duration (hours) 30						
Aim	This module aims to provide the learners with the skills and knowledge required to develop work rosters effectively in line with employment and business requirements. Learners will							
Module Learn	ing Outco	mes						
At the end of this module, learners will be able to:								
1. Explain the purpose of employee scheduling								
2. Plan	team res	ources effectively						



Lead and Develop an Effective Team (TSM05003RU)								
Credit value	4 QF Emirates Level 5 Duration (hours) 60							
Aim This module aims to provide the learners with the skills and knowledge required to lead teams effectively in a work environment. Learners will explore the stages involved in building a team and will be exposed to a number of leadership styles. They will learn the benefits and drawbacks of different leadership methods and the situations in which they are appropriate. Learners will learn ways to keep a team motivated, to give feedback and manage teams' performance. Over the course of the module, learners will begin to develop their own leadership style.								
Module Learn	ing Outco	mes						
At the end of t	his module	e, learners will be able t	<i>o</i> :					
1. Describe the activities, processes and considerations involved in building a high performing team in a culinary workplace environment								
2. Compare qualities of an effective leader including leadership styles and when to use them								
3. Demonstrate how to manage a team's performance and development								

Event Industry Internship (SPT05007RU)							
Credit value	6 QF Emirates Level 5 Duration (hours) 600 (15 weeks)						
This module aims to provide learners with the opportunity to apply the skills and theoretic knowledge they have acquired throughout their studies in a real work setting within the events industry. The internship aims to provide the learner with a fresh perspective and new ideas, as well as an opportunity to build brand advocacy and raise local presence and profile. Learners will be encouraged to reflect on their learnings from their Level 4 Certificate internship and use them the create new learning objectives and goals for this workplace experience. They will be expected to implement their learnings from managing teams and take on at least one supervisory role or project, and get feedback on their performance in this new position. The learner will be required to take responsibility for building a relationship with their line manager throughout their internship, asking for informal feedback on a regular basis from both their supervisor and colleagues.							
Module Learr	ning Out	comes					
At the end of t	At the end of this module, learners will be able to:						
1. App	oly intern	nediate event organisat	tion princip	ples in the workplace			
2. Set	objectiv	es in the workplace and	l monitor p	progress towards them			



3. Demonstrate event organisation skills in the workplace

4. Reflect on events internship experience and personal performance using recognised reflective cycles

Supervise Meetings (ADM05006NU17)							
Credit value	4	QF Emirates Level	5	Duration (hours)	60		
Aim	This unit describes the competencies, skills and knowledge required to supervise a range of						
Module Learn		mes e, learners will be able to	:				
1. Eval	uate proce	esses to prepare for meet	ings				
2. Evaluate processes to conduct meetings							
3. Ana	lyse proce	sses to follow up meeting	gs				

Pitch an Entrepreneurial Idea for the Service Industry (BNS06003RU24)						
Credit value	4	QF Emirates	6	Duration (hours)	60	
Aim	conceptual industry wi a business i competitive	ising an entrepreneu th a feasible value pre idea, and to create a e advantage and reve	rial idea in the oposition. Stud strategy frame nue streams, t	nts with the knowledg Culinary, Events, Touri dents will learn how to work detailing their ta that can be used as the usiness idea with the a	sm or Hospitality assess the viability of rget market,	



Module Learning Outcomes

At the end of this module, learners will be able to:

1. Develop a feasible entrepreneurial idea in the service industry

2. Apply a strategic framework to a business opportunity using the Business Model Canvas

3. Deliver a persuasive pitch to gain investor interest

Develop an Entrepreneurial Idea for the Service Industry (BNS06008RU24)							
Credit value	4 QF Emirates 6 Duration (hours) 60						
Aim	This module has been designed to equip learners with the knowledge and skills involved in creating a go-to-market business plan for a new business. Learners create a business plan that details the nature of the business offerings, target market, marketing strategies and projected financials. This module builds on the business concept created and pitched in the DCT Level 6 module Pitch an Entrepreneurial Idea for the Service Industry.						
Module Lear	ning Outcome	25					
At the end of	this module, l	learners will be able to):				
1. Exp	lore the ways	in which a business s	ets itself up to	offer value to its custo	omers		
2. Cor	2. Conduct market research to determine the servable target market for a business						
3. Explore the marketing efforts required to promote a new business							
4. Cre	4. Create a financial plan for a new business using projected income and costs						

Design a Digital Marketing Campaign (BNS06009RU24)						
Credit value	4	QF Emirates	6	Duration (hours)	60	
Aim	the success understand their custor	ful marketing of orga ing of how organisati ners and maintain a c	nisations. The ons use variou competitive ad	to digital marketing a module will enable stu us digital tools and tech lvantage. Digital marke anisations. The digital l	udents to develop an nniques to engage eting is a major	



continually evolving, it is important for marketers to stay ahead of their competitors and deliver cutting-edge digital marketing approaches and strategies. Learners will explore the fundamentals of the digital marketing including key terms, types of media and the basis of a digital strategy. They will then work towards creating a full digital marketing campaign, developing content for defined customer buying personas and deciding on channels, ad types and a content calendar for distribution.

Module Learning Outcomes

At the end of this module, learners will be able to:

1. Explore the fundamentals of digital marketing

2. Set objectives and define the customer for a digital marketing campaign

3. Develop content for a digital marketing campaign

4. Justify digital marketing campaign tools and tactics

Credit value	4	QF Emirates	6	Duration (hours)	60
Credit Value4QF Emirates6Duration (nours)60This module will provide learners with the knowledge and skills to assess the success of an enhance the effectiveness of a digital marketing campaign. This module follows on from the module 'Design a Digital Marketing Campaign' Learners will assess the campaign they have designed and describe techniques for evaluating, monitoring and measuring the success of a campaign. They will learn how to establish and measure digital marketing KPIs various metrics and how to use analytics platforms. Learners will gain the skills and knowledge to use Search Engine Optimisation and Search Engine Marketing to enhance digital marketing campaigns, and will explore creative routes that companies use to widen their reach. As part of this module, learners will be expected to successfully complete the Google Garage Google Analytics training to further enhance their understanding.					
Module Learr	ning Outcome	s			
At the end of	this module, l	earners will be able	to:		
1. Explore methods of monitoring and measuring a digital marketing campaign in line with marketing objectives to increase engagement and conversions					
2. Use online tools to add value to a digital marketing campaign					
 Use online tools to add value to a digital marketing campaign 3. Explore how Google Analytics 4 can be used for measurement strategy 					



Work on a Live Service Industry Project (BNS06007RU24)							
Credit value	4	QF Emirates	6	Duration (hours)	60		
Credit value4Or Emilates6Duration (nours)60This module aims to provide learners with the knowledge and skills required to develop an understanding of business problems and issues particularly at the strategic level and provide them with the opportunity to apply key academic theories and models to develop solution(s) that meet the client's needs. Learner will work in groups as 'businessAimconsultants' and will be matched with a client in their industry of study who has a current relevant issue that needs solving. They will spend 10 weeks working as a high performing team and applying the tools and techniques they have learnt in other modules to provide researched solutions. These solutions will then be professionally presented to the client in the next module titled 'Present a Live Service Industry Project'.							
Module Learn	ing Outcome	S					
At the end of this module, learners will be able to:							
1. Manage a business consultancy project as a team							
2. Research a client's organisation and industry using reliable sources of information							
3. Use recog	nised busine	ess tools and acaden	nic theories to	o develop solutions to	a client problem		

Present a Live Service Industry Project (BNS06010RU24)							
Credit value	4	QF Emirates	6	Duration (hours)	60		
Aim	professiona module is to Having wor industry pro presentatio evaluation	I presentation to a cli o be taught after the ked in groups as 'busi oject, in this module I n, how to reflect on t and how to deliver a s	ient that conta module titled iness consultar earners will be heir project w	knowledge and skills re ains the results of an in 'Work on a live service nts' and developed sol e taught how to storybork in relation to the 5 rofessional presentation	dustry project. This industry project'. utions to a live oard a professional areas of project		
Module Learn	ning Outcome	S					

At the end of this module, learners will be able to:

1. Prepare a professional presentation for a client

2. Reflect on the success of a project using the 5 areas of project evaluation



3. Deliver a professional presentation to an industry client

Explore the Fundamentals of Strategic Management (BNS06002RU24)								
Credit va	alue 4	QF Emirates	6	Duration (hours)	60			
Aim	the import Learners w strategy, ir purpose of and hospit businesses	This module aims to provide learners with the knowledge and skills required to understand the importance of strategic management for any organisation that wants to succeed. Learners will be introduced to the basic concepts, principles and practice of business strategy, including key terms and the benefits of planning ahead. They will learn the purpose of mission and vision statements and how to analyse examples from the tourism and hospitality industry. Learners will be introduced to key tools that are used across businesses to analyse the internal and external environments, which in turn are used to create informed strategic plans.						
Module	Learning Outcom	es						
At the e	At the end of this module, learners will be able to:							
1. Expl	ore the basic conce	epts, principles and pr	actices of strat	tegic management				
2. Anal	2. Analyse mission and vision statements for organisations in the tourism and hospitality industry							
3. Disc	3. Discuss the types of strategies and strategic decisions that tourism and hospitality organisations make							
4. Asse tools	-	's external and interna	al environment	t using recognised stra	tegic management			

Use Strategic Management Tools in a Business Simulation (BNS06006RU24)

Credit value	4	QF Emirates	6	Duration (hours)	60				
Aim	This module aims to provide learners with the knowledge and skills required to implement their knowledge of strategic management in a business simulation as part of a team. Learners will take on the role of business consultants and will be required firstly carry out extensive research into the market sector, and industry of a given business, gain an								
Module Learn	ning Outcome	s							



At the end of this module, learners will be able to:

- 1. Analyse the current strategic position of a business
- 2. Analyse the successes and failures of a business using strategic management concepts
- 3. Recommend strategic initiatives to improve business performance
- 4. Reflect on working in a team on a strategic business simulation

Credit value	4	QF Emirates	6	Duration (hours)	60		
Aim	This module aims to provide learners with the knowledge and skills to develop, manage and assess the success of an exhibition, which includes designing an exhibition plan and prospectus, managing exhibitor bookings and stakeholder invites and working to ensure exhibitor requirements and needs are met. Learners will manage the entire exhibit from initiation to close, and will gather feedback from exhibitors, exhibit owner and attendees to evaluate the success of the event. Please note – this unit is to be taught concurrently with the level 6 module 'Manage Sponsors for an Event'.						
Mardula Lasu							
wodule Lear	ning Outcome	S					
At the end of	this module, l	earners will be able					
At the end of 1. Develop a	this module, l n exhibition p	earners will be able					
At the end of 1. Develop a	this module, l	earners will be able					
At the end of 1. Develop a 2. Manage e	this module, l in exhibition p exhibitor booki	earners will be able	cept	tus and invites			

Manage	Manage Sponsors for an Event (ENT06002RU24)						
Credit value 4 QF Emirates 6 Duration (hours) 60							



Aim	This module aims to provide learners with the knowledge and skills to source, and manage sponsorship for an event. Learners will be introduced to what sponsorship is and why it is necessary, different types of event sponsorship that is commonly sourced and when it is appropriate to use which type. They will learn how to determine sponsorship requirements, source and negotiate with potential sponsors and manage sponsorship arrangements. Methods for sponsorship monitoring, reviewing and evaluating will also be explored. This module is applicable to event managers who are responsible for making a range of financial and operational decisions. Please note – this module is to be taught concurrently with the level 6 module 'Manage an Exhibition'. The Learning Outcomes 2 and 3 will be assessed together, as described in section 12 and 13 of this module descriptor.
Module Learn	ing Outcomes
At the end of	this module, learners will be able to:

- 1. Analyse types of event sponsors and sponsorship packages
- 2. Develop sponsorship documents based on event requirements
- 3. Manage sponsorship operations for a live event

Plan and C	Coordinat	e In-House Ev	ents (E	ENT06003RU24)		
Credit value	4	QF Emirates	6	Duration (hours) 60		
Aim	This module teaches students the skills and knowledge required to plan and organise events and functions within a hospitality establishment, with a particular focus on planning events within a hotel or resort. Skills and knowledge that this module covers includes an understanding of the features of hotels that make them suitable venues for events, the types of target markets that hotels typically cater to, how to attract and liaise with event customers in a way that leads to the execution of an event that matches the client's expectations. Learners will also cover knowledge of common in-house event setups, pre-event operational planning and post event activities in a hospitality establishment.					
Module Learning Outcomes						
At the end of	this module,	learners will be able	e to:			
1. Describe how hotels are equipped to host a variety of events						
2. Preser	nt recommen	dations based on cli	ent requir	irements		



- 3. Create a client value proposition, proposal and contract
- 4. Carry out tasks related to the setup and close down of an in-house event

Prepare to Manage a Workplace Project (BNS06004RU24)						
Credit value 4	QF Emirates	6	Duration (hours)	60		
Credit value4Or EnhancesDuration (nours)ooThis module aims to provide learners with the knowledge required to manage a work- based project. They will be introduced to the fundamentals of project management, the project management lifecycle and what skills are required to manage a project efficiently. They will explore types of projects in the service industry through real life case studies and hearing from guest speakers, and will learn how to initiate a project and agree objectives, engage with stakeholders and understand a scope of work. Learners will explore the importance of monitoring and reporting project progress, and explore examples of where projects have gone wrong. Finally they will learn about closing down a project effectively and evaluating project success and team performance.						
Module Learning Outcomes At the end of this module, learners will be able to:						
1. Examine the project lifecycle and the key factors that should be considered when project managing						
2. Analyse the importance of project objectives, a clear scope of work and a project management plan						
3. Explore the importance of monitoring and communicating project progress to stakeholders						
4. Describe the importa	nce of properly closing a	project and the	e steps required			

Credit value	4	QF Emirates	6	Duration (hours)	60		
	This module aims to teach students how to use scientific methods to analyse a range						
	research topics across the tourism, hospitality or events industry. Students will learn how to use qualitative and quantitative research methods and to apply these methods while						
Aim							
	considering accurate data collection, data analysis, sampling, and ethics. Students will						
	apply their knowledge by working on a research question within the tourism, hospi						



events industry that enables them to practice using a research method, designing their questionnaire and selecting appropriate statistical methods to analyse data.

Module Learning Outcomes

At the end of this module, learners will be able to:

- 1. Review literature related to a chosen research question within the service industry
- 2. Select a research methodology for a given scenario based on knowledge of qualitative and quantitative tools
- 3. Design common qualitative and quantitative research tools
- 4. Explain the use of basic statistical analysis tools

Managir	ng Custome	r Relationship	s (HOSO6	001RU24)			
Credit value	e 4	QF Emirates	6	Duration (hours)	60		
Aim	This module will provide learners with an understanding of customer relationship management (CRM) as a data-driven and technologically supported approach to handling customer interactions. Students will learn to identify common CRM strategies, understand why relationships are important, recognise the varied value of different types of customers to a business, explain the uses of customer- related data and describe the people, tools and systems that enable any CRM initiative. In this module we focus only on CRM in Business to Consumer (B2C) contexts.						
Module Le	arning Outcome	S					
		earners will be able		- d ou ot our our officier			
1.	. Explore the fundamentals and purpose of CRM and customer profiling						
2.	2. Explain the requirements, sources, issues and considerations relating to the use of customer data						
3.	Create a CRM s	trategy that maps cl	hannels to eac	h touchpoint in a custor	ner journey		
4.	Explain the step project	os and processes inv	olved in imple	menting a customer rela	ationship management		



Г

Use Excel	to Analys	e and Visualise	Data (BN	S06005RU24)			
Credit value	4	QF Emirates	6	Duration (hours)	60		
Aim	This module aims to provide learners with the knowledge and skills required to understand the meaning and importance of digital business intelligence, and the role that Excel can play in analysing and visualising data to help business professionals make informed decisions. Learners will begin by exploring the basics of business analytics, data mining, data visualisation, data tools and infrastructure, and best practices to help organisations to						
Module Learning Outcomes At the end of this module, learners will be able to:							
1. Explor	1. Explore digital business intelligence and its importance in modern business practice						
2. Use ex	2. Use excel functions to analyse and visualise data						
3. Create pivot tables in excel to analyse data							
4. Explor	e time series	and trends in excel					

Manage a	Destinat	ion (TSM06001	.RU24)		
Credit value	4	QF Emirates	6	Duration (hours)	60
Aim	destination Economy a real-life sce (DMOs) in a equipped v skills and co identify the appraise te	management and mand nd Tourism (DET) in D enario. Learners will ir developing and imple with analytical skills ar competencies. On succe factors that influenc chniques for managin	arketing. It aim pubai to review nvestigate the menting marke nd will be giver essful complet e tourism deve	tion of this module lea elopment at the destin	he Department of ation marketing in a rketing Organisations cover, learners will be actice industry-specific rners will be able to
Module Lear	ning Outcom	es			



At the end of this module, learners will be able to:

- 1. Assess the role of a Destination Marketing Organisation in increasing a destination's competitiveness
- 2. Analyse the factors affecting Dubai's destination growth and development.
- 3. Analyse the key elements of destination marketing campaigns in meeting campaign objectives.
- 4. Propose three strategic solutions to support Dubai's destination growth and development

Credit valu	e 4	QF Emirates	6	Duration (hours)	60		
	theoretica within the internship	I knowledge they ha Events industry. Lea placements, demon iting applications, cr	ve acquired thi irners will be re strating the ski	e opportunity to apply t oughout their studies in quired to search for an Ils they have gained in p I online e-portfolio and	n a real work setting d apply to relevant previous modules		
Aim		Note that this Module will be completed and assessed simultaneously with the following Level 6 Modules:					
	• Se	et objectives for an E	vents Industry	nternship			
	• W	ork on an Events Ind	ustry Internshi	o			
	 Reflect on an Events Industry Internship Combined duration of Work Based Learning is 16 weeks. 						
Module Le	earning Outcom	ies					
At the end	l of this module,	, learners will be able	e to:				
1. Apply t	o internship pos	sitions in the Events	industry throuខ្ល	h relevant channels			
2. Perform	m in a iob interv	view for an Events in	dustry internsh	in			



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Aim	4QF Emirates6Duration (hours)60This module aims to provide learners with the opportunity to apply the skills and theoretical knowledge they have acquired throughout their studies in a real work setting within the Events industry. Learners will be required to demonstrate initiative on their internship and set SMART objectives with their supervisor, agreeing workplace expectations and goals. Learners will be encouraged to reflect on their performance and learnings from their Level 5 internship and use them the create their learning objectives and goals for this workplace experience. Once SMART objectives are set, the learner will be expected to regularly monitor and record progress towards the objectives with their line manager, adjusting them if required. e learner will be required to take responsibility for building a relationship with their line manager throughout their internship, asking for informal feedback on a regular basis from both their supervisor and colleagues.Note that this Module will be completed and assessed simultaneously with the following Level 6 Modules:•Source an Events Industry Internship•Work on an Events Industry Internship•Reflect on an Events Industry Internship				
Module Learn	ning Outcome	S			
At the end of this module, learners will be able to:					
1. Set SMART objectives in the workplace					

Work on an Events Industry Internship (ENT06008RU24)						
Credit value	4	QF Emirates	6	Duration (hours)	60	
Aim	4QF Emirates6Duration (hours)60This module aims to provide learners with the opportunity to apply the skills and theoretical knowledge they have acquired throughout their studies in a real work setting within the Events industry. The internship aims to provide the learner with a fresh perspective and new ideas, as well as an opportunity to build brand advocacy and raise local presence and profile. Learners will be expected to implement their learnings from managing teams and take on at least one supervisory role or project, and get feedback on their performance in this new position.The learner will be required to take responsibility for building a relationship with their line manager throughout their internship, asking for informal feedback on a regular basis from both their supervisor and colleagues.					



	Note that this Module will be completed and assessed simultaneously with the following				
	Level 6 Modules:				
	Source an Event Internship				
	Set Objectives for an Events Industry Internship				
	Reflect on an Events Internship				
	Combined duration of Work Based Learning is 16 weeks.				
Module Learning Outcomes					
At the end of this module, learners will be able to:					

1. Lead on a functional stream of the event planning phase in the workplace

2. Lead on a functional stream of the event execution phase in the workplace

Reflect on an Events Industry Internship (ENT06007RU24)							
Credit value	4	QF Emirates	6	Duration (hours)	60		
Aim	 This module aims to provide learners with the opportunity to reflect on their learnings from their Level 6 Advanced Diploma internship, to use them to recommend improvements in projects that they were involved in during their experience from an event management point of view, and to create new learning objectives and goals for their career. The learner will be required to take responsibility for building a relationship with their line manager throughout their internship, asking for informal feedback on a regular basis from both their supervisor and colleagues. Note that this Module will be completed and assessed simultaneously with the following Level 6 Modules: Source an Events Industry Internship Set Objectives for an Events Industry Internship Work on an Events Industry Internship Combined duration of Work Based Learning is 16 weeks. 						
Module Learning Outcomes							
At the end of this module, learners will be able to:							
1. Recommend management improvements for an event executed as part of an internship experience							
2. Reflect on an events internship experience and personal performance using recognised reflective cycles							
2. Create short- and long-term career goals							