

NVC in Hospitality and Tourism Studies (Draft)

NATIONAL BOARD FOR TECHNICAL EDUCATION
KADUNA
NATIONAL VOCATIONAL CERTIFICATE
IN
HOSPITALITY AND TOURISM STUDIES
CURRICULUM AND COURSE SPECIFICATIONS
2007

PLOT 'B' BIDA ROAD, P.M.B. 2239, KADUNA- NIGERIA.

NVC in Hospitality and Tourism Studies (Draft)

NATIONAL VOCATIONAL CURRICULUM IN HOSPITALITY AND TOURISM STUDIES

AIM:- To provide training and impart the necessary skills leading to the production of skilled personnel at craft level who will be employed in the Hospitality and tourism industry, and can also be enterprising and self reliant.

TARGET GROUPS

- i) Basic education products (post –JSS) students with requisite credits in JSCE or NECO.
- ii) Post-secondary students who are unable to gain access to higher education or IELs, who may have less than 5 credits.
- iii) Those out of school for a long time, in line with Governments desire for open access to re-skilling and up-skilling of the nation’s workforce as part of Life-Long Learning (LLL), but with minimum desired qualification as in *i* or *ii* above.

PROGRAMME STRUCTURE AND NOMENCLATURE

The VEI programme which will lead to the attainment of the National vocational certificate (NVC) in Hospitality and Tourism will be taken in flexible modular curricula. The programme will have three parts (i.e NVC Part I, Part II and NVC Final), each taken in a span of 1 year. Each part shall have a cogent and flexible structure and content that would arm the trainee with a unit of employable skill, and the possibility to exit at that level with a recognized certification, bearing the levels of skills attained. Programmes should have flexible leaving periods and arrangement that may not be available at conventional schools.

INDUSTRIAL EXPERIENCE

Trainees are required to be attached to relevant industry for a period of three (3) months after each part for supervised and graded industrial work attachment.

METHODS OF ASSESSMENT

Assessment for the programme shall be:-

- i) Be based on the evidence of practical attainment as presented by the learner.
- ii) Match the nature of the learning outcome as described in the curriculum.
- iii) Make the learner take the assessment /examination under appropriate conditions while the evidence is assessed by assessors who make the judgment on whether the quantity and quality provide proof that standard has been achieved.
- iv) Provide LLL participants with the chance to exhibit and therefore vie for a level attainment that they may or may not have learnt from the centre or school.

PRACTICAL CONTENT

NVC in Hospitality and Tourism Studies (Draft)

In the NVC programme the curriculum prescribes 80% practical content 5% General studies and 15% theoretical work components.

NATIONAL VOCATIONAL CERTIFICATE IN HOSPITALITY AND TOURISM STUDIES

1.0 Programme Nomenclature:- National vocational certificate In Hospitality and Tourism

1.0 General Goal: The programme is designed to produce craft skilled individuals who will be able to meet the manpower requirement in Hospitality and Tourism establishment.

General Objectives:- A product of NVC in Hospitality and Tourism on completion of this programme should be able to:-

On completion of this programme the student should be able to:

- i) Process, package and market tours and travels.
- i) Organise indoor and outdoor functions such as tours, excursions, picnics and other forms of group engagements.
- i) Guide tourists and Guests in their area of operations
- i) Organize events to promote trade through tourism.
- v) Organize and manage public entertainments and recreation such as Marriage and other social functions.
- vi) Organize guest relation activities and service delivery in hospitality and tourism establishments.

3.0 Entry Requirements for National Vocational Certificate in Hospitality and Tourism Studies

The general entry requirement for the NVC programme are:-

- (a) Five credits in English Language, Maths, and three science subjects at JSS level.
- (b) Post-secondary students who are unable to gain access to higher education or IEs, who may have less than 5 credits.
- (c) Those out of school for a long time, in line with Governments desire for open access to re-skilling and up-skilling of the nation's workforce as part of Life-Long Learning (LLL), but with minimum desired qualification as in a or b above.

NVC in Hospitality and Tourism Studies (Draft)

NATIONAL VOCATIONAL CERTIFICATE IN (HOSPITALITY AND TOURISM STUDIES)

PROPOSED (NVC) CURRICULUM TABLE (DURATION 3 YEARS)

PART I FIRST TERM

COURSE CODE	COURSE TITLE	LECTURE	PRACTICAL	CONTACT HRS	CREDIT UNIT
	GENERAL EDUCATION				
GNS 101	Use of English	2	-	30	2
	TRADE MODULE				
VHT 101	Food Preparation	1	4	75	2
VHT 103	Front Office Operation	1	4	75	2
VHT 105	Flour Confectionaries	1	4	75	2
VHT 107	Leisure and Tourism Services	1	2	75	2
VTE 109	Food Services Operations	1	4	75	2
		7	20	405	12

NVC in Hospitality and Tourism Studies (Draft)

PART I SECOND TERM

COURSE CODE	TRADE MODULES	LECTURE	PRACTICAL	CONTACT HRS	CREDIT UNIT
	GENERAL EDUCATION				
GNS 111	Citizenship Education	2	-	30	3
	TRADE MODULES				
VHT 102	Janitorial Support Services	1	4	75	2
VHT 104	Laundry and Dry Cleaning Services	1	4	75	2
VHT 106	Housekeeping Operations	1	4	75	2
VHT 108	Events Services	1	4	75	2
VHT 110	Tour Guiding	1	4	75	3
				405	14

PART II FIRST TERM

NVC in Hospitality and Tourism Studies (Draft)

CODE	COURSE	LECTURE	PRACTICAL	CONTACT HRS	CREDIT UNIT
	TRADE MODULES				
VHT 201	Principle of Bookkeeping & Accounts	1	2	45	2
VHT 203	Marketing Techniques I	1	4		2
VHT 205	Beverage Operations	1	4	75	2
VHT 207	Airline & Travel Agency Operations	1	4	75	2
VHT 209	Geography in Tourism	1	4	75	2
		5	20	75	
				345	10

PART II

SECOND TERM

NVC in Hospitality and Tourism Studies (Draft)

CODE	COURSE	LECTURE	PRACTICAL	CONTACT HRS	CREDIT UNIT
	GENERAL EDUCATION				
GNS 124	Citizenship Education II	2	2	60	2
	TRADE MODULES				
VHT 202	Airfares and Ticketing	1	5	90	3
VHT 204	Banqueting Operations	1	5	90	3
VHT 206	Transport Tourism	1	5	90	3
VHT 208	Marketing Techniques II	1	2	45	2
VHT 210	Customer Services	1	2	45	2
		7	21	340	15

NVC in Hospitality and Tourism Studies (Draft)

PART III

TERM ONE

CODE	MODULES	LECTURE	PRACTICAL	CONTACT HRS	CREDIT UNIT
	GENERAL EDUCATION				
COM 215	Computer packages in Hospitality Tourism	1	4	75	2
	TRADE MODULES				
VHT 301	Information Technology in Tourism	1	3	60	2
VHT 303	Nuptial Services	1	6	105	3
VHT 305	Floral and Landscaping	1	6	105	3
VHT 307	Specialty Cuisine	1	6	105	3
		5	25	390	13

PART III

TERM TWO

NVC in Hospitality and Tourism Studies (Draft)

CODE	TRADE MODULE	L	P	CU	CHRS
	GENERAL EDUCATION				
BAM 126	Introduction to Entrepreneurship	1	6	105	3
GNS 123	Small Business Management	1	6	105	3
	TRADE MODULE				
VHT 302	Travel Planning	1	4	75	2
VHT 304	Allied Craft	1	4	75	2
VHT 306	Accounting for Hospitality and Tourism	1	4	75	2
		5	24	435	12

Programme: National Vocational Certificate in Hospitality and	Course Code: VHT 101	Theory: 1 hr
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NVC in Hospitality and Tourism Studies (Draft)

Tourism Studies		
Module: Food Preparation		Practical: 4 hrs
Year 1 Term 1	Theory: 1 hour	Credit Unit: 2
Practical: 4 hours		Contact Hours: 75
<p>Goal: This module is designed to equip the trainee with knowledge and skill to prepare various dishes.</p> <p>General Objectives: On completion of this module, the trainee will be able to:</p> <ol style="list-style-type: none"> 1. Understand and apply various methods of food preparation 2. Understand and apply the principles involved in making stocks, soups gravies and sauces 3. Understand the preparation of hot and cold snacks, savories, and breakfast dishes. 4. Understand the basic techniques in larder works 5. Understand the principles and techniques of preparing and presenting a variety of sweets 6. Understand the principles of meal planning and plan different types of meal: (breakfast, lunch, dinner) for different groups with particular reference to manual and sedentary workers, children, adolescents and old people. 		

PROGRAMME: National Vocational Certificate in Hospitality & Tourism Studies		
COURSE: Food Preparation	COURSE CODE: VHT I01	CONTACT HOURS: 75 hours

NVC in Hospitality and Tourism Studies (Draft)

GOAL: This module is designed to equip the trainee with knowledge and skill to prepare various dishes.						
COURSE SPECIFICATION: Theoretical Contents:				Practical Contents:		
	General Objective: 1.0 Understand and apply various method of food preparation			General Objective: 1.0		
WEEK	Specific Learning Outcome	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
Wk.1 and Wk 2	0.0 Define some of the terms used in food preparation	Explain some of the terms used in food preparation with examples	Chalk/board			
	0.0 Identify standard measure and handy measure used to weigh both raw and cooked food items.	Describe the standard measures of to weigh or measure food items	Food items and standard measures like jugs, cups, etc.	Measure or weigh food both raw and cooked food items using standard measure or handy measures e.g. cups, bottlers, mudu, etc particularly for local foods such as garri, beans, amala, etc.	Demonstrate how to measure or weigh both raw and cooked food items	Food items and standard measures like mudu, bottle, etc.
	0.0 Distinguish between the basic preparation methods, stewing, etc.	Explain the difference between the different methods of food preparation	Chalk /Board	Prepare foods using different methods of food preparation.	Demonstrate how to prepare food using different methods.	Food items, water stove/cooker.

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NVC in Hospitality and Tourism Studies (Draft)

General Objective: 2..0 Understand and apply the principles involved in making stocks, soups, gravies and sauces.						
WEEK	Specific Learning Objective	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
WK 3	2.1 State the composition of basic ingredients used for soups, stock, sauces, and gravies	Describe the composition of basic ingredients used for soups stocks, sauces, gravies	Ingredients for making stocks, soup, gravies and sauces			
	2.2 Explain how basic ingredients are used in various ways in the preparation of soups, stocks, sauces and gravies.	Describe how basic ingredients are used in various ways in the preparation of soups, stocks, sauces and gravies	As above	Prepare basic stocks, soups sauces and gravies	Demonstrate the preparation of stocks, soups, sauces and gravies	

GOAL:.

NVC in Hospitality and Tourism Studies (Draft)

COURSE SPECIFICATION: Theoretical Contents:				Practical Contents:		
	General Objective: 3.0 Know the preparation of hot and cold Snacks, savories and dishes.			General Objective:		
WEEK	Specific Learning Objectives	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
WK 4	3.1 Identify the item needed in various basic salad preparation	List the various items required for salad preparation	Ingredients for salad preparation	Prepare salad items for all types of presentation and display as a preliminary dish, main or accompaniment	Lead students to prepare salad items for all types of presentation and display	Ingredients for salad preparation and serving dishes
WK 5	3.2 Describe the correct storage, handling and shelf lives of various breads and bakery products	Explain the correct storage handling and shelf lives of breads and bakery product	Bread and bakery products	Store and handle various breads and bakery products correctly	Guide student to store and handle various breads and bakery-products correctly	Bread and bakery products
	3.3 Identify hot and cold snacks savories and breakfast dishes	Describe what are cold and hot snacks savories and breakfast dishes		Prepare hot and cold snacks savories and breakfast dishes	Demonstrate the preparation of hot and cold snacks, savories and breakfast dishes	Food items for preparation of cold and hot snacks
WK 6						

NVC in Hospitality and Tourism Studies (Draft)

General Objective: 4.0 Know the basic techniques of ladder works.						
WEEK	Specific Learning Objective	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
WK 7	4.1 Identify types of fishes; Had dock, mackerel, Herrings, sole jet	List the different types of fish available	Fish of different types	Collect and identify various types of fish to students.	Visit fish shop with the students to collect various species.	Fish Shop Market
	4.2 Describe the methods of cleaning, cutting, filleting, and portioning of the fish.	Explain the methods of cleaning, cutting filleting and portioning of fish in 4.1 above	Chalkboard	Clean, cut, fillet and portion different types of fish Prepare the fish listed in 4.1 above using different methods of preparation.	Demonstrate the cleaning, cutting and portioning of different species of fish.	Knives, Fish samples.
WK 8	4.3 Identify animals and the meat derived from them	List various animals and the meat derived from them	Various animals	Prepare food using different types of meat.	Demonstrate the preparation of meals using different types of meat	Different types of meat in beef, pork, mutton, veal, etc

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NVC in Hospitality and Tourism Studies (Draft)

COURSE SPECIFICATION: Theoretical Contents:				Practical Contents:		
	General Objective: 5.0: Understand the principles and techniques of preparing and presenting a variety deserts..					
WEEK	Specific Learning Objectives	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
WK 9	5.1 Explain the hygiene requirements in the preparation of hot and old desert.	State the importance of desert in menu	Desert of different types	Prepare and produce a variety of desert from raw materials and ready mix	Demonstrate the preparation of desert.	Flour, sugar, eggs,
WK 10						
	5.2 Explain the importance of desert in the menu	State the hygiene requirements in the preparation of hot and cold sweets		Observe the hygiene requirements in the preparation of hot and cold drinks	Lead students to observe the hygiene requirements in the preparation of cold and hot drinks	Glass, water milk fruit juice etc
WK 11-12	Revision and Examination					

Programme: National Vocational Certificate in Hospitality and Tourism Studies	Credit hours 5
	Contact Hours: 75

NVC in Hospitality and Tourism Studies (Draft)

Module: FRONT OFFICE OPERATION VHT 103	Theory: 1hrs/Wk
YEAR: 1 TERM: Second / Pre-requisite	Practical: 4 hrs/Wk

General Objectives: On completion of this module, the student should be able to:

- 1 Know various means of Communication
- 2 Know the importance of the telephone as a means of communication
- 3 Know the obligations of the hotel proprietors
- 4 Know various fire precautions and security measures in a hotel
- 5 Understand simple first aid procedure
- 6 Understand simple banking procedures and calculation in the front office

PROGRAMME: National Vocational Certificate in Hospitality and Tourism Studies		
COURSE: Front Office Operation	COURSE CODE: VHT 103	CONTACT HOURS: 75 hrs
GOAL:.. This course is designed to provide the student with basic technical knowledge of front office procedure		

NVC in Hospitality and Tourism Studies (Draft)

COURSE SPECIFICATION: Theoretical Contents:				Practical Contents:		
	General Objective: 1.0 Know various means of communication			General Objective:		
WEEK	Specific Learning Objectives	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
WK 1	0.0 Define the term communication	Explain the term communication	Chalkboard			Role Play Verbal Communication Body Language Gesture
	0.0 Identify the importance of communication in the hotel	State the importance of communication in the hotel				
	0.0 Describe the methods of communication i.e. words of mouth; printed form (written communication) etc	Explain the various methods of communication in the departmental communication.		Display series of printed forms, vouchers, registration form and guest folio etc.		
	0.0 Identify some common terms used in Front Office Operation.					

NVC in Hospitality and Tourism Studies (Draft)

General Objective: 2.0 Know the importance of the telephone as a means of communication in the hotel.						
WEEK	Specific Learning Objective	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
WK 2	2.1 Explain the importance of the telephone in the hotel establishment	State the importance of the telephone in the hotel establishment	Chalkboard Telephone			
	2.2 State the techniques involved in the telephone usage in a hotel	Explain the techniques involved in the telephone usage	Chalkboard Telephone box	Use telephone to call a friend/guest	Demonstrate the use of telephone to make calls in passing information and answering guest request.	Telephone box
WK 3	2.3 Describe the operation of telephone switch board	Explain the operation of telephone switch board	Switch board	Operate a switchboard machine.	Demonstrate the operation of switch board	Switch board

NVC in Hospitality and Tourism Studies (Draft)

General Objective: 3.0 Know the obligations of the hotel proprietor.						
WEEK	Specific Learning Objective	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
WK 4	3.1 Explain the difference between an inn and a private hotel	State the difference between an inn and private hotel		Identify the differences in the various inns and hotels.	Make a visit to the different types of properties.	Ventricle camera.
	3.2 Explain the right of lieu	State the right of lieu.	Law book			
WK 5	3.3 Explain the obligations of the hotel proprietor to guests and the government.	State the obligations of the hotel proprietor to guests and the government	Law book			
	3.4 Explain the law of contract in relation to hotel accommodation	State the law of contract.	Law book			
	3.5 Describe the law relating to registration of guests	Explain the law relating to registration of guests	Law book			
WK 6	3.6 Explain the licensing laws	State the licensing law	Innkeepers Law	Visit Local Government and Collect Law affecting the operation of liquor (on and off		Vehicle

NVC in Hospitality and Tourism Studies (Draft)

				license		
	3.7 Explain the wages act as it affects hotel and catering industry	State the wages act as it affects hotel and catering industry				

NVC in Hospitality and Tourism Studies (Draft)

	General Objective: 4.0 Understand various fire cautions and security measures					
WEEK	Specific Learning Objective	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
WK 7	4.1 Describe the steps to take in event of a fire in a hotel.	Explain the steps to take in the event of a fire in a hotel	Chalkboard	Operate fire extinguishers and fire alarms.	Demonstrate fire extinguishers and fire alarms practice the emergency exit system.	Fire extinguishers and fire alarms
WK 8	4.2 Describe possible sources of fires in a hotel	Explain possible source of fire in hotel	Chalkboard	Demonstrate the use of fire fighting equipment.	Demonstrate Fire drill procedure and Exercise.	Muster Point, Information, Federal Fire Services etc.
	4.3 Describe the security of hotel building and control of keys	Explain the security of hotel and control of keys	Chalkboard	Demonstrate first aid treatment on fire victims.	Treat simulated fire victim.	

	General Objective: 5.0 Understand first aid procedures
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NVC in Hospitality and Tourism Studies (Draft)

WEEK	Specific Learning Objective	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
WK 9	5.1 Describe the treatment of minor cuts, bruises and scales	Explain the treatment of minor cuts, bruises and scales	Chalkboard	Demonstrate process of treating cuts, bruises and scales.	Follow up on treatment of cuts bruises and scales.	Dressing materials.
WK 10	5.2 Describe other first aid procedures for bleeding, fainting, clothing, shock, none bleeding, etc in a hospitality and Establishment.	Explain other first aid procedures for bleeding, fainting, chocking etc in a hotel		Give first aid treatment to patient with bleeding, fainting, chocking, nose bleeding problems	Demonstrate how to give first aid treatment to patients with bleeding, fainting, nose bleeding problems.	Lotion for treating the patients
WK 11	5.3 Reservation methods and Procedure.	Explain types of Reservation.			Demonstrate how Reservation are handled via conduct, telephone, e mail etc.	Role playing Buzz Session.

	General Objective: 6.0 Understand simple banking procedures and calculation in the front office
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NVC in Hospitality and Tourism Studies (Draft)

WEEK	Specific Learning Objective	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
WK 11	Describe the various methods of payment of goods and services.	Payment: Value card, cheque, cash, credit card etc.	Chalk board Specimen of credit cards and savings accounts forms			
	Describe deferent types of cheques	Explain types of cheques	Different types of cheques			
	Explain the procedure for bank reconciliation	Describe the procedures for bank reconciliation		Demonstrate banking reconciliation system.	Calculate cash and bank balances.	
WK 12	Identify the various foreign currencies and credit cards and how to convert them into Naira	Explain the various foreign currencies and credit cards and how to convert them into Naira	Different types of foreign currencies and credit cards	Convert various currencies and credit cards into Naira	Demonstrate how to convert various foreign currencies and credit cards into Naira	Various foreign currencies and credit card

Programme: National Vocational Certificate in Hospitality and Tourism Studies	Credit hours 5hrs
Module: VHT 105 Flour Confectionaries.	Theoretical: 1 hrs/Wk
PRE-QUISITE: VHT 101	Practical: 4 hrs/Wk

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Goal: This module is designed to develop the trainee the knowledge and skill to display originality and good quality work in pastry and confectionaries

General Objectives: On completion of this module, the student should be able to:

- 1.0 Know specialized items in flour confectionaries.
- 2.0 Understand the use of yeast goods for the extension of varieties (other than bread and rolls)
- 3.0 Understand the use of sponge mixed as bases for specialized
- 4.0 Know the preparation of petit fours
- 5.0 Know the use of different icing, sugar in baking
- 6.0 Understand the principles and techniques involved in the preparation of different types of pastries

PROGRAMME: National Vocational Certification in Hospitality and Tourism Studies		
MODULE: Flour Confectionaries(Baking Power and Yeast product etc.	COURSE CODE: VHT 105	CONTACT HOURS: 75Hrs

NVC in Hospitality and Tourism Studies (Draft)

GOAL:.. This module is designed to develop in the trainee the knowledge, skill, originality and creativity flour confectionaries						
COURSE SPECIFICATION: Theoretical Contents:				Practical Contents:		
General Objective: 1.0 Know specialized items in flour confectionaries.						
WEEK	Specific Learning Objectives	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
WK 1	1.3 Identify all basic ingredients required in the production of confectionaries e.g flour, sugar, fat baking power etc.	Explain special items in 1.1	Samples of Bread, Cakes, Pies and other savory snacks.	Prepare and display bread, cakes, pies and other savory snacks.	Demonstrate the preparation of flour confectionaries , bread, cakes, pies etc.	Flour, Sugar, fat, water Milk etc

NVC in Hospitality and Tourism Studies (Draft)

	General Objective: 2.0 Understand the use of yeast food for the extension of varieties (other than bread and rolls).					
WEEK	Specific Learning Objective	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
WK 2 & 3	2.1 Identify the difference between the baking yeast dough for bread and rolls and that of extension varieties. Differences such as consistency, ingredients, shapes baking	Explain the differences between the items in 2.1	Baking yeast doughnut, etc	Prepare and display yeast doughnut varieties for bread, rolls and all raising agents.	Demonstrate the preparation of yeast dough variety of other savory snacks.	Flour Sugar Salt Milk Water etc
	General Objective: 3.0 Understand the use of sponge mix as bases for specialized cakes e.g. sponge cakes, swill rolls etc.					
	Specific Learning Objective	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
WK 4	3.1 Identify the difference between pastry confectionaries baking products, and icing, syrup, nuts, glaze.	Explain the differences between the baking products e.g. Bread, rolls, cakes pies etc.	Jam, cream, syrup, nuts cakes pies bread etc	Prepare and display different special samples of confectionaries e.g. cakes, bread, pies and other savory snacks.	Demonstrate the preparation of different types of confectionaries and savory snacks e.g. cakes, bread, pies snacks.	Flour Milk Sugar Salt etc

NVC in Hospitality and Tourism Studies (Draft)

WK 5 & 6	General Objective 4.0 Know the preparation of petit fours.					
	4.1 Identify the differences in the preparation of variety of petit fours such as cutting, shaping, coating, icing, pasting and glazes	Explain the differences in the preparation of different types of baking products e.g. small cakes sponge	Sugar Water Flour Eggs Pastry Cutlets.	Make petit fours using boiled sugar, house tine, marzipan ganache and fondant.	Demonstrate the making of fours e.g. cookies. Biscuits, paper cakes using boiled sugar. using boiled sugar	Sugar Flour Fat Pastry Cutters.
	4.2 Identify the various methods for the baking of petit fours and savory snacks e.g. cookies, pies, etc.	Explain the different methods used in baking petit fours.	Flour Sugar Fat Pasty Cutters.	Prepare and display variety of petit fours such as Almond petit fours, brandy snaps, flap jacks, date crunches, cookies, biscuits etc.	Demonstrate the preparation of the variety of petit fours such as small cakes almond pelt flour, biscuit and cookies.	Sugar Salt, flour, Fat, Castles paper. Etc

NVC in Hospitality and Tourism Studies (Draft)

General Objective: 5.0 Know the use of different icings in baking						
WEEK	Specific Learning Objective	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
Wk 7.1	5.1 Identify different types of sugars used in baking such as Barbados, cutters, dehorners, glucose, granulated honey, icing sugar, log sugar syrup and jam	Explain different types of sugar used in icing e.g. icing, sugar syrup glucose etc.	Samples of Sugar e.g. Glucose, grown sugar, icing sugar, honey etc. Salt Fat	Make sweets and icing under appropriate temperature Glaze baked foods with sugar Prepare marzipan using colored sugar	Demonstrate the making of sweets and icing under appropriate temperature Demonstrate the glazing of baked foods with sugar Demonstrate the preparation of marzipan using colored sugar	Sugar- icing sugar, grown sugar, glucose. Salt Fat Baked foods and sugar Colored sugar
Wk 7.2	5.2 Describe the use of different icing such as glaze, water, butter, royal, fudge.	Explain the use of different icing such as glaze, water, butter, royal, fudge.	Water glaze, butter royal fudge.	Use different icing such as glaze, water, butter royal, fudge.	Demonstrate the use of different icing such as: Fondant, glaze, water, butter royal, fudge	Water, Glaze, Butter Royal, Fudge.

NVC in Hospitality and Tourism Studies (Draft)

General Objective: 6.0 Know the principles and techniques involved in the preparation of different types of pastries.						
	Specific Learning Objective	Teachers Activities	Learning Resources	Spec. Learning Objective	Teachers Activities	Learning Resources
Wk 8 & 9	6.1 Identify different types of pastries e.g. short crust pastry; sugar pastry; royal puff/flaky pastry; sweat pastry; hot water paste, choux paste; puff pastry for making of bread, rolls, cakes, pies and other savory snacks.	Explain different types of pastries e.g. short crust; sugar, royal puff/flaky; sweat; hot water, rough, choux dough etc.	Different types of pastry.	Prepare different types of pastries as in 6.1	Demonstrate the preparation of different types of pastries as in 6.1	Flour, Sugar, Fat, Water, Eggs, etc.
	6.2 Enumerate the ingredients required for making of pastry VS: fat, flow, salt, sugar	Describe the ingredients required for making of pastry VS: fat, flow, salt, sugar	Flour Fat, Sugar, Fruits etc.	Prepare different types of pastries.	Demonstrate the preparation of pastries.	Flour, Sugar Fat, Water Eggs, etc.
WK 10	6.3 Describe the general procedures for pastry making: i. Sieving the flour i. Mixing fat i. Binding with water i. Rolling out dough i. Putting in filling i. Baking	State the general procedure in 6.3	Make a simple pastry observing the general procedure outlined.	Prepare pastries following the necessary procedures as in 6.3.	Demonstrate preparation of pastries using the established procedures as in 6.3	Flour Fat Salt Sugar
			Make different products using different types of pastries e.g. Short pastry,	Demonstrate the making of different products using different methods.	Group the students to produce different pastry item.	Fat, Salt, Water,

NVC in Hospitality and Tourism Studies (Draft)

		fruit pie etc puff pastry, meal pie etc Rough puff pastry etc			Sugar
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NVC in Hospitality and Tourism Studies (Draft)

PROGRAMME: NATIONAL VOCATIONAL CERTIFICATE IN HOSPITALITY AND TOURISM STUDIES	CODE: VHT 107	CREDIT HOUR 2
COURSE: Leisure and Tourism		Theoretical: 2 hours/week -
PART : 1 TERM: 1		<i>Practical</i>
GOAL:- This course is designed to enable the student acquire knowledge on the meaning and definition of Leisure and Tourism.		

<p>GENERAL OBJECTIVES:- On completion of this course, the students should be able to:-</p> <ol style="list-style-type: none"> 1. Know the meaning and definition of leisure and tourism 2. Understand the basic and major leisure and tourism terminologies. 3. Understand the concept and nature of leisure in tourism 4. Understand the concept and methods of approaches to leisure and tourism studies. 5. Understand the historic perspective of leisure travel and tourism. 6. Understand the main factors responsible for the growth and trends in leisure and tourism 7. Understand the general positive and negative impacts of Leisure and Tourism.
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Department/ Programme: NATIONAL VOCATIONAL CERTIFICATE IN HOAPITAITY AND TOURISM STUDIES					
Course Code: VHT 107			Contact Hours: 75		
			Credit Hours: 2		
Subject/Course: Leisure and Tourism Studies			Theoretical: 2 hours/week		
PART: 1 Term 1		Pre-requisite:	Practical: 4 hours /week		
Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objectives 1.0: Know the meaning and definition of leisure and tourism					
3.0 Define leisure and tourism , 3.0 Explain W.T.O.'s definition of International Tourist 1.3 Distinguish between a tourist, traveler, visitor and excursionist. 1.4 Explain the definition of tourism and tourist as propounded by different schools of thought	Lecture and guidelines for discussion, use of examples Explain the role of W.T.O. and the different organizations involved in the development of Tourism at international and national level.	OHTs and OHT's projectors or Power Point Projectors	Identification of Leisure and Tourism forms Familiarization with WTO website the WTO website Identification of leisure and tourism activities (based on students' personal experiences)	Guidelines given for group discussion (students to be divided in pairs or group of 3/4 depending on class size) on brochures and internet based research on tourism activities.	Student to collect 2/brochures from travel agents and work in group using flip charts or OHTs, color pens and Internet based expositions.

General Objective : 2.0 Understand the basic and major tourism terminologies					
1 Define and explain the	Lecture with examples and illustration to include national cases.			Divide class into groups (of 2/3/ or 4	Internet

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<p>meaning of the following:</p> <ul style="list-style-type: none"> i. Tourist product ii. Tourist service iii. Tourist market' iv. Tourist destination v. Tourist attraction vi. Tourist resources vii. Infrastructure and superstructure viii. International Air Transport Association (IATA) Ix United National World Tourism Organization (UNWTO) X. International Civil Aviation Organization xi.. Jet lag2. xii. Inclusive tour <p>2.2 Emphasize the features and characteristic of the aforementioned terms</p>				<p>according to numbers). Let each group research into one of the listed topics (can be assigned to visit). Student to produce a working papers to be discussed by each group in the class</p>		<p>Based materials, Transport Flip Chart Drawing materials.</p>
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	<p>General Objective 3.0: Understand the concept and nature of leisure and tourism.</p>
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	<p>3.1 Define and explain leisure and leisure time</p> <p>3.2 Explain the importance and value of leisure in tourism</p> <p>3.3 Distinguish between recreation, entertainment and amusement in the context of leisure</p> <p>3.4 List various activities of the tourist that have leisure motives</p> <p>3.5 List various playground activities.</p> <p>3.6 List causes, types and precautions to be taken in playground injuries.</p>	<p>Lecture with examples and illustration to include local cases.</p>	<p>Explain leisure and recreation provision in the locality.</p>	<p>Identify leisure and recreation provision in the locality.</p>	<p>Undertake a fieldtrip to local recreation facilities in town. Show recreation centres to students.</p> <p>Students to report on fieldtrip.</p>	<p>Vehicles</p>
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General Objective 4.0 : Understand the concept, methods of approaches to tourism studies						
4.1	Explain the following approaches used to study tourism: i) Product approach ii) Historical approach iii) Management approach iv) Economic approach v) Sociological approach Inter-dispersary approach	Treat in logical order through delivery of lecture	Compare different Tourist sites to determine those suitable for different age groups		Explain Management of recreation facilities and target client.	Vehicle / Transport.
General Objective 5.0 :Understand the historical prospective of leisure, travel and tourism						
5.1	Explain the beginning of tourism	Lecture on the historic development of tourism from stone age to date.		Show an understanding of the leisure, travel and tourism development patterns.	Guide student to take note during video and discuss content	Video on the Grand Tour by the BBC
5.2	Explain the growth of tourism during ages of coal and steam engines					
5.3	Explain the development of tourism in the modern age.					

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	General Objective 6.0: Recognize the main factors responsible for the growth and trends in tourism					
6.1	Explain tourism demand factor	Lecture on the topics with references to be made on the trends in Nigeria		Identify current Nigerian trends using examples from locality the reasons for Nigerians to travel nationally and internationally.	Guide students to identify Nigerian trends using examples from the locality. Which are the main reasons for Nigerian to travel nationally and internationally? Why people travel to Nigeria?	Charts Map
6.2	Examine the importance of the factor in tourism development					
6.3	Examine the characteristics of each factor					
6.4	Explain the factors responsible for the enhancement of tourism demand in modern times.					
	General Objective 7.0: Understand the general positive and negative impacts of leisure and tourism.					
7.0	Explain the significance of leisure.	Identify the significance of leisure and tourism.	Flip Charts	Examine the various positive and negative impacts of leisure and tourism.	Guide the students to examine the positive and negative impacts of leisure and tourism.	Flips Charts
7.0	Explain the significance of Tourism	Outline the various negative impacts.				
7.0	Explain the negative impact of leisure and tourism.					

NVC in Hospitality and Tourism Studies (Draft)

	Department/ Programme:	Course Code:		Credit Hours: 75
	Subject/Course: FOOD SERVICE OPERATION	VHT 109		Theoretical: 1hours/week
	Part: 2 Term 2	Pre-requisite:		Practical: 4 hours /week

Goal: This module is designed to enable the students appreciate the importance of Food and beverage service in the hospitality industry and the factors which contribute to the establishment and maintenance of acceptable health and safety standards.

General Objective: On completion the graduate should be able to:-

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|-----|---|
| 1.0 | Know the scope of the food and beverage service in the Hospitality Industry |
| 2.0 | Understand waiting as a career |
| 3.0 | Understand personal and environmental hygiene and safety |
| 4.0 | Know organizational structure for food and beverage operations |
| 5.0 | Know different types of equipment, furniture and décor in the restaurant |
| 6.0 | Know the safe use, care and cleaning of counter and restaurant using basic cleaning materials |
| 7.0 | Understand restaurant working practices and procedure |

NVC in Hospitality and Tourism Studies (Draft)

	MODULE: FOOD SERVICE OPERATION	Course Code: VHT 109			Credit Hours:2 hrs/wk	
					Theoretical: 1 hours/week	
	<i>Year: 2 Term 2</i>	<i>Pre-requisite:</i>			<i>Practical: 4 hours /week</i>	
	<i>Theoretical Content 2 hrs/wk</i>			<i>Practical Content</i>		
	General Objective 1. 0 Know the scope of the food and beverage service in the Hospitality Industry					
<i>Week/s</i>	Specific Learning Outcomes	<i>Teacher's activities</i>	<i>Resources</i>	<i>Specific Learning Outcomes</i>	<i>Teacher's activities</i>	<i>Resources</i>
	<p>THE SCOPE OF FOOD AND BEVERAGE SERVICE INDUSTRIAL SECTOR</p> <p>0.0 Explain the set-up of food and beverage service industrial sub-sector.</p> <p>0.0 Explain the type of food and beverage service operations.</p> <p>0.0 Identify the types of food and beverage service points in the industrial sub-sector.</p>	<p>Explain the set-up of food and beverage service industrial sub-sector.</p> <p>Explain the types of food and beverages service points in the Industrial sub-sector.</p>	<p>Books</p> <p>Journals</p> <p>Board</p> <p>Lecture notes</p> <p>Classroom</p>	<p>Draw the set-up of Food and Beverage service industrial sector</p> <p>Identify the types of food-beverage service operations e.g.</p> <p>Identify types of food and beverage service points in the industrial</p>	<p>Lead students to draw the structural set-up of the food and Beverage service industrial sector.</p> <p>List and group the types of food and beverage service operation</p> <p>Explain the type of food and beverage service points in the industrial sub-sector.</p>	<p>Charts</p> <p>Posters</p> <p>Food Service Sector Umbrella</p>

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				sub-sector		
	General Objective 2.0 Understand waiting as a career					
	<p><u>Special Learning Objective</u></p> <p>WAITITNG AS A CAREER</p> <p>1.0 Describe waiting as a career.</p> <p>1.0 State the attributes and functions of an ideal waiter.</p> <p>1.0 Explain the job opportunities, future prospects, job satisfaction with regards to different catering organisations.</p>	<p>Explain waiting as a Career.</p> <p>Explain the attributes of an ideal waiter.</p> <p>Explain the job opportunities, future prospects, job satisfaction with regards to different catering organisations.</p>	<p>Classroom</p> <p>Chalk/Marker</p> <p>Board</p> <p>Books</p>	<p>Identify the attributes and functions of an ideal waiter.</p>	<p>Students to demonstrate the waiting.</p> <p>List and discuss the attributes and functions of an ideal waiter.</p> <p>Students to list and discuss job opportunities, future prospects, job satisfaction with regards to different caring organisations.</p>	<p>Charts</p> <p>Porters</p> <p>Hospitality magazine</p> <p>Hospitality Journals</p> <p>Internet based expositions.</p>

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	<p>7.6 Explain the importance of applying appropriate methods of waste disposal in catering.</p> <p>7.7 Describe acceptable standards of cleanliness in food service areas with regards to:</p> <ul style="list-style-type: none"> (a) floor service (b) table coverings (c) furniture (d) tablewares (e) condiments and accompaniments (f) serving equipment <p>7.8 Describe safety hazards in food service situations.</p> <p>7.9 List and describe codes of personal behaviour, which contributes to safe practice in food service areas.</p>	<p>for food service</p> <ul style="list-style-type: none"> (b) Personal hygiene (c) Cleaning procedures. <p>Explain the importance of applying appropriate methods of waste disposal.</p> <p>Explain the importance of applying appropriate methods of waste disposal in catering.</p> <p>Explain acceptable standards of cleanliness in food service areas with regards to:</p> <ul style="list-style-type: none"> (a) floor service (b) table coverings © furniture 	<p>Classroom</p> <p>Chalk/Maker</p> <p>Board</p>	<p>procedures required to minimize hygiene risk in food service areas as it affects</p> <ul style="list-style-type: none"> () Design features. <p>Choose the right equipment and utensils in food service.</p> <p>Choose the right temperature for food service.</p> <p>Demonstrate the application of appropriate methods of waste disposal in catering.</p> <p>Demonstrate the acceptable standards of cleanliness in</p>	<p>As above.</p> <p>Cleaning equipments</p> <p>Charts and posters</p>
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		<p>(h) tablewares (i) condiments and accompaniments (j) serving equipment.</p> <p>Explain safety hazards in food service situations</p> <p>Demonstrate codes of personal behaviour which contributes to safe practice in food service area.</p>		<p>food service areas with regards to</p> <p>(a) floor service (b) table coverings (c) furniture (d) tablewares (e) condiments and accompaniments (f) serving equipment.</p> <p>Demonstrate safety hazards in food service situations.</p> <p>Demonstrate the codes of personal behaviour, which contributes to safe practice in food service areas.</p>		<p>Fire fighting equipments e.g. fire extinguishers, blankets, protective clothing etc. Charts Posters.</p>
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Week	General Objective 4.0 Know organizational structure for food and beverage operations					
	<p>ORGANISATIONAL STRUCTURE FOR FOOD AND BEVERAGE SERVICE OPERATIONS</p> <p>1.1 List the different grades of staff in the food and beverage service operations.</p> <p>1.2 Describe the duties of the staff listed above.</p> <p>1.3 Explain the necessary mes-en-place and post service task.</p>	“	Classroom	Chalk	Board	Laboratory
Week	General Objective 5.0 Know different types of equipment, furniture and décor in the restaurant					
	<p>DIFFERENT TYPES OF EQUIPMENT, FURNITURE AND DÉCOR IN THE RESTAURANT</p> <p>5.1 Describe the types of chairs and sideboards found in the food service areas and describe their uses.</p> <p>5.2 Identify restaurant equipment such as utensils, silverware, stainless steel ware, glassware, cookery/china and disposables.</p> <p>5.3 State the importance of interior decoration in food service area.</p>	Show students different types of equipment, furniture and décor in the restaurant “	Classroom, Chalk, Board, furniture	Classroom, chalk, board, the wares	Identify types of chairs and sideboards found in the food service area.	Identify restaurant equipment.

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	(k) Bottle and can openers () Coffee, tea and other beverage equipment					
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Week	General Objectives: 7.0 Understand restaurant working practices and procedures						
	WORKING PRACTICE AND PROCEDURES						
	<p>6.0 Explain a methodical approach to the following.</p> <ul style="list-style-type: none"> () Preparation of restaurant for service. () Arrangement and sequence of food into bains-marie () Line-up () Work during service () After-service procedures <p>6.0 State the importance of 7.1 (a) – (d) above to customer relation.</p> <p>6.0 Describe the procedure for re-ordering and replenishing supplies.</p> <p>6.0 Explain portion control and describe their effect on customer relations.</p> <p>6.0 Explain the importance of proper storage of food after service.</p> <p>6.0 Distinguish useable items and waste.</p> <p>6.0 Describe the methods of waste control.</p>			<p>Classroom</p> <p>Chalk</p> <p>Board</p> <p>Restaurant laboratory</p> <p>Classroom</p> <p>Chalk</p> <p>Board</p> <p>Stores</p>	<p>Prepare a restaurant for service for students to see</p> <p>Control portion.</p>	<p>Demonstrate the portion control I</p>	

NVC in Hospitality and Tourism Studies (Draft)

PROGRAMME: National Vocational Certificate In Hospitality And Tourism	Credit hours 2
Subject/Course: JANITORIAL SUPPORT SERVICE	Theoretical: hours/week 1
Course Code: VHT 102	Practical: hours/wee 4

Goal: The module is designed to acquaint the student with the knowledge of property hygiene and sanitation

General Objectives: On completion of this course, the students should be able to:

- 1.0 Understand sanitary system
- 2.0 Know methods of provision of water supply for the hotel
- 3.0 Know pests and pest control method
- 4.0 Know the methods of ventilation in Hotels.

NVC in Hospitality and Tourism Studies (Draft)

PROGRAMME: NATIONAL VOCATIONAL CERTIFICATE HOSPITALITY AND TOURISM STUDIES						
COURSE : Janitorial Support Service			COURSE CODE: VHT 102		CONTACT HOURS: 75	
GOAL:						
COURSE SPECIFICATION: Theoretical Contents:				Practical Contents:		
General Objective: 1.0 Understand sanitary systems				General Objective:		
WEEK	Specific Learning Objective	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
1	1.1 Explain the functions of sanitary system	State the function of sanitary system	Chalkboard Chalk	Draw and label a sanitary system	Guide students to demonstrate the drawing and labeling of sanitary system inspect a sanitary system.	Chalk board Pencil, Cleaner, Toilet nit.
	1.2 Describe the disposal and treatment of sewage from isolated establishment	Explain the disposal and treatment of sewage from isolated establishment		Demonstrate the disposal and treatment of sewage from an isolated establishment	Lead students demonstrate the disposal and treatment of sewage from an isolated establishment	Sewage unit
2	1.3 Explain the likely defects in sanitary system and their remedies	Describe the likely defects in sanitary system and their remedies		Demonstrate the repair of sanitary systems	Lead students to demonstrate the repair the defects in sanitary system	Tool Box
	1.4 Explain the various procedures involved in the collection of water from	Describe the various processes involved in the collection of water				
3						

NVC in Hospitality and Tourism Studies (Draft)

	different parts of an hotel	from different parts of an hotel				
	General Objective: 2.0 Know the methods of provision of water supply for an hotel			General Objective		
	12.0 Explain the course of water hardness temporary and permanent	Describe the causes of water hardness temporary and permanent				
5	2.2 Describe water supply system in hotel and catering establishments.	Explain water supply in hotel and catering establishments.	Text Books	Draw and label the diagram of water supply in hotel and catering establishment	Demonstrate the drawing and labeling of water supply system in an hotel.	Chalk board Drawing materials
	2.3 Describe the secondary and primary circulation of hot water supply	Explain the secondary and primary circulation of hot water supply	Text Books	Draw Secondary and primary circulation of hot water system.	Lead students to draw secondary and primary circulation of hot water system.	Drawing materials.
	2.4 Describe the following - Direct system of hot water supply (their advantage as compared with indirect system) - Secondary flow	Explain the following - Direct system of hot water supply (their advantage as compared with indirect system) - Secondary flow system - Local water	Textbook	Draw direct system of hot water supply. Draw secondary flow system, local water heating appliances and instantaneous heater and storage heater.	Guide students to draw the following aforementioned.	Flip chart Cardboard Pencil Eraser Cleaner.

NVC in Hospitality and Tourism Studies (Draft)

	<ul style="list-style-type: none"> - system - Local water heating appliances - Instantaneous heater and storage heater 	<ul style="list-style-type: none"> - heating appliances - Instantaneous heater and storage heater 				
General Objective: 3.0 Know pests and pest control methods.						
	Specific Learning Objective	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
8	<p>2.0 Explain different types of Pests.</p> <p>2.0 Explain the havocs caused by pests.</p> <p>2.0 Describe pest control measures.</p>	<p>Describe the different types of pests commonly food.</p> <p>Examine the havocs caused by pests.</p> <p>Explain pest control measures.</p>	<p>Lecturer</p> <p>Texts Books</p> <p>Pictures.</p>	<p>Identify different types of hotel pests.</p> <p>Identify risks and health hazard work in using each pesticide.</p> <p>Show samples of havocs caused by pests (e.g. on food materials)</p> <p>Describe the various pest control measures in a hotel.</p> <p>Apply various pesticide.</p> <p>Plan mass pest</p>	<p>Lead students to draw different types of pests.</p> <p>Ask students to collect samples of aforementioned.</p> <p>Guide students to analyse pest control measures.</p>	<p>Flip chart</p> <p>Drawing Materials</p> <p>Samples of food materials.</p> <p>Insecticides traps, camphor</p>

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				control operation.		
	General Objective 4.0: To know the methods of ventilation in Hotel.					
9 - 10	<p>4.1 Explain the meaning of ventilation.</p> <p>4.2 Describe the various types of ventilation.</p> <p>4.3 Explain ideal standard for hotel ventilation.</p>	<p>Describe the meaning of ventilation.</p> <p>Explain the various types of ventilation.</p> <p>Describe ideal standard for hotel ventilation.</p>	Textbooks	<p>Identify the areas of attack and pests that may be involved.</p> <p>Inspect the various types of ventilation.</p> <p>Analyse the ideal standard for Hotel ventilation.</p>	<p>Lead students to inspect the various types of ventilation.</p> <p>Guide students to analyse the ideal standard for Hotel Ventilation.</p>	<p>Air Conditioners, Window, doors, Extractor hoods fans.</p> <p>Rooms, Halls other open spaces.</p>

PROGRAMME: National Vocational Certificate in Hospitality and Tourism Studies	Credit hours 2
Module: VHT 104 Laundry and Dry Cleaning Services.	Theoretical:
	Practical: 4

Goal: This module is designed to provide the student with a broad knowledge in laundry and dry cleaning services.

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General Objectives: On completion of this course, the student should be able to:

- 9.0 Know laundry and dry cleaning equipment
- 10.0 Understand the role of water in laundry process
- 11.0 Understand soaps and synthetic detergents
- 12.0 Understand laundry process
- 13.0 Know different varieties of boiling mater
- 14.0 Understand how to remove stains and the cleaning of articles
- 15.0 Know how to laundry various fabrics

PROGRAMME: National Vocational Certification in Hospitality and Tourism Studies						
MODULE: VHT 104 Laundry and Dry Cleaning			COURSE CODE: VHT 104		CONTACT HOURS: 75	
GOAL: This module is designed to provide the student with a broad knowledge in laundry and Dry Cleaning.						
COURSE SPECIFICATION: Theoretical Contents:				Practical Contents:		
	General Objective:1.0 Know laundry equipment			General Objective:		
WEEK	Specific Learning Objectives	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources

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	5.1 Identify all laundry equipment e.g.	Explain all laundry and dry cleaning equipments	Samples of laundry and dry cleaning equipments	Clean the selected laundry and dry cleaning equipments	Lead Students to demonstrate how to clean the laundry equipments	Iron pressing table etc Washing Machine.
	1.7 Describe the mode of operation of the equipment in 1.1 above	Explain the mode of operation of the equipment in 1.1 above	As above	Use of laundry equipment mentioned in 1.1 above.	Guide students to demonstrate the use of laundry and dry cleaning equipment in 1.1	Calendar Washing Machine, Pressing table etc
	1.7 Explain the advantages and disadvantages of each equipment in 1.1 above	State the advantages and disadvantages of equipment in 1.1 above			Maintain laundry equipments	As above
2 & 3	COURSE SPECIFICATION: Theoretical Contents			Practical Contents		
	General Objective: 2.0 Understand the role of water in laundry processes			General Objective		
	Specific Learning Objectives	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
	2.1 Identify sources of water for laundry	Explain sources of water for laundry		Identify various water sources.	Take a visit to the Water board.	Boreholes Wells Water treatment plant.
	2.2 Differentiate between soft and hard water.	State the difference between soft and	Water from different sources	Analyse soft and hard water.	Lead student to analyse soft and	Soft Water

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		hard water			hard water.	Hard Water
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	2.3 Explain the process of removal of hardness in water.	Describe the process of removal of hardness in water		Remove of hardness from hard water	Guide Student to demonstrate the removal of hardness from hard water	Boiler Chemical
	2.4 Explain the use of soap and synthetic detergents in soft and hard water	Describe the use of soap and synthetic detergents in soft and hard water	Soap Water	Demonstrate the use of soap and detergents in soft and hard water	Guide students to demonstrate the use of soap and detergents in soft and hard water	Soap Detergent Soft water Hard water
	2.5 Explain the use of distilled water	Describe the use of distilled water	Distilled water	Demonstrate the use of distilled water to wash clothing materials using distilled water.	Guide students to demonstrate the use of distilled water to wash clothing materials	Distilled water, Clothing materials

	COURSE SPECIFICATION: Theoretical Contents	Practical Contents
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NVC in Hospitality and Tourism Studies (Draft)

General Objective: 3.0 Understand soaps and synthetic detergents			General Objective		
Specific Learning Objectives	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
3.1 Describe the uses of soaps and synthetic detergents	Explain the uses of soaps and synthetic detergents	Soaps and detergent	Classify soaps and detergents	Lead students to classify soaps and detergents	Soaps and detergent
3.2 Explain builders used in soaps and synthetic detergents	Describe builders used in soaps and synthetic detergents	Soap and detergent builders.	Classify soaps and detergent builders	Lead students to classify soap and detergent builders.	Soap and detergent builders.
General Objective: 4.0 Understand laundry processes			General Objective 4.0		
4.1 Explain reasons why clothes should be laundered	Describe reasons why clothes should be laundered	Clothes	Sort of dirty clothes for laundry.	Lead students to demonstrate the sort of dirty clothes.	Clothes
4.2 Describe how clothes are laundered	Explain how clothes are laundered	Clothes	Carry out laundry of some materials	Guide students to demonstrate how to launder some materials	Clothes Water Soap Laundry equipment
4.3 Identify laundry agents	Describe laundry agents	Laundry agents	Classify laundry agents	Guide students to demonstrate how to use laundry agents	Laundry agents

NVC in Hospitality and Tourism Studies (Draft)

7	General Objective: 5.0 Know different varieties of soiling matter.					
	5.1 Define the term soiling matter	Explain the term soiling matter	Board Chalk			
	5.2 Identify varieties of soiling matter	Describe varieties of soiling matters		Analysis different types of soiling matters.	Guide students to analysis different soiling matters.	Samples of soiling matters.
8 & 9	General Objective 6.0 Understand how to remove stains and the cleaning of articles					
	6.1 Define the term stain	Explain the term stain				
	6.2 Identify different types of stains.	Describe different types of stain		Identifys different types of stain	Guide student to analysis different types of stain.	Dirty Clothes.
	6.3 Explain the different types of stains removal.	Describe different types of stains removal		Remove stains from laundry.	Guide students to demonstrate how to remove stains using the remover	Satin remover
10	General Objective: 7.0 Know how to laundry					
	7.1 Identify different types of fabrics.	Describe different types of fabrics	Fabrics	Carry out laundry of fabrics: cotton, wool, polyester, silk	Guide students to demonstrate the laundry of fabrics: cotton, wool, polyester silk	Cotton Wool, Polyester, Silk

NVC in Hospitality and Tourism Studies (Draft)

	Department/ Programme: NATIONAL VOCATIONAL CERTIFICATE IN HOSPITALITY AND TOURISM STUDIES	Course Code: VHT 106	Credit Hours: 75
	Subject/Course: HOUSE KEEPING OPERATION		Theoretical: 2 hours/week
	<i>PART 1:</i> <i>Ist TERM:</i>	<i>Pre-requisite:</i>	<i>Practical: 3 hours /week</i>

<p><i>General Objectives: On completion of this course, the student should be able to:</i></p> <ol style="list-style-type: none"> 1.0 Know the organization and work of the house-keeping department 2.0 Know the relationship between house-keeping department and other departments in the establishments. 3.0 Know the various cleaning agents and their uses. 4.0 Know the various cleaning tools and equipment and their uses care and maintenance. 5.0 Know the importance of house-keeping stores and the methods of control. 6.0 Know the importance of personal / environmental hygiene and safety. 8.0 Know the importance of a safe environment and how this is to be achieved.

NVC in Hospitality and Tourism Studies (Draft)

	Course: HOUSE KEEPING OPERATION	Course Code: VHT 106			Credit Hours: 5	
	Course Specification: THEORY AND PRACTICAL				Theoretical: 2 hours/week	
	Part: 1 term:2	Pre-requisite:			Practical: 3 hours /week	
	<i>Theoretical Content</i>				<i>Practical Content</i>	
	General Objectives:1.0 Know the organization and work of the house keeping department					
<i>Week/s</i>	Specific Learning Outcomes	<i>Teacher's activities</i>	<i>Resources</i>	<i>Specific Learning Outcomes</i>	<i>Teacher's activities</i>	<i>Resources</i>
	<p>1.1 Describe the organizational structure of the house keeping department in both commercial and welfare establishment.</p> <p>1.2 List the house keeping personnel found in different classes of hospitality establishments.</p> <p>1.3 List the qualities, duties and the responsibilities of the staff in 2.2 above.</p>	<p>Explain the organization structure of different establishments' large small, commercial and welfare discussion on the different structures.</p> <p>Explain the different personnel in the housekeeping department and the qualities required of them.</p> <p>Explain the responsibilities of each personnel</p>	<p>Sample charts of hospitality organizations.</p> <p>Charts</p>	<p>These are not practicals.</p>	<p>List the house keeping personnel found in different classes of hospitality establishments.</p> <p>State the qualities, duties and the responsibilities of the staff in 2.2 above.</p>	<p>Sample charts of hospitality organisations and departmental organisation chart.</p>

NVC in Hospitality and Tourism Studies (Draft)

Week	General Objective 2.0: Know the relationship between housekeeping department and other departments in the establishments					
	<p>2.1 Explain meaning and essence of the co-operation between the house keeping department and other departments.</p> <p>1.1 Describe the departments' involved e.g. front officer, maintenance, laundry, restaurant etc in hospitality establishments.</p> <p>1.1 Describe the relationship between the housekeeping department and those listed in 3.2 above.</p>	<p>List the department in a hospitality establishment.</p> <p>Examine the relationship between the departments and how they co-operate.</p>	<p>Chalk Board Flip Chart</p> <p>Overhead projector</p>	<p>Draw flow charts to describe relationship between departments in the hospitality establishment.</p>	<p>Lead students to draw flow charts to describe the relationship between departments in the hospitality establishment.</p> <p>Describe the departments, involved e.g. front office, maintenance, laundry, restaurant etc in hospitality establishments.</p> <p>Describe the relationship between the housekeeping department and those listed in 2.2 above.</p>	<p>Flip charts</p> <p>Flow charts.</p>

NVC in Hospitality and Tourism Studies (Draft)

Week	General Objectives: 3.0 Know the various cleaning agents and their uses					
	<p>2.0 Explain the importance of cleaning agents in hospitality establishments.</p> <p>2.0 Identify the different cleaning agents found in the house keeping departments e.g. soaps, soap less detergent or synthetic detergent, abrasives, toilet cleansers, window cleaners, polishes etc.</p> <p>2.0 Explain the choice and suitability of each of the cleaning agents in 4.2 above</p> <p>2.0 Explain the use of each of the cleaning agents in above</p>	<p>Examine the importance of cleaning agents.</p> <p>Discuss the choice of cleaning agents in terms of their suitability to specific cleaning.</p>	<p>Soap, flakes, soap powder.</p> <p>Liquid soap, soap less detergents, abrasives toilet cleaners</p> <p>Fabrics- different kinds.</p>	<p>Identify the cleaning agents found in the housekeeping department e.g. soaps, soap less detergent, abrasives, toilet cleansers, window cleaners, polishes.</p> <p>Use the cleaning agents mentioned above.</p>	<p>Show examples of cleaning agents.</p> <p>Demonstrate the use of each cleaning agent.</p>	<p>Cleaning agents - Soaps and soap less detergents abrasives toilet cleansers polishes.</p>

Week	General Objectives 4.0 Know the various cleaning tools and equipment and their uses, care and maintenance					
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NVC in Hospitality and Tourism Studies (Draft)

	<p>3.0 Identify the different types of cleaning tools and equipment used for cleaning e.g. mops, dusters, mops buckets etc.</p> <p>3.0 Describe the choice, use and suitability of each of the equipment in 4.1.</p> <p>3.0 Explain the maintenance of the equipment in 4.1.</p> <p>3.0 Use each of the equipment in 4.1 above to clean suitable areas.</p> <p>3.0 Explain the cleaning terms used in the industry e.g dusting, scrubbing, damp dusting, mopping, vacuum cleaning etc.</p> <p>3.0 Apply any of the above process in cleaning.</p> <p>3.0 Describe the methods, types of cleaning agents and equipment used for the following surfaces: furniture, water closet, floors, baths and washbasin taps etc.</p>	<p>Describe the different tools and equipment used for cleaning</p> <p>Describe the different tools and equipment used in cleaning</p> <p>Explain the maintenance of equipment.</p> <p>Demonstrate the cleaning of a mop after use.</p> <p>Explain the cleaning terms e.g. mops, dusters, mops, buckets etc.</p> <p>Explain dry dusting and wet dusting.</p> <p>Explain scrubbing with brush mopping</p>	<p>Mop, Mop bucket, dusters, brushes, brooms, vacuum cleaners, dust pan etc.</p>	<p>Identify types of cleaning tools and equipment used for cleaning e.g. mops mop buckets, dusters.</p> <p>Clean suitable areas using each of the cleaning tools in 4.1 above.</p> <p>Maintain equipment in 4.1 above.</p>	<p>Show samples of cleaning tools.</p> <p>Describe the use of each tool.</p> <p>Demonstrate the use of the equipment and tools to clean suitable areas.</p> <p>Guide students to use the tools and equipment in 4.1 to clean suitable areas.</p> <p>Demonstrate the cleaning of tools and equipment after use e.g. washing of</p>	<p>Different types of mops and mop buckets.</p> <p>Different types of dusters, brooms, brushes, - long and short, dust pans vacuum cleaners.</p>
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NVC in Hospitality and Tourism Studies (Draft)

		Explain use of vacuum cleaners.			mops dusters, mop buckets.	
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NVC in Hospitality and Tourism Studies (Draft)

Week	General Objectives: 5.0 Know the importance of house-keeping stores and the methods of keeping same.					
	4.0 Describe the layout of a housekeeping store.	Describe typical layout of a housekeeping store.	Requisition books	Draw the layout of a housekeeping store.	Take students to house keeping store in a hospitality establishment to see the layout and proper storage and control of equipment and tools.	
	4.0 Explain the storage requirements, issuing and method of control.	Explain the storage of equipment, and control of store.		Identify storage of equipment, issuing and method of control.	Draw the layout of a housekeeping store.	
Week	General Objective 6.0 Personal Environmental hygiene and safety.					
	5.0 Explain the importance of personal and environmental hygiene	Discuss the importance of personal and environmental hygiene.	Water, fire extinguishers, hose reels, sand bucket, fire blanket	Show a first aid box and contents	Explain the importance of personal and environmental hygiene	
	5.0 State the importance of fire prevention.			Demonstrate the treatment of minor common ailments such as fainting, nose bleeding	State the causes of accidents	
	5.0 State fire prevention measures.	Explain the causes of accidents and how they can be prevented.	First aid box and content	cuts and bruises, scalds, burns		First aid box
	5.0 Operate fire-fighting equipment.	Discuss the basic first aid procedures.				
	5.0 State the importance of accident prevention.			Demonstrate the use of a fire	Explain the importance of	
	5.0 State the causes of accidents.	Discuss causes and				
	5.0 Explain basic first aid procedures in a hospitality establishment.					
	5.0 Identify the various illness or emergencies, which could occur.					
	5.0 Identify the treatment for illness or					

NVC in Hospitality and Tourism Studies (Draft)

	<p>emergencies.</p> <p>5.0 Explain the security hazards, associated with the building e.g. fires, key pilfering.</p> <p>5.0 Identify measures to adopt to prevent fire outbreaks</p> <p>6.12 State the causes and types of fire in a hospitality establishment.</p> <p>6.13 Explain measures to adopt to prevent key thefts.</p>	<p>types of fires in a hospitality establishment.</p>		<p>fighting equipment.</p> <p>Conduct fire drill.</p> <p>Identify the various illnesses or emergencies which could occur</p> <p>Identify the treatment for illness or emergency</p> <p>Identify measures to adopt to prevent fire outbreaks.</p> <p>Conduct a fire drill.</p>	<p>accident prevention</p> <p>Explain the basic first aid procedures in a hospitality establishment</p> <p>State the causes of fires.</p> <p>State the importance of fire prevention</p> <p>State fire prevention measures.</p> <p>Describe fire fighting equipment</p> <p>Describe basic fire aid procedures in a hospitality establishment</p> <p>Explain the security hazards associated with buildings e.g. fires, key</p>	
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					pilfering. Explain measures to adopt to prevent key theft.	
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NVC in Hospitality and Tourism Studies (Draft)

Week	General Objectives: 7.0 Know the importance of a safe environment and how this is to be achieved					
	<p>7.1 Explain the importance of personal and environmental hygiene</p> <p>7.2 State the importance of fire prevention.</p> <p>7.3 State fire prevention measures.</p> <p>7.4 Operate fire-fighting equipment.</p> <p>7.5 State the importance of accident prevention.</p> <p>6.5 State the causes of accidents.</p> <p>6.5 Explain basic first aid procedures in a hospitality establishment.</p> <p>6.5 Identify the various illness or emergencies, which could occur.</p> <p>6.5 Identify the treatment for illness or emergencies.</p> <p>7.10 Explain the security hazards, associated with the building e.g. fires, key pilfering.</p> <p>6.10 Identify measures to adopt to prevent fire outbreaks and key theft.</p>	<p>Assignment</p> <p>Conduct a fire drill</p> <p>Demonstration of the use of fire fighting equipment</p> <p>Demonstration of procedures of first aid.</p> <p>Demonstration of actions to take in the event of the emergencies or illnesses in 8.8</p> <p>Demonstration</p> <p>Assignment</p>	<p>Water, fire extinguishers, hose reels, sand bucket, fire blanket</p> <p>First aid box and content</p> <p>First aid box and content</p> <p>Mop, mop bucket, dusters, brushes, broom, vacuum cleaners, dust pan etc.</p>			

NVC in Hospitality and Tourism Studies (Draft)

PROGRAMME:: VOCATIONAL CERTIFICATE IN HOSPITALITY AND TOURISM STUDIES		CODE: VHT 108
COURSE: EVENTS SERVICES		CREDIT HOUR: 5
PART 1	TERM II	THEORITICAL: 1 HOURS/WEEK PRACTICAL: 4 hours/week

GOAL: This course is designed to enable the student acquire knowledge on the meaning and definition of Events Services in Tourism.

- GENERAL OBJECTIVES:** - On completion of this course, the student should able to:-
1. Know the meaning and definition of events and the different types.
 2. Understand the basic of niche leisure and tourism terminologies.
 3. Know how to develop a market for events.
 4. Understand the importance of planning logistics for events.
 5. Understand the importance of enlisting support services for events.
 6. Understand the structure of special interest tourism packages.

Department/ Programme: Vocational Certificate in Hospitality and Tourism Studies.		
	Course Code: VHT108	Contact Hours: 75 Credit Hours 4.0

NVC in Hospitality and Tourism Studies (Draft)

Subject/Course: EVENTS SERVICES			Theoretical: 2 hours/week			
<i>part: 1</i>	<i>Term: 2</i>	<i>Pre-requisite:</i>	<i>Practical: 3 hours /week</i>			
<i>Specific Learning Outcomes</i>		<i>Teacher's activities</i>	<i>Resources</i>	<i>Specific Learning Outcomes</i>	<i>Teacher's activities</i>	<i>Resources</i>
General Objectives 1.0 Know the meaning and definition of events and different types.						
1.2 Define special interest leisure and tourism 1.2 Evaluate the demand for special leisure and tourism 1.2 Identify special interest leisure and tourism activities using relevant examples 1.2 Explain the effect of seasonality on demand in tourism.		Lecture and guidelines for discussion, use of examples	Textbook OHTs and OHT's projectors or Power Point Projectors Text books brochures, journals, magazines, whiteboard and pens slides, film etc	Identify of special interest Leisure and Tourism forms	guidelines given for group discussion (students to be divided in pairs or group of 3/4 depending on class size) on brochures and internet based research	whiteboard and pens Student to collect 2/brochures from travel agents and work in group using flip charts or OHTs, color pens Internet

NVC in Hospitality and Tourism Studies (Draft)

<p>1.2 Classify tourists by the purpose of travel. 1.2 Classify special interest into their purpose of travel.</p>			<p>Identification of typical Nigeria examples Participatory discussion.</p>		
<p>General Objective : 2.0 Understand the basic of niche leisure and tourism terminologies</p>					
<p>2.1 Identify potential niche product in the student locality i.e.</p> <ul style="list-style-type: none"> i. niche product ii. niche service iii. niche market' iv. niche destination v. niche attraction vi. niche resources 	<p>Lecture with examples and illustration to include national and international cases</p>	<p>Text books, brochures, journals, magazines, slides, film etc</p>	<p>Produce working papers in groups and assess the following:-</p> <ul style="list-style-type: none"> i. niche product ii. niche service iii. niche market' iv. niche destination v. niche attraction vi. niche resources 	<p>Divide class into groups (of 2/3/ or 4 according to numbers). Let each group research into one of the special interest leisure and tourism listed topics (can be assigned by drawing topics from an hat – student to do this). Student to produce a working papers to be the basis of their assessed piece of work</p>	

NVC in Hospitality and Tourism Studies (Draft)

General Objective 3.0: Know how to develop a market for events.					
2.0 Describe small business operations 2.0 Explain the principles of small organizations 2.0 Distinguish between recreation, entertainment and amusement in the context of niche leisure and tourism provision	Lecture with examples and illustration to include local cases	Textbook	Identify special interest leisure and recreation provision in the locality	student to make an inventory of natural and cultural resources of Nigeria	internet

NVC in Hospitality and Tourism Studies (Draft)

General Objective 4.0: Understand the importance of planning logistics for events.					
3.0 Explain Religion as an Important special interest tourism. E.g. Hajji, trip to Jerusalem etc, international.	Lecture supported by use of case studies	textbook OHT or PPP	Identify most relevant religious event and relevant gastronomy culture in Nigeria	students divided into groups to research into the most relevant religious events and the most valuable gastronomic heritage in Nigeria and mark them on a map.	Map and pens internet Map of Nigeria Internet Computers and OHTs
3.0 Analyze importance of cultural events for special interest tourism – exhibitions, festivals and events					
3.0 Assess the importance of Gastronomy for special interests tourism					
3.0 Explain cultural activities as a special interesting tourism – cultural Festival and crafts.			produce a special interest tourism package		

NVC in Hospitality and Tourism Studies (Draft)

General Objective 5.0: Understand the importance of enlisting support services events.					
4.0 Identify national and international of importance in activity-based tourism (sport, adventure, etc.)	Lecture on the topics with references to be made on the trends in Nigeria	textbook and brochure			student to identify under guidelines of the tutor current Nigerian trends using examples form the locality (i.e. hunting and fishing, spas and luxury health related packages, etc)
4.0 Explain the growth of Health and fitness tourism in the past 10 years.					
4.0 Explain the connection existing between demand of activity based tourism and the Nigerian context					
4.0 Explain adventure tourism as an important growing special interest tourism					

NVC in Hospitality and Tourism Studies (Draft)

General objective; 6.0 : Understand the structure of special interest tourism packages					
6.1 Identify the resources and services for a special interest tourism package to design a package		textbooks and brochures	create a Nigeria based niche tourism package		

PROGRAMME: National Vocational Certificate In Hospitality And Tourism Studies	Credit Unit: 2.0
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NVC in Hospitality and Tourism Studies (Draft)

Subject/Course: TOUR GUIDING	Theoretical: 1 hours/week
Course Code: V HT 110	Practical: 4 hours/week

Goal: This module is designed to enable the students acquire skill

General Objectives: On completion of this module, the trainee should be able to:

- 0.0 Understand the definition brief history and types of tours; tour guide and tour operation
- 0.0 Know the procedures of taking tour booking
- 0.0 Understand reservation and accounting procedures
- 0.0 Understand tour conducting, city and sight guiding
- 0.0 Understand how to work with hotel, resorts attractions and transport firms
- 0.0 Understand air travels and tour packaging

PROGRAMME: National Vocational Certification in Hospitality and Tourism Studies		
COURSE: TOUR GUIDING	COURSE CODE: VHT 110	CONTACT HOURS: 75

NVC in Hospitality and Tourism Studies (Draft)

GOAL: This module is designed to enable the students to acquire skill in tour guiding						
COURSE SPECIFICATION: Theoretical Contents: 2 HRS				Practical Contents: 6 HRS		
General Objective: 1.0 Understand the definition, brief history and types of tours, tour guiding and operations						
WEEK	Specific Learning Objectives	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
	0.0 Define tour operation as an aspect of tourism	Use question and answer techniques	Text book Charts and Maps	Draw charts of the renaissance tours trans Sahara trade tour	Give assignment on students exploring and researching on tours	Internet Charts Maps
	0.0 Explain the history and types of tours	-do-	-do-	-do-	-do-	-do-
	0.0 Describe the different tours, hotel tours, escorted tours sights seeing guide city guides, tour escorts, tour guides etc	Explain the different types of tours, their advantages and disadvantages Give assignments for a group investigations	Text books existing types of tours with different travel agencies	Take a visit to travel agencies with each group of students to learn more about tourist sites to visited in batches	Assign the different items in 1.3 above to different student groups to study on the tour. Allow for class discussion on their return with term paper	Vehicle
General Objective:2.0 Know the procedures for taking tour bookings						
	Specific Learning Objectives	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
	1.0 Identify the key aspect of a tour brochure	List and explain key aspect of tour	Tour brochure	Design a typical tour brochure	Led students bring sample tour	Books

NVC in Hospitality and Tourism Studies (Draft)

		brochure			brochure	
	1.0 Describe tour brochure price quotation	Explain the brochure price quotation			Take student through how to compute tour prices inclusive and exclusive	Samples brochures
	1.0 Explain tour booking conditions included and excluded	Describe 1 no booking conditions		Compute tour price included and excluded	Go through different brochure samples	Black board
	2.4 Tour payment schedule			Prepare payment schedule for each		
5-6	General Objective 3.0 Understand tour conducting, city and site guiding					
	Specific Learning Objectives	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
	2.0 Define terms commonly used in tour industry	Brain storm with students on the tour industry	Text books Charts			Text books Charts Films
	2.0 Identify for whom the tour escorts generally work	Working conditions in the trade		Watch the film career possibilities in the tour industry and write report.		
	2.0 Explain the reason why people take tours	Explain with situation				
	2.0 Appraise the attraction of tour conducting as a career				Demonstrate interpersonal relationship between everyone involved in the	

NVC in Hospitality and Tourism Studies (Draft)

					industry	
	2.0 Explain client and escort psychology <ul style="list-style-type: none">- Managing group behaviors- Cultural diversity- Dealing with colleagues- Preventing escort burn out					

NVC in Hospitality and Tourism Studies (Draft)

General Objective: 4.0 Understand how to work in hotel, resort, attraction centers of transport firm						
	Specific Learning Objectives	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
7	4.1 Describe the real tourist hotel	Lecture	Brain storm on the check in system in a five star hotel	Educational visit of five star hotel with a visit to the sales and marketing department		Vehicle ICT
8	1.1 List examples of ideal tourist hotels and their locations	Use case study	Prepare letter of proposal for tourist lodging in hotels	Familiarize the student with packages available to tourist		
	1.2 Explain how to negotiate with hotels			Visit the Front office room of an hotel and carry out the checking out operation of guests.	Lead students to visit the front office room to familiarize with check-out system	
	1.3 Explain how to prepare the passenger for arrival at hotels					
	1.4 Describe the various procedure of checking in your client on arrival at the hotel.					
	1.5 State potential arrival problems					
	1.6 Explain the hotel stay – the escort routine.					
	1.7 Describe the hotel check out routine e.g.					

NVC in Hospitality and Tourism Studies (Draft)

	examine the financial record of client, luggage pick up					
General Objective: 5.0 Understand how to work on hotel, resort, attraction centers transport firm						
	Specific Learning Objectives	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
	4.0 State the air line industry terminologies such as: Security gate, conveyor belt etc	Prepare air tour checklist Case study	Text Film Show		Excursion to an Airport on sea port where tourists use	Vehicle Seaport Airport
	4.0 Discuss what an escort must do before a group arrive on airline terminal			Prepare checklist on the autonomy of an escort		
	4.0 Explain a tour member pre – boarding activities					
	4.0 List an escort in flight responsibilities					
	4.0 Describe the procedures that faces a group and an escort upon arrival at a destination					

PROGRAMME: National Vocational Certificate in Hospitality and Tourism Studies	Credit hours 5 hrs
Module: VHT 201 Principles of Book – keeping & Accounting	Theoretical: 1 hr/week

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	Practical: 2 hrs/week
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Goal: This module is designed to the students the basic principles of book-keeping and accounting.

General Objectives: On completion of this course, the student should be able to:-

- 1.0 Understand the concept, assumptions and conventions of book-keeping
- 2.0 Understand the various books and techniques in posting
- 3.0 Understand adjustments and correction in accounting procedures
- 4.0 Understand basic business operations

PROGRAMME: National Vocational Certification in Hospitality and Tourism Studies		
MODULE: PRINCIPLE OF BOOK – KEEPING & ACCOUNTING	COURSE CODE: VHT 201	CONTACT HOURS: 45 hours
GOAL:. This module is designed to introduce to the students the basic principles of book – keeping		

NVC in Hospitality and Tourism Studies (Draft)

COURSE SPECIFICATION: Theoretical Contents:				Practical Contents:		
	General Objective: 1.0 Know laundry equipment			General Objective:		
WEEK	Specific Learning Objectives	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
1 - 2	0.0 Define book – keeping and accounting	Explain book- keeping and account	Chalkboard, chalk, book, lecture note.	Draw out the basic accounting book e.g. the cash book.	Guide students to draw out the basic accounting book.	Accounting journals Flipchart Marker
	0.0 Describe the functions of book – keeping and accounting	Explain the functions of book-keeping and accounting		Debit and credit side sales day book , purchase day book.	Guide students to debit and credit side sales day book, purchase day book.	
	0.0 Differentiate between book – keeping and accounting	Explain the difference between book – keeping and accounting				

	COURSE SPECIFICATION: Theoretical Contents			Practical Contents		
	General Objective: 2.0 Understand the various books and techniques in posting					
	Specific Learning Objectives	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
4	1.0 Identify books e.g. cash book, sales book, purchase book, ledger, et that are used in posting	Describe books that are used in posting catering	Cash book Ledger Sale and purchase book	Make appropriate entries in the books mentioned in 2.1	Demonstrate how to make appropriate entries in the books	Plain/ruled sheets

NVC in Hospitality and Tourism Studies (Draft)

	catering accounting	accounting		above.	in 2.1 above. Postings in the Debit credit side.	
5				Prepare journals and journal entries, posting to the ledger and extract the trial balance	Demonstrate how to prepare journals entries, posting to the ledger and extract the trial balance	Plain/ruled sheets Calculator
6						

NVC in Hospitality and Tourism Studies (Draft)

	Identify the calculations involved in simple accounting book.			Prepare a trial balance using the journal, cash book and the ledger.	Demonstrate how to prepare simple cash book.	Plain/ruled sheets
				Prepare financial statement	Demonstrate how to prepare financial statement	Plain/ruled sheets
6– 8	COURSE SPECIFICATION: Theoretical Contents			Practical Contents		
	General Objective: 3.0 Understand adjustments and corrections in accounting procedures					
	Specific Learning Objectives	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
	2.0 Explain why adjustment of accounting is necessary	Describe why adjustment of accounting is necessary	Ruled sheets	Identify different kinds of entries to include accrued expenses, prepayment, provisions for bad debts and depreciation methods	Describe different kinds of entries to include accrued expenses, prepayment, provisions for bad debts and depreciation methods	Ruled sheets Calculator

NVC in Hospitality and Tourism Studies (Draft)

9 - 10				Prepare the adjusted trial balance	Demonstrate how to prepare the adjusted trial balance	Ruled sheets
	General Objective: 4.0 Understand basic business operators					
	Specific Learning Objectives	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
	4.1 Identify different types of business organization and their legal formation	Describe different types of business organization and their legal formation	Books Accounting journals Corporate affairs Commission (AM) 1998	Sketch different organizations	Lead students to sketch different organizations	Chalkboard Chalks
	3.1 Explain the basic activities typical of all business operators	Describe the basic activities typical of all business operations		Illustrate the basic activities typical of business operations		

PROGRAMME: VOCATIONAL CERTIFICATE IN HOSPITALITY & TOURISM STUDIES	Code: VHT 203	Credit Hours: 2
Course: MARKETING TECHNIQUES I	Pre-requisite:	Theoretical: 1 hours/week -

NVC in Hospitality and Tourism Studies (Draft)

<i>Term :1</i>	<i>YEAR 11</i>	Practical: 4 hours/week
<p>GOAL: The purpose of this course is to enable students understand and apply the basic principles of marketing to business situations and to identify and examine key aspects of the marketing mix.</p> <p>General Objectives:</p> <p>On completion of this course, the student should be able to:</p> <ol style="list-style-type: none"> 1. Understand the basic concepts of marketing in modern business organization 2. Understand the marketing environment 3. Know the organizational structures that promote marketing activities 4. Appreciate the importance of the various ingredients of the marketing mix product. 5. Understand the role of marketing in society 6. Know the methods and types of pricing 7. Understand the promotional activities in marketing and their importance. 8. Know the different types of channels of distribution and physical distribution 		

<p>NATIONAL DIPLOMA IN LEISURE AND TOURISM MANAGEMENT PROGRAMME: Vocational Certificate in Hospitality and Tourism Studies</p>	<p>Contact Hour: 75</p>
<p>Course: MARKETING TECHNIQUES I</p>	<p>CODE: VHT 203</p>
<p>Theoretical: 1 hour</p>	

NVC in Hospitality and Tourism Studies (Draft)

	<i>Year: 11</i>	<i>term: 1</i>	<i>Pre-requisite:</i>	<i>Practical: 3 hours</i>			
	<i>Theoretical Content</i>			<i>Practical Content</i>			
	General Objective 1.0 Understand the basic concepts of marketing in modern hospitality and tourism business organization						
<i>Week/s</i>	<i>Specific Learning Outcomes</i>		<i>Teacher's activities</i>	<i>Resources</i>	<i>Specific Learning Outcomes</i>	<i>Teacher's activities</i>	<i>Resources</i>
	7.1 Explain the evolution of marketing 7.2 Explain marketing concept, its role and importance and link this to the tourism and hospitality sector 7.3 Explain the marketing mix and its application to hospitality and tourism. 7.4 Explain the marketing information system: a) Marketing intelligence b) Market and marketing research c) Internal reporting system d) Analytical marketing system.		Lecture on discuss the evolution of marketing and its concepts. Explain how the economy affect the marketing process and vice-versa. Explain the marketing mix. Relate general marketing principles to tourism Explain the marketing information system		Identify the marketing mix chart. Identify the marketing information systems chart: a) Marketing intelligence b) Market and marketing research	Question and answers regarding Price. Promotion Place and product on various business and introduction to the hospitality and tourism and hospitality contexts.	Internet and Relevant Websites
					c) Internal reporting system d) Analytical marketing system		

NVC in Hospitality and Tourism Studies (Draft)

General Objective 2.0 : Understand the tourism marketing environment						
	1.1 Explain the uncontrollable variables of marketing (Economic, political/legal, sonar/cultural, technological, physical, demographic.	Lecture with the use of relevant leisure and tourism examples	Analyse the controllable and uncontrollable marketing variables.	Identify the marketing environments. Apply PEST analysis to business situations	Use case study to analyse the marketing environment mation system Guide students to apply the PEST analysis to business situations. Political, Economic, Social and Technology aspects of marketing	Internet and Relevant Websites
	2.2 Relate controllable to uncontrollable factors.	controllable variables of marketing. Distinguish between controllable and uncontrollable environment				

NVC in Hospitality and Tourism Studies (Draft)

General Objective 3.0: : Know the organisational structures that undertake marketing activities						
2.1 Explain the role of marketing in an organization. 3.2 Identify the various types of marketing organizational structures. 3.3 Explain the role and importance of marketing organization in achieving marketing objectives	* Examine the role, type and importance of marketing organization	Textbooks Journals	Identify the role of marketing in a business organization Identify key marketing objectives and strategy.	Draw the marketing organization structure.	Flipcharts Websites	
General Objective 4.0: Appreciate the importance of the various ingredients (4ps) of the marketing mix product price.						
3.1 Explain product concepts. 3.2 Explain packaging and branding strategies 3.3 Describe stages in new product development 3.4 Introduction to Niche Marketing as a basis to the concept of Niche tourism. 4.5 Explain product life cycle.	lecture on product concepts, packaging, new product development and product life cycle	Textbooks Journals	Identify product concepts organization. Identify packaging and branding strategies Draw stages in new product development	Guide student to draw product concept organogram. Guide students to draw stages in a new product development	Flip Chart Flip Chart	

NVC in Hospitality and Tourism Studies (Draft)

General Objective 5.0: Understand the role of marketing in society							
5.1 Relate marketing to social groups	Discuss marketing ethics, and consumes. Use of Hospitality and Tourism examples	Textbooks Journals	Identify the social responsibility of marketing	Guide students to conduct a survey about controversial advertisement and products.	Internet and Relevant Websites		
5.2 Explain the social responsibility of marketing							
5.3 Explain consumers in Nigeria Market						Identify consumers in Nigerian Market.	
5.4 Explain marketing ethics						Identify marketing ethics	Examine ethics and legal controls
General Objective 6.0: Know types and methods of pricing in hospitality and tourism							
6.1 Define pricing	Discuss pricing its objectives, types and methods Describe factors influencing pricing in tourism. Describe types and methods of pricing.	Textbooks Journals	Identify pricing objectives	Guide students to identify pricing objectives.	Internet and Relevant Websites		
6.2 Explain pricing objectives in tourism and hospitality						Identify factors influencing pricing	Guide students to identify factors influencing pricing.
6.3 Explain factors influencing pricing in tourism and hospitality.						Identify types and methods of pricing	Brochures
6.4 Explain types and methods of pricing						Guide students to identify types and methods of	

NVC in Hospitality and Tourism Studies (Draft)

					pricing.	
General Objectives: 7.0 Understand promotional activities in marketing of leisure hospitality and tourism						
	<p>4.1 Explain various elements of promotional mix</p> <p>7.4 Explain advertising in hospitality and tourism</p> <p>7.4 Explain personal selling in hospitality and tourism</p>	<p>Describe promotional activities,</p> <p>Describe Personal selling in hospitality and tourism.</p>	<p>Textbooks</p> <p>Journals</p>	<p>Identify various elements of promotional mix</p> <p>Identify personal selling hospitality and tourism.</p>	<p>Guide students in referring to identify various elements of promotional mix.</p> <p>Guide students to identify personal selling in hospitality and tourism.</p>	<p>Internet and Relevant Websites</p>

NVC in Hospitality and Tourism Studies (Draft)

	General Objective: 8.0 Understand hospitality and tourism Channels of distribution					
	<p>8.1 Explain channels of distribution 8.2 Explain the importance of 8.1 above 8.3 Identify criteria for selecting, distribution channels in hospitality and tourism</p>	<p>Describe channels of distribution in hospitality and tourism.</p>	<p>Textbooks Journal</p>	<p>Identify channels of distribution Identify criteria for selecting a, distribution channel</p>	<p>Guide students to identify channels of distribution. Guide students to identify criteria for selecting a channel.</p>	<p>Internet and Relevant Web sites</p>

NVC in Hospitality and Tourism Studies (Draft)

	Programme: : National Vocational Certificate in Hospitality and Tourism Studies	Course Code: VHT 205		Credit Hours: 2.0
	Subject/Course: BEVERAGE OPERATION S			Theoretical: 2 hours/week
	Year: 2 TERM:	Pre-requisite:		Practical: 3 hours /week

Goal: The course is designed to enable the students develop skill and attitudes as the basis for professional competence in Bar supervision.

General Objectives: On completion of this course, the student should be able to:

- 1.0 Know the scope of bar operation and wine service
- 2.0 Understand health and safety aspects in bar operation
- 3.0 Know alcoholic and non-alcoholic beverages and their selling techniques
- 4.0 Understand the characteristics of alcoholic beverages
- 5.0 Know laws relating to the sales of alcoholic beverages

NVC in Hospitality and Tourism Studies (Draft)

	Course: BEVERAGE OPERATIONS	Course Code: VHT 205		Credit Hours: 75		
				Theoretical: 1 hours/week		
	Year:11 TERM:1	Pre-requisite:		Practical: 4 hours /week		
	<i>Theoretical Content</i>			<i>Practical Content</i>		
	General Objective 1.0 Know the scope of bar operation and wine service					
<i>Week/s</i>	Specific Learning Outcomes	<i>Teacher's activities</i>	<i>Resources</i>	<i>Specific Learning Outcomes</i>	<i>Teacher's activities</i>	<i>Resources</i>
	1.1 Outline the history and development of Bar operation and wine service in Nigeria and other wine producing countries. 1.2 Identify out the various staff in the bar. 1.3 Describe the personalities and responsibilities of the staff in 1.2 above. 1.4 Describe various types of bars to include: e) Public bar f) Cocktail bar	Trace the history and development of bar operation and wine. Mention the various staff in the Bar. Outline the personalities and responsibilities of the staff. Describe various types		Identify various staff in the Bar. Identify the personalities and responsibilities of the staff in 1.2 above. Design a bar	Guide students to identify various staff in the bar. Guide students to identify the responsibilities and personalities of the staff. Guide students to identify the various components of a bar.	

NVC in Hospitality and Tourism Studies (Draft)

	g) Lounge bar 1.5 Describe the various components of a bar.	of bars. Explain the various components of a bar.	Pencil Ruler paper	layout. Identify the various components of a bar.		Pencil Ruler Paper
Week	General Objective 2.0 Understand health and safety aspects in bar operation					
	1.0 Explain the personal hygiene necessary in bar operations e.g. the care of body, appearance, use of cosmetics and how this can be achieved. 1.0 Explain causes of accidents, which can occur in the bars, public cellars and storage areas and explain how these accidents can be prevented. 1.0 State the correct reporting procedures for bars and stores. 1.0 Describe the simple first-aid procedures for minor accidents e.g. cuts, burns etc and the procedure to be followed in the event of injury to the customers and colleagues.	Teach the personal hygiene necessary in bar operation.. Mention and describe the simple first aid procedures for minor accidents.	Chalkboard s. Textbooks First aid box.	Identify the simple first and procedures for minor accidents	Demonstrate the simple first and treatment for minor accidents.	First aid box. Chalkboard. Textbook.

NVC in Hospitality and Tourism Studies (Draft)

Week	General Objective 3.0 Know alcoholic and non-alcoholic beverages and their selling techniques					
	<p>2.0 Identify the types and characteristics of alcoholic and non-alcoholic beverages commonly available.</p> <p>2.0 Describe non-alcoholic beverages found in stillrooms etc.</p> <p>2.0 Describe substandard and products.</p> <p>2.0 Explain the requirements and purchasing factors and means of acquiring alcoholic beverages.</p>	<p>Explain the differences between alcoholic and non-alcoholic.</p> <p>Explain how substandard and products can be recognized.</p>	<p>Lecture notes and textbooks</p> <p>A bar area and other books</p> <p>Stillroom and beverage Lab/bar area, Wine glasses and trays textbooks</p>	<p>Take and handle orders at the bar area.</p> <p>Identify the characteristics of non-alcoholic and alcoholic beverages.</p> <p>Carry and clean any dry glassware by hand. Hand polish glassware at the bar area.</p>	<p>Organize the taking and handling of orders at the bar area.</p> <p>Guide students to prepare for service in a bar. area.</p>	<p>.Bar area glassware.</p> <p>Clean and dry glass ware.</p>

NVC in Hospitality and Tourism Studies (Draft)

Week	General Objective 4.0 Understand the characteristics of alcoholic beverages					
	<p>13.0 Explain what is meant by an alcoholic beverage.</p> <p>13.0 List and explain the basic alcoholic beverages e.g. wine, cocktails, butters, spirits, beers, liqueurs.</p> <p>13.0 Define the unit in which alcoholic contents of beverages are measured.</p> <p>13.0 Explain different process of making alcoholic beverages e.g. fermentation, distillation, infusion etc.</p> <p>13.0 Identify the different types of wines and countries in which they are produced and classify them accordingly.</p> <p>13.0 Explain the main effect alcoholic beverages have on human metabolism and behaviour.</p>	<p>Identify the basic alcoholic beverages.</p> <p>Describe the process of making alcoholic beverages.</p> <p>State types of wine and countries produced.</p> <p>State main effect alcoholic beverages have on human metabolism and behaviour.</p>	<p>Blackboard</p> <p>Lecture notes and books</p> <p>Supermarket and hotel bars</p> <p>Lecture notes</p>	<p>Identify basic alcoholic beverage.</p> <p>State the process of making alcoholic beverages.</p> <p>Identify types of wines and countries produced</p>	<p>Display various alcoholic beverages for comparison.</p> <p>Organise a visit supermarkets and hotels where different beverages are sold.</p>	<p>Alcoholic and non-alcoholic beverages.</p>

NVC in Hospitality and Tourism Studies (Draft)

Week	General Objective 5.0 Know laws relating to the sales of alcoholic beverages					
	<p>10.0 Explain the provision of laws relating- (i) to the sales and supply of drinks (ii) permitting hours for sales of drinks (iii) illegalities concerned with the sales of drink (iv) right of entry to people with authority to enter and inspect the premises</p> <p>() licenses responsibility and customer's own responsibility</p> <p>() barkeeper's liability to the customer () explain the various types of licenses for operating a bar</p>	<p>Make reference to cases where either the barman or customers contravene the law.</p>	<p>Textbooks Chalk board.</p>			

NVC in Hospitality and Tourism Studies (Draft)

PROGRAMME:- Vocational Certificate In Hospitality & Tourism Studies	Course Code: 207		Credit Unit: 2.0 HRS/WEEK
Subject/Course: AIRLINE AND TRAVEL AGENCY OPERATIONS			Theoretical: 1 hours/week
<i>Year: 11 Term: 1</i>	<i>Pre-requisite:</i>		<i>Practical: 4 hours /week</i>

Goal: This module is designed to enable the student acquire knowledge and skills in Airline and Travel Agency operation.

General Objectives: On completion of this course the student should be able to:-

Understand the types and functions of airlines and travel agency.

1. Understand the types and function of airlines and travel agencies.
2. Understand ownership organization and management structure of Airlines.
3. Understand the responsibilities of statutory bodies involved in airline and travel agencies.
4. Understand the various books being used by various airline and travel agencies. I.e. Official Airline Guide.
5. Understand importance and use of four guides and brochures.
6. Know various international travel requirements
7. Know the statutory bodies regulating Airline and travel agencies in Nigeria.
8. Know how to locate cities in the World.
9. Understand the principles of itinerary planning

NVC in Hospitality and Tourism Studies (Draft)

10. Know the various bodies involved in airline and travel agencies, operator in Nigeria.

	Programme: Vocational Certificate In Hospitality & Tourism Studies	Course Code: VHT 207		Contact Hour: 75
	Course: Airline and Travel Agency Operation			Theoretical: 2 hours/week

NVC in Hospitality and Tourism Studies (Draft)

	<i>Year: 11 Term: 1</i>	<i>Pre-requisite:</i>		<i>Practical: 4 hours /week</i>		
	<i>Theoretical Content</i>			<i>Practical Content</i>		
	General Objective 1.0: Understand the types and functions of airlines and travel agencies.					
<i>Week/s</i>	Specific Learning Outcomes	<i>Teacher's activities</i>	<i>Resources</i>	<i>Specific Learning Outcomes</i>	<i>Teacher's activities</i>	<i>Resources</i>
	1.1 Define Airline 1.2 Identify the functions of airlines 1.3 State various types of airlines 1.4 Define travel agency 1.5 Identify functions of travel agencies 1.6 State the various types of travel agencies.	Discuss with the students to know the level of their awareness of various types of airlines.	Textbooks IATA Handbook on Airline and travel Agencies.	Identify equipment used in International Airports.	Lead Students to identify equipment used in airlines	

NVC in Hospitality and Tourism Studies (Draft)

General Objective 2.0: Understand ownership, organization and management, structure of Airlines						
	<p>2.1 Identify the ownership of various airlines and travel agencies</p> <p>2.2 Explain the organization of the various airlines and travel agencies</p> <p>2.3 Explain the management system</p> <p>2.4 Explain the organizational structure of the various management systems</p> <p>2.5 Identify the prospects and problem of the various organizational and management structures</p>	<p>Use charts to show the organization structure of various Airlines.</p>	<p>Textbooks</p> <p>Journals</p>	<p>Identify stationeries and documents used in International airline.</p> <p>Identify the Administrative structure in an airline Company.</p>	<p>Students to be enlightened on staff and organisation structure in International airline office.</p>	<p>OHTs</p>
General Objective 3.0: Understand the responsibilities of statutory bodies involved in airline and travel agencies.						
	<p>3.1 Identify the statutory body which regulate airline and travel agency operations in Nigeria and worldwide.</p> <p>3.2 Explain the duties of each body and how such duties are carried out.</p> <p>3.3 Explain the organization and operations of IATA, UFTAA, e.t.c.</p> <p>3.4 Explain the problems being encountered by; these organizations in their operations.</p>	<p>Invite guest lecturers among local IATA members.</p>	<p>Textbooks</p> <p>Journals</p>	<p>Identify equipment and operational system in IATA – licensed Travel Agency.</p>	<p>Show students equipment and documents used by IATA travel agents.</p>	<p>.</p>

NVC in Hospitality and Tourism Studies (Draft)

General Objective 4.0: Understand the various books used by various airlines and travel agencies.						
	4.1 Identify the books and documents used by airlines and travel agencies i.e. (OAG) 4.2 Explain the nature of information contained in the books and documents 4.3 Complete specimen documents 4.4 Use the books and documents in 4.1 above	Procure prototype copies of documents used by travel agencies	Textbook Journals Computer soft wares. Official Airline Guide. OAG, Passenger Air Tariff (PAT) etc.	Identify the books and documents used by airlines and travel agencies.	Explain the functions of equipment and document mentioned in 3.1 above.	

NVC in Hospitality and Tourism Studies (Draft)

General Objective 5.0: Understand the importance of tour guide and brochure.						
	5.1 List various travel documents 5.2 Explain the various custom regulations 5.3 Explain the entry, transit and cost regulation of Nigeria	Take the students through custom duty, Immigration and International documentation procedures.	Textbooks	Identify relevant documents necessary for international travels. Visit International Airport and study the functions of different departments.	Explain to students the operation of customs posts, Immigration offices etc stationed there with assistance of officers in those departments.	transportation to chosen airport.

NVC in Hospitality and Tourism Studies (Draft)

General Objective 6.0: Know the various international travel requirements.					
	<p>6.1 Identify the various regulatory bodies, NCAA, NTDC, NANTA, e.t.c.</p> <p>2.3 Explain the duties and functions of each body</p> <p>2.4 Explain the problem facing the bodies</p> <p>2.5 Security post September 11.</p>	<p>Arrange home assignments and term papers on these before class discussions.</p>	<p>Textbooks</p>	<p>Identify regulations in relation to movement of people and goods across international banks.</p>	<p>internet</p>
General Objective :7.0: Know the statutory bodies regulating airlines and travel agencies in Nigeria.					
	<p>7.1 Identify the various regulatory bodies, NCAA, NIDC. NANTA, etc</p> <p>7.2 Explain the duties and functions of each body.</p> <p>7.3 Explain the problem facing the bodies .</p>	<p>Arrange home assignments and term papers on these before class discussions.</p>	<p>Textbooks</p>	<p>Identify custom regulations in relation to movement of people and goods across international banks.</p>	<p>Internet</p>

NVC in Hospitality and Tourism Studies (Draft)

General Objective: 8.0: Know how to locate cities in the World.						
	<p>8.1 List IATA geographical areas and their contents.</p> <p>8.2 Locate important cities in the world in each geographical areas and their 3-IATA City/Airport codes.</p> <p>8.3 Identify the currencies equivalence and the different cerncy nomenclature e.g. Nigeria, Nairobi, Italy's Lira.</p>		<p>Textbooks</p> <p>Journals</p>	<p>Identify major word cities on world maps.</p> <p>Calculate the currencies equivalents in different countries.</p>	<p>Lecture to display word map showing major cities.</p>	<p>Map</p>
General Objective :9.0: Understand the principles of itinerary planning.						
	<p>5.1 Define itinerary planning.</p> <p>5.2 Explain the basic principles of itinery planning.</p> <p>5.3 Explain the importance and problems associated with itinerary planning.</p> <p>5.4 Explain Embarking, Transit and Destination of individual passenger's itinerary plus direct flight.</p> <p>5.5 Explain the uses of the sales record; card.</p> <p>5.6 Explain the contents of SRC</p>	<p>Lectures</p>	<p>Textbooks</p>		<p>Guide students to calculate currency exchanges using approved exchange fates.</p>	<p>Calculators</p> <p>Internet.</p>

NVC in Hospitality and Tourism Studies (Draft)

General Objective: 10: Know the various bodies involved in airline and travel agencies operator in Nigeria.						
	5.1 Identify the various airline umbrella organizations in Nigeria BAR, AON etc. 5.2 Explain their functions 5.3 Identify the umbrella body for travel agents and tour operators NANTA, FTAN, NATOP. 5.4 Explain the effect: values or otherwise of these bodies.	Lectures	Textbooks	Identify structure and administrative framework of National Tourism.	Display organization structural chart of Tourism administration in Nigeria, showing the various bodies and how they are interrelated.	
			Maps.			

NVC in Hospitality and Tourism Studies (Draft)

NATIONAL VOCATIONAL CERTIFICATE IN HOSPITALITY AND TOURISM STUDIES. COURSE:- GEOGRAPHY IN TOURISM Year: 111 TERM: 2	CODE:- VHT 209	CONTACT HRS:- 4
	THEORY/PRACTICALS:- 2 HRS	Theory – 1 hr/week Practical 4 hours/week –

GOAL:- This course is designed to enable the student acquire basic knowledge of transportation.

GENERAL OBJECTIVES: On completion of this course, the diplomate should be able to :

- 1.0 Understand the terms used in leisure recreation and tourism in Geography
- 2.0 Know the various kinds of maps
- 3.0 Know the various land form types and bodies of water
- 4.0 Understand the geographical resources in Nigeria and their conservation
- 5.0 Know the travel destination in Africa
- 6.0 Know the travel destinations in the world.

PROGRAMME :- VOCATIONAL CERTIFICATE IN HOSPITALITY AND TOURISM STUDIES	Course Code: VHT 209	Contact Hour: 75
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NVC in Hospitality and Tourism Studies (Draft)

	Course: GEOGRAPHY IN TOURISM					Theoretical: 2 hours/week
	Year: 111	TERM:11	Pre-requisite:			Practical: 2 hours /week
	<i>Theoretical Content</i>			<i>Practical Content</i>		
	General Objective 1.0 Understand the terms used in leisure, recreation and Tourism in Geography.					
<i>Week/s</i>	Specific Learning outcome	<i>Teacher's activities</i>	<i>Resources</i>	<i>Specific Learning Outcomes</i>	<i>Teacher's activities</i>	<i>Resources</i>
	5.1 Explain the scope and importance of geography of Tourism 5.2 Define the terms leisure, recreation and Tourism and understanding their inter-relationships 5.3 Distinguish between the different forms of tourism – International and domestic, long and short haul, mistrial, ethic, Business,, environmental tourism etc. 5.4 Explain tourist floor 5.5 Explain destination geography – propensity and characteristics of location that influence travel 5.6 Enumerate the factors that determine tourist destination	Define and explain the topics “geography of tourism” Show the tourist flow with the aid of a diagram Enumerate the factors that effluence	Textbook Diagrams Charts Handout on printed materials	Use diagram or chart for the tourist flow, and choice of destination on the black board.		Illustrate tourist flow and the importance of Geography to tourism List the factors that determines tourist destination and characteristics that influence the travelers choice of destination

NVC in Hospitality and Tourism Studies (Draft)

	5.7 Identify the characteristics that influence travelers choice of destination	travellers choice in destination				
WEEK	General Objective 2.0: Know the various kinds of Maps					
	<p>1.1 Identify the types of maps such as Flat Maps, Route maps, globes, locator maps, mental maps.</p> <p>1.2 Identify other map, considerations such as; Hemispheres, latitude, longitude, the International Date line, Elapsed flying Time and the Twenty-Four Hours clock</p>	<p>Show and explain each type of map to students</p> <p>Explain international dateline and give example of the differences in travelling, convert 12 hour time to 24 hours time.</p>	<p>Atlas textbooks globe maps video film and projector slides</p> <p>Draw these maps, 24 hour clock and explain the time conversion</p>	<p>Draw the various kinds of maps e.g. flat map; route maps, globes, etc.</p> <p>Identify hemispheres, latitude, longitude, international date line, etc on a map.</p>	<p>Assign students to draw maps and explain</p> <p>Demonstrate the drawing of each maps practically in the class</p> <p>Supervise the students in drawing of the maps and 24 hour clock. Give assignment on each</p>	<p>Video films on various maps, projector film/slides, atlas and handout</p> <p>12 hour clock 24 hour clock printed materials on hand out Atlas</p>

NVC in Hospitality and Tourism Studies (Draft)

WEEK	General Objective 3.0 :Know the various land types and bodies of water					
	<p>1.1 State the land form types.</p> <p>1.2 Explain their origin and differences</p> <p>1.3 Locate areas various examples can be found.</p> <p>1.4 Identify the seven continents in the world</p>	<p>Explain land form types mountain, bodies of water Show where rivers (i.e) Benue, Niger, etc.) in Lakes, mountains and other features are located on the map.</p>	<p>Video films overhead projector Textbooks and Hand out</p>	<p>Draw each land form, e.g. mountain, bodies of water, etc.</p>	<p>Supervise the students in drawing these features. Give assignment Field trip to different land forms.</p>	<p>Atlas Textbooks Video Films magazine.</p>
WEEK	General Objective 4.0: Understand the geographical resources in Nigeria and their conservation					
	<p>3.1 Identify tourist resources and their location in Nigeria (i.e Argungu Fishing Festivals, Wase Rock, Waterfalls, rivers, Mountains, Valleys, National Parks etc)</p> <p>3.2 Explain the full meaning of conservation, and its implication in tourism resources development</p> <p>3.3 Explain the conflict between nature conservation and development</p> <p>3.4 State the consequences of pollution from our population, technological growth on conservation practices and policies</p> <p>3.5 Explain the continuous improvement on conservation practices and</p>	<p>Explain and locate these resources on the map of Nigeria</p> <p>Highlight on the importance of nature conservation in tourism</p> <p>Highlight on</p>	<p>Vedio, Films on these tourist destination</p> <p>Textbooks</p> <p>Handout on printed materials</p>	<p>Draw and locate the tourist resources on the map of Nigeria. Illustrate the types of attractions (natural or man-made)</p> <p>Estimate conservation population and Industrial growth</p>	<p>Field trips to the tourist destination.</p> <p>A comprehensive report to be given by each student on the places visited</p>	<p>Video Films-destination itself, projector films/slides, Maps.</p>

NVC in Hospitality and Tourism Studies (Draft)

	policies.	pollution and over population and industrial growth.				
WEEK	General Objective 5.0: Know the travel destinations in Africa					
	<p>4.1 Identify the travel destinations in North African Countries.</p> <p>4.2 List the travel destinations in West African Countries</p> <p>4.3 Identify the travel destinations in Central African Countries</p> <p>4.4 Enumerate the travel destination in Southern African Countries</p> <p>4.5 Describe the travel destinations in East African Countries</p>	<p>Explain and located on the map the tourist attraction in all the regions of African Countries</p> <p>Discuss the tourist potential in regions.</p>	<p>Textbooks, Maps, Charts</p> <p>Diagram</p> <p>Video films, projector slides</p>	<p>Locate the tourist potentials in the African Countries on a map:--</p> <ul style="list-style-type: none"> -major river -mountains -coastal areas -Artificial tourist attractions -National Parks -Lakes -Valleys -Deserts etc Major rivers 	<p>Supervise the students in carrying out the task or practical works</p> <p>Give practical assignments of some geographical features.</p>	<p>Personal and board cards drawing materials maps.</p>

NVC in Hospitality and Tourism Studies (Draft)

WEEK	General Objective 6 .0 Know the travel destination in the world					
	<p><u>Specific Learning Objective</u></p> <p>6.1 Identify the travel destination in North America</p> <p>6.2 Identify the travel destinations in Latin America and the Caribbean Islands</p> <p>6.3 List and discuss the destination in Europe</p> <p>6.5 List and discuss the travel destinations in Asia and the pacific.</p>	<p>List and locate on the map the major tourist attractions in all the region of the world.</p> <p>Discuss the tourist potentials these regions</p>	<p>Textbooks</p> <p>Map, Charts, Diagrams</p> <p>Video films, Projector sliders etc</p>	<p>Draw and locate the tourist potentials in the world e.g.</p> <ul style="list-style-type: none"> -Oceans -Lakes -Rivers -Mountains -Cruising areas -Metropolitan cities -Waterfalls -Major events etc 	<p>Supervise the students in carrying out the practicals work</p> <p>Give practical assignment on some geographical features.</p>	<p>Personal card board and drawing materials maps</p>

NVC in Hospitality and Tourism Studies (Draft)

	Department/ Programme: NATIONAL CERTIFICATE IN HOSPITALITY & TOURISM STUDIESW	Course Code: VHT 202		Credit Unit: 3
	Subject/Course: AIRFARES AND TICKETING I			Theoretical: 1 hours/week
	Year: 11 Term: 2	Pre-requisite:		Practical: 5 hours /week

Goal: The module is designed to enable students to understand and apply the basic principles of airfares and ticketing.

General Objectives: On completion of this course, the graduate should be able to:-

1. Know the concept and nature of Airline ticketing and tariff.
2. Know the historical development of airline ticketing and fare discounting in airline operations.
- .3. Know books and documents used in airfares and ticketing services.
4. Know the codes abbreviations and designations in book passengers.
5. Understand how to use reference books in ticketing.
6. Understand standard reservation procedures.
7. Know the procedures for issuing different tickets and components of Airline fare.
8. Understand passenger queries, air tax tariff book and mileage (PAT)

NVC in Hospitality and Tourism Studies (Draft)

	Course: AIRFARES AND TICKETING I	Course Code: VHT 202			Contact Hours: 9.0	
					Theoretical: 2 hours/week	
	Part: 11	Term: 11	Pre-requisite:			Practical: 3 hours /week
	<i>Theoretical Content</i>			<i>Practical Content</i>		
	General Objective 1.0: Know the concept and nature of airlines ticketing and tariff.					
<i>Week/s</i>	Specific Learning Outcomes	<i>Teacher's activities</i>	<i>Resources</i>	<i>Specific Learning Outcomes</i>	<i>Teacher's activities</i>	<i>Resources</i>
	1.1 Define airline ticket and the term tariff. 1.2 Explain the components in the ticket. 1.3 Identify different types of tickets and define fare basis. 1.4 Classify and give uses of computer in the ticketing. 1.5 Draft and explain format of a domestic and international airline ticket.	Describe airline ticket and tariff.	Textbooks in airline troop/ ticketing	Use computer in ticketing. Draw the format of a domestic and international ticket. Organise a trip to Airline or travel agency booking office to show them the tickets	Display the whole body of a ticket and explain a tariff and fare basis. Explain the key points on the use of computer.	Tickets Computer Handout on printed materials.

NVC in Hospitality and Tourism Studies (Draft)

General Objective: 2.0: Know the historical development of airline ticketing and fare discounting in airline operations.						
	<p>Historical Development of Airline Ticketing:</p> <p>2.1 Trace the history of airline ticket services.</p> <p>2.1 Give and explain the types of tickets used in the airline with periods.</p> <p>2.1 Discuss airline ticketing services in Nigeria airline operations and identify four common categories of discounting fares.</p> <p>2.1 Identify and discuss problem associated with airline in Nigeria and at global level.</p>	<p>Discuss and develop trends of Nigerian and Global perspective.</p> <p>Illustrate and discuss fares relevant to topical issues. (Case studies.)</p>	<p>Textbooks</p> <p>Handout.</p>	<p>Demonstrate Airline ticket services.</p> <p>Identify problems associated with airline in Nigeria and in the world in areas of ticketing services.</p>	<p>Define history airlines.</p> <p>Explain the types of tickets, and state their services and the problems associated with.</p> <p>List four common categories of discounting fares.</p>	<p>Textbooks</p> <p>Tickets.</p> <p>Handout.</p>

NVC in Hospitality and Tourism Studies (Draft)

	General Objective 3.0: Know the concept and the nature of airline ticketing.					
	<p>3.1 Identify and explain seven common fare bases.</p> <p>3.2 Give the relevance of books and document used in airfares and ticketing.</p> <p>3.3 Identify four common categories of discount fares.</p>	<p>Discuss and make analysis.</p> <p>Calculate Airfares.</p>	<p>Obtain relevant and current books (Travel agency handbooks)</p>	<p>Calculate airfares using relevant books.</p> <p>Identify the relevant documents used in airfare and ticketing.</p>	<p>List seven common fare bases.</p> <p>Explain the key point on documents and airline ticketing services.</p> <p>Demonstrate a functional understanding of fare basis codes.</p>	<p>Travel Agency Ticketing hand book.</p> <p>Handout on printed materials or airline codes.</p>

NVC in Hospitality and Tourism Studies (Draft)

General Objective 4.0: Know the codes abbreviations and designations in booking passengers.						
	3.0 Explain air line codes. 4.2 Explain equipment codes. 4.3 Describe class of service codes. 4.4 Explain secondary codes. 4.5 Explain city codes. 4.6 Describe special airport codes. 4.7 Explain time zone codes. 4.8 Explain ground zone codes. 4.9 Explain frequency codes.	Emphasize daily practices to get conversant with the codes.	Book, world map Charts with IATAI Area zones International a time zones etc.	Identify codes, abbreviation and designations in the airline bookings. Use airline tariff and airline booking.		Travel Agency Ticketing Handbook. Handout on printed materials on airline codes, abbreviation and designations

NVC in Hospitality and Tourism Studies (Draft)

General Objective 5.0: Understand how to use reference books in ticketing.						
	<p>5.1 Explain ticketing to city destinations</p> <p>5.2 Describe ticketing from city of (OMGH)</p> <p>5.3 Explain direct flight.</p> <p>5.4 Explain connection flight.</p> <p>5.5 Describe maximum connecting time for every city served by schedule flight.</p>	<p>List resources making a connection.</p> <p>Discuss maximum connecting times for every city.</p>	<p>World map with cities, time zones.</p> <p>IATA areas.</p>	<p>Use the OAG or ABC guide.</p> <p>Conduct regular practical exercise with hypothetical cases.</p>	<p>Demonstrate how to use the OAG or ABC guide.</p> <p>Explain the key points in direct and connecting flight.</p> <p>Discuss minimum connecting time.</p>	<p>Textbooks Handout.</p>
General Objective 6.0: Understand standard reservation procedures.						
	<p>6.1 List various information of reservation procedure for kind of passengers.</p> <p>5.1 Explain the need for necessary information for accurate and complete record.</p> <p>5.2 Explain problems associated with reservations and their solutions.</p> <p>5.3 Explain ticketing time transit for confirming cancellation and reconfirming tickets.</p> <p>5.4 Explain the reservation procedures for each passenger first class travellers and coach</p>	<p>Use typical and illustrate cases.</p> <p>Discuss problems of reservation and their solution.</p> <p>Discuss confirming cancellation and reconfirming of ticketing.</p> <p>Discuss reservation systems of all kind of</p>		<p>Carryout airline activities on reservation computer system.</p> <p>Work on airline</p>		<p>Computer System.</p>

NVC in Hospitality and Tourism Studies (Draft)

	travellers. 5.1 Explain the reservations procedure for a special passenger, e.g. special meals, mothers with infants handicaps etc. 5.1 Explain no-show and "go-show" passengers.	passengers.		reservation computer system.		
	General Objective 7: Know the procedures for issuing different tickets and components of Air line fare.					
	7.1 State the principles of ticketing. 7.2 Complete a conjunction ticket. 7.3 Write both domestic and international tickets. 7.4 Issue an MCO (Miscellaneous Charges Order) 7.5 Issue a PTA (Prepared Ticket Advice) 7.6 Identify credit and two components of an airline fare. 7.7 Complete a junction ticket. 7.8 Write and interpret fare ladder 7.9 Recognise seven types of special fare. 7.10 Reconfirmation.	Illustrate with emphasis. Placed on tickets on practical basis. Students should be given full lectures on the ethics of ticketing at a visited airline Booking Centre. Explain, conation, ticket, fare calculation ladder and types of special fare. Give the meaning of reconfirmation of a reservation.	Book, tickets vehicles for field trips etc. Audio visual materials be used.	Complete both domestic and international ticket. Complete a miscellaneous charge under (MCO) Write a conjunction ticket/fare ladder. State seven types of special fare.	Supervise students practicals (writing or completing a conjunction ticket MCO, POTA, and both domestic and international tickets).	Airline ticket sample MCO PTA Textbooks Handout Ticket Importer.

NVC in Hospitality and Tourism Studies (Draft)

	General Objective 8: Understand passenger queries, air tax tariff book, mileages (PAT)					
	8.2 Explain the background information in the PAT	Discuss the topics and give assignment.	Air passenger Tariff books.			
	8.2 Identify the passenger Air Tariff Editions.					
	8.2 Describe the content per book. All PAT books, for EH/WH fare books, fares rules book.					
	8.2 Explain general rules book and maximum permitted mileages book.					

NVC in Hospitality and Tourism Studies (Draft)

	Department/ Programme: NATIONAL CERTIFICATE IN HOSPITALITY & TOURISM STUDIES	Course Code: VHT 204		Contact Hours: 90
	Subject/Course: BANQUETING OPERATIONS			Theoretical: 1 hours/week
	Year: 11 Term: 2	Pre-requisite:		Practical: 5 hours /week

Goal: The module is designed to acquaint the students with the knowledge of banqueting operations (indoor & outdoor service).

General Objectives: On completion of this course, the graduate should be able to:-

1. Understand the range of activities involved in banqueting operations.
2. Understand banqueting operation i.e. all different types of banqueting large and small: Indoors and Outdoors.
3. Understand the types and usage of different banqueting equipment.
4. Understand sales techniques and marketing in banqueting.
5. Understand the mode of operation in banqueting and the involvement of various departments in its operation.
6. Understand the originality and creativity involved in banqueting i.e. Artistic display and hall set-up.
7. Understand the importance of post function operations in banqueting.

NVC in Hospitality and Tourism Studies (Draft)

	Course: BANQUETING	Course Code: VHT 204			Contact Hours: 90	
				Theoretical: 1 hours/week		
	<i>Part: 11</i>	<i>Term:11</i>	<i>Pre-requisite:</i>		<i>Practical: 5 hours /week</i>	
	<i>Theoretical Content</i>			<i>Practical Content</i>		
	General Objective 1.0: Understand the range of activities involved in banqueting operations.					
<i>Week/s</i>	Specific Learning Outcomes	<i>Teacher's activities</i>	<i>Resources</i>	<i>Specific Learning Outcomes</i>	<i>Teacher's activities</i>	<i>Resources</i>
	1.3 Identify the various types of activities of the banqueting operation e.g. wedding ceremonies, seminars, workshop, products lunches outdoor, catering, etc.	Explain the different activities in banqueting operation as in 1.0.		Prepare and co-ordinate each of the activities of the banqueting operation e.g. ceremonies seminars/workshops outdoor, catering.	Demonstrate the banqueting set-up and the arrangements: setting of equipment for each of the activities in banqueting operation.	Tables, Chairs, Equipment, Canopy and the chaffing dishes.

NVC in Hospitality and Tourism Studies (Draft)

General Objective: .2.0: Understand banqueting operations i.e. large and small indoors and outdoor.						
	2.1 Explain the types of functions of the banqueting services e.g. Reservation, Menu, Compilation, record keeping.	Describe the types of function of the banqueting services, reservation etc.	Textbook Flip Chart	Identify the types of function of the banqueting services.	Illustrate the functions of the banqueting services.	Video Film etc.

General Objective: .3.0: Understand the types / usage of the different types of banqueting equipment.						
	3.1 Identify the types of banqueting equipment and their usage, e.g. The Chaffing dishes, Training aids, skiving / table cloths cutleries etc.	Explain the different types of banqueting equipment and display them practically as listed in 2.0.	Chaffing dishes, Table Cloths and skiving, cutlery tray DAS projection and screen etc.	Identify all the different types of banqueting equipment e.g. Chaffing dishes table Cloth and Skiving, cutleries, Public Address system, projector screen etc.	Demonstrate the display of all the equipment used in various functions of banqueting organize different types from set-up.	Chaffing dishes, Tables/Chairs, Cutleries, projector and screen, flip chart table cloths, and skiving etc.

NVC in Hospitality and Tourism Studies (Draft)

	General Objective .4.0: Understand the selling techniques in banqueting					
	4.1 Identify the special techniques in banqueting to win more patronage on regular terms e.g. by being enthusiastic, convincing, good human relation etc.	Explain the techniques of selling in banqueting as in 3.0 above.	Video film on set-ups.	Demonstrate more selling techniques in banqueting and have high turn out of activities.	Describe the selling techniques in banqueting through good human and public relation, convincing and enthusiastic. Emphasize good customer relation.	Chalk / Board Video Film Microfiche etc.

NVC in Hospitality and Tourism Studies (Draft)

General Objective .5.0: Understand the mode of operations in banqueting and the involvement of various departments in its operation.					
5.1 Describe ways of banqueting operation e.g. Procedures, planning organize and co-ordinate with other sections.	Explain how to operate successful, banquets as stated in 4.0.	Chalk Board Flip and Video films. Identify the various ways of banqueting operation i.e. Procedures, planning, organizing, coordinating etc.	Identify ways of operating art banqueting as stated in 4.0.		Blackboard, Chalk, flip Chart, Video film.
General Objective .6.0: Understand the originality and creativity in banqueting.					
6.1 Explain the originality and creativity in banqueting e.g. artistic display table setting laying of tables, creative display of foods and artifices.	Describe the art in banqueting that are very appealing to guests as stated in 5.0.	Chalk and Board, Text books.	Identify the creativity in banqueting operation.	Illustrate the creativity in banqueting by doing various forms of set ups and displays.	Video Film, Tables, Chairs Flowers etc.

NVC in Hospitality and Tourism Studies (Draft)

	General Objective .7.0: Understand the importance of post function operation in banqueting.					
7.1	Explain the importance of post-function activities in banqueting operation e.g. Clearance, Feed-back from guests, and replenishment of items and recommendation of accounts.	Describe the importance of post-function activities in banqueting.	Text books and Flip Chart.	Identify the post function activities in banquets operations.	Lead students to identify post-function activities in banqueting operation.	Video Films etc.

NVC in Hospitality and Tourism Studies (Draft)

PROGRAMME: NATIONAL CERTIFICATE IN HOSPITALITY AND TOURISM STUDIES	CODE: VHT 206	CREDIT UNIT: 3.0
COURSE: TRANSPORT TOURISM		Theoretical: 1hr/week -
PART: 11 TERM: 11		PRACTICAL :- 5 hrs/week
GOAL:- This course is designed to enable the student acquire basic knowledge of transportation that is relevant to the need of tourist..		
GENERAL OBJECTIVES: On completion of this course, the trainee should be able		
1.0 Understand transport as a public utility service		
2.0 Understand land transport-rail.		
3.0 Understand land transport-car.		
4.0 Understand water transport-fairies and cruise.		
5.0 Understand air-port transport.		

	NATIONAL VOCATIONAL CERTIFICATE IN HOSPITALITY AND TOURISM STUDIES	Course Code: VHT 208	Contact Hours: 90
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NVC in Hospitality and Tourism Studies (Draft)

	Course: TRANSPORT TOURISM				Theoretical: 2 Theory/Practical hours/week	
	<i>Year: 1</i>	<i>Semester: 1</i>	<i>Pre-requisite:</i>			
	<i>Theoretical Content</i>			<i>Practical Content</i>		
	General Objective 1.0 Understand Transport as public utility service					
<i>Week/s</i>	Specific Learning Objective	<i>Teacher's activities</i>	<i>Resources</i>	<i>Specific Learning Outcomes</i>	<i>Teacher's activities</i>	<i>Resources</i>
	5.1 Define transport 5.2 Describe means and modes of transport. 5.3 Explain the importance of transport as a public utility services.	Explain transport. Explain means and modes of transport. Describe the importance of transport.	Text books Chalkboards. And Textbooks. Chalkboards and Textbooks.	Identify the different modes of transport (Cars, train, airplane, etc) Visit the local transport Company and study their operations e.g. railway, airline, state transport service, etc.	Lead the students to identify modes of transport. Lead students to visit transport Companies.	Chalkboards models of Cars, train, aeroplane.

NVC in Hospitality and Tourism Studies (Draft)

	General Objective 2.0 : Understand land and Transport-Rail.					
	2.1 Describe basic information on rail.	Explain the basic information on rail.	Text books.			
	2.2 Explain Thomas cook timetables i.e. Europe and Overseas.	Describe the Thomas cook European timetable and overseas timetable.	Thomas Cook European and overseas timetable		Show students Thomas Cook European and Overseas Timetables.	Thomas Cook European and overseas timetable
	2.3 Identify types of trains.	Explain the types of trains.	Textbooks	Identify types of trains.	Show students types of trains.	Films/Pictures

NVC in Hospitality and Tourism Studies (Draft)

	General Objective 3.0 : Understand Land Transport – Car.					
	2.1 Explain rental services.	Describe Car rental Services.	Text books Journals Magazine.	Identify operation of Car rental services.	Show types of cars.	Student to work in group and present findings to rest of the class
	2.1 Describe booking procedure.	Explain the basic car rental business step.	Textbook IATA/UFIAA Module.	Make booking for car rental service.	Demonstrate car business.	Video films picture.
WEEK	General Objective 4.0: Understand water transport Ferries and cruise.					
	4.1 Outline types of ferries and cruises.	Describe types of Ferries and Cruises.	Textbooks	Identify types of Ferries and Cruises.	Lead students to identify types of Ferries and Cruises.	Video Films/ Pictures of Ferries and Cruises.
	4.2 Explain cruise lines brochure and booking.	Describe Cruises live brochure and booking.	Textbooks	Identify Cruise line brochure and booking.	Lead students to assess different types of Cruises lines and cruise booking.	

NVC in Hospitality and Tourism Studies (Draft)

WEEK	General Objective 5.0: Understand airport.					
	5.1 Identify types of aircrafts.	Describe an airport, airport facilities and types of aircrafts.	Textbook	Access the airport facilities and types of aircrafts	Lead students to access types of aircraft and airport facilities.	Video film/pictures.
	5.2 Describe airline 2-character codes.	Explain airline 2-character codes.	ATA/UFTAA module Textbooks.	Identify airline 2-character codes.	Lead students to identify airline 2-character codes.	Video film.
	5.3 Describe prohibited items in airline.	Explain prohibited items in airlines.	Textbook Journals	Identify various conventions i.e. Warsaw convention, Chicago convention and Bilateral agreement.	Lead students to identify prohibits items in airlines	
	5.4 Describe various conventions.	Explain Warsaw convention, Chicago convention and Bilateral agreement.	Textbook Journals		Lead students to identify various conventions. Demonstrate operation of Warsaw convention, Chicago convention and Bilateral agreement.	Textbooks and the various conventions.
PROGRAMME:: NATIONAL VOCATIONAL CERTIFICATE IN HOSPITALITY AND TOURISM STUDIES			CODE: VHT 208		CONTACT HOUR S: 45	
COURSE: MARKETING TECHNIQUES II						

NVC in Hospitality and Tourism Studies (Draft)

PART: II	TERM: SECOND		PRACTICAL :- 2 hrs/week

GOAL:- This module is designed to equip the trainees with theoretical and practical knowledge of basic marketing techniques in Hospitality and Tourism.

GENERAL OBJECTIVES: On completion of this course, the trainee should be able to:

- 1.0 Understand the consumer orientation and marketing concept.
- 2.0 Know types of marketing organizations.
- 3.0 Know the type of marketing planning.
- 4.0 Understand marketing research and its applications.

	NATIONAL VOCATIONAL CERTIFICATE IN HOSPITALITY AND TOURISM STUDIES	Course Code: VHT 208	Contact Hours: 45
	Course: MARKETING TECHNIQUES II		Theoretical: 1 hour/week

NVC in Hospitality and Tourism Studies (Draft)

	<i>Year: 1</i>	<i>Semester: 1</i>	<i>Pre-requisite:</i>			<i>Practical: 2 hours /week</i>
	<i>Theoretical Content</i>				<i>Practical Content</i>	
	General Objective 1.0 Understand consumer orientation and marketing concept.					
<i>Week/s</i>	Specific Learning Objective	<i>Teacher's activities</i>	<i>Resources</i>	<i>Specific Learning Outcomes</i>	<i>Teacher's activities</i>	<i>Resources</i>
	1.1 Define the following: (i) Consumer Orientation. (ii) Marketing concept. 1.2 Differentiate between the two mentioned in 1.1 above. 1.4 Explain the general marketing features of different sectors of the industry.	Explain consumer orientation and marketing concept. Explain the difference between the two mentioned in 1.1 above.	Flip Chart.	Apply 1.1 above in a profit and non-profit organization.	Lead students to apply 1.1 above in the various organization.	Flips and Charts.

NVC in Hospitality and Tourism Studies (Draft)

General Objective: 2.0 : Know types of Marketing Organizational.						
2..1 Define marketing organizations.						
2.2 Describe marketing organizations as existed in the Public Sector:	Explain marketing organiza-tion in public and private organization.			Visit various marketing organizations to know their functions.	Lead students to visit marketing organizations.	Bus
<ul style="list-style-type: none"> (e) tourist boards, local authority, etc. (e) private sector: hotel and catering consortia, franchises in food and accommodation. (e) Marketing services e.g turn key operations, management contracts, contract catering, etc. 						
2.5 Define marketing services.	Describe marketing services.	Flip Charts		Identify marketing services:- (a) Contract Catering Services. (b) Consultants.	Lead students to identify marketing services.	Flips Charts

NVC in Hospitality and Tourism Studies (Draft)

General Objective: 03: Know the types of marketing planning.						
	3.1 Identify the concepts of planning.	Explain the concepts of planning-short and long terms.	Flip Chart O.H.P	Identify the objectives and tactics.	Lead a discussion with trainees and give food bonks.	Handout / dates
	3.2 Identify the marketing mix.	Explain the criteria: research, product development, branching, etc	O.H.P. with cloth display on the screen.	Enumerate the potentials of one of the methods.	Divide Trainees in plenary sessions and allocates each group with a method.	Handouts/date and materials. Group representation.
	3.3 Identify market segmentation.	List the various market segments available	Flip Chart	Analyse the various market segments: socio-economic, geographical, psychologies.	Lead trainees in discussion and give feed back.	Handouts/date and materials. Group representation.
	3.4 State other marketing mix.	Identify the marketing mix. Pricing, advertising, sales promotion public and press relation etc.	Flip Chart	Enumerate those marketing mix with examples.		Handouts/date and materials. Group representation.

NVC in Hospitality and Tourism Studies (Draft)

General Objective: 4.0: Understand marketing research and its applications.						
	4.1 State the Research problems.	Describe the types of problems: Market, Product and Policy problems.	Flip Chart	Identify the type of research problems.	Lead students to identify research problem.	Handouts
	4.2 Explain how to design a questionnaire.	Describe the designing of a questionnaire.	Flip chart	Design a Questionnaire for marketing research.	Lead student to design a questionnaire.	Samples of questionnaires.
	4.3 Explain the product research.	Explain types of product research (Occupancy) Menu and Sales)	Screen projection of data analysis.	Make comparison analysis of the data. Do a Promotion research.	Lead a critique review with the trainees. Lead a discussion with the Trainees.	
	4.4 Explain the promotion research.	Explain the importance promotion research.	Case studies or Flip chart.	Carryout internal and external research.	Lead students to carryout the research.	Charts
	4.5 Explain the desk-research.	List out: Internal and External. Analyse the results.	Screen board production of results.	Use the results obtained for marketing decision-making.	Lead student to use the results for decision making.	
	4.6 Present results for decision making.	Carryout a feasibility study.	Comparison analysis of products.	Carryout a feasibility study.	Discussions, Interviews.	
	4.7 Explain the test marketing.					

NVC in Hospitality and Tourism Studies (Draft)

	Department/ Programme: NATIONAL VOCATIONAL CERTIFICATE IN HOSPITALITY AND TOURISM STUDIES	Course Code: VHT 210		Credit Unit: 2.0
	Subject/Course: CUSTOMER SERVICES			Theoretical: 1 hours/week
	<i>Year: 2</i> <i>TERM :I2</i>	<i>Pre-requisite:</i>		<i>Practical: 2 hours /week</i>

General Objectives: On completion of this course the students should be able to:

- 1.0 Understand human emotion
- 2.0 Appreciate the basis of human behaviour
- 3.0 Understand methods of identifying indisposed customer
- 4.0 Understand factors which affect customers' choice of products
- 5.0 Assess customers' expectations and satisfaction

	PROGRAMME: NATIONAL VOCATIONAL CERTIFICATE IN HOSPITALITY AND TOURISM	Course Code: VHT 210	Contact Hours: 45
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NVC in Hospitality and Tourism Studies (Draft)

	STUDIES					
	COURSE:-CUSTOMER SERVICE				Theoretical: 1 hours/week	
	<i>Year: 11</i>	<i>Term:1</i>	<i>Pre-requisite:</i>		<i>Practical: 2 hours /week</i>	
	<i>Theoretical Content</i>			<i>Practical Content</i>		
<i>Week/s</i>	Specific Learning Outcomes	<i>Teacher's activities</i>	<i>Resources</i>	<i>Specific Learning Outcomes</i>	<i>Teacher's activities</i>	<i>Resources</i>
Week	General Objective. 1.0 Understand human emotion					
1	0.0 Define emotion	.Define and explain emotions	Sketches cardboard sheets pictures		Direct students in role playing.	Video types T.V, video recorder, etc.
2	0.0 Explain types of emotions	Explain the types of emotion			Group students to play various expressions of emotions	
3	0.0 Explain expressions of emotions	Examine expressions of emotion in				
	0.0 Explain strategies for controlling observed emotion of the customer	customers				

NVC in Hospitality and Tourism Studies (Draft)

WEEK	General Objectives: 2.0 Appreciate the basis of human behaviour					
4	2.1 Explain the method of study of human behaviour	Describe the method of study of human behaviour			As 1 above	As 1 above
5	2.5 Explain various types of human behaviour	Describe the various types of human behaviour				
6	2.3 Identify the motives for the behaviour of the customer	Identify the motives for the behaviour of the customer				
7	2.4 Explain ways of dealing with an irate customer	Describe ways of dealing with an irate customer				

NVC in Hospitality and Tourism Studies (Draft)

Week	General Objective 3.0 Understand methods of identifying indisposed customer.					
8	3.1 State methods of identifying the following symptoms in customers e) mental illness f) Fever-shivering on the table etc	Describe the methods of identifying the following symptoms in customers- e) mental illness f) Fever etc		Carry out basic first aid activities such as falling, mouth to mouth burns and scalds, monov aits and bruises etc	Guide students to carry out basic first aid activities. Direct students in role playing	First aid box, overhead projector films
9	3.2 State how to carry out remedial action	Describe how to carry out remedial action on 3.1				
Week	General Objective 4.0 Understand factors which affect customers choice of products					
10	5.1 Explain the culture of the various customers within the vicinity.	Describe the culture of various cultures within the vicinity.		Identify the differences in customers needs and wants		
11	5.2 Identify the different cultural requirements of the customers.	Explain the different cultural requirements of the customers				
	5.3 Identify the convenient timing for	Describe the convenient timing for				

NVC in Hospitality and Tourism Studies (Draft)

12	offering of food and other products for the various category of customers	offering of food and other hotel products for the various category of customers				
Week	General Objective 5.0 Assess customer expectation and satisfaction					
13	5.3. Understand the meaning of customer expectation	Explain Customer expectation and satisfaction		Asses customer/guests satisfaction questionnaires	Student to simulate handling of different scenarios.	
14	5.3. Understand the meaning of customer satisfaction			Assess a chosen customer through questionnaire.		
15	5.3. Identify ways of measuring satisfaction in relation to expectation					

NVC in Hospitality and Tourism Studies (Draft)

PROGRAMME: NATIONAL VOCATIONAL CERTIFICATE IN HOSPITALITY AND TOURISM STUDIES			
COURSE: INFORMATION TECHNOLOGY IN TOURISM AND HOSPITALITY	CODE VHT 301		<u>Credit Unit: 2.0</u>
			<u>Theoretical: 1 hrs/wk</u>
Year: 111 TERM 1	<u>Pre-requisite</u>		<u>Practical: 3 hour/week</u>
<p><u>GOAL: The intent of the course is to understand the fundamental principles of computers and how to use Microsoft windows programs</u></p> <p><u>GENERAL OBJECTIVES</u></p> <p>On completion of this course, the student should be able to:</p> <ol style="list-style-type: none"> 6. Understand the fundamental principles of computers 7. Understand windows 'desktop' programs 8. Understand how to use word processing software and handle files and folders 9. Understand how to format text and general layout 10. Understand how to insert files, symbols and tables in documents 11. Understand how to use of presentation software programs 12. Understand Global Distribution System (GDS) and uses. 13. Understand Internet Operation. 			

PROGRAMME: NATIONAL CERTIFICATE IN	COURSE CODE: VHT 301	Contact Hours: 60
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NVC in Hospitality and Tourism Studies (Draft)

HOSPITALITY AND TOURISM STUDIES						
Course: INFORMATION TECHNOLOGY IN TOURISM AND HOSPITALITY		Pre-requisite:		Theoretical: 1 hours/week		
<i>Year 1 11 TERM: 1</i>				Practical: 3 hours/week -		
	Theoretical Contents			Practical Contents		
	<u>General Objective 1: Understand the fundamental principles of computers</u>					
<i>Week</i>	Specific Learning Outcomes	Teacher's activities	Resources	Learning Outcomes	Teacher's activities	Resources
	<p>1.4 Explain the concept of computers and its advantages</p> <p>1.4 Outline the fundamental principles of computers including hardware and Software.</p>	Explain the concepts of computing and the components of computer	<p>Course book</p> <p>Data Show</p> <p>White board</p>	Identify the parts of computer hardware such as a motherboard, processor, RAM , ROM	Demonstrate by working with students to show main parts of computer such as sample motherboard	Computer parts such as input devices, processes and output devices

NVC in Hospitality and Tourism Studies (Draft)

General Objective 2.0: Understand windows 'desktop' programs						
1.0 Identify 'desktop' components such as concept of the icons, taskbar , display properties.	Explain the windows environment and the concept of desktop	Course book Data Show White board	Illustrate practically the windows desktop, windows explorer and windows control panel. Identify parts of the Computer Operate different control panels on a computer. Display, Add New Hardware, Add/Remove program, Mouse, Date\Time, Internet Option.	Provide real world examples to illustrate how to use : windows desktop, windows explorer and windows control panel.	Computer lap MS-Windows program Ms-Word Printer	
1.0 Describe how to use windows explorer program.						
1.0 Understand how to use the different control panel programs;						

NVC in Hospitality and Tourism Studies (Draft)

General Objective 3.0 Understand how to use word processing software and handle files and folders						
	<p>3.5 Define the concept of word processing</p> <p>3.5 Define the MS Word program.</p> <p>3.3 Understand how to create Folders and files.</p> <p>3.4 Understand how to write documents use File commands including New, Save, Save as, Open, Close and Exit.</p>	<p>Discuss and explain the function of file, folder and how to create new documents.</p>	<p>Course book</p> <p>Data Show</p> <p>White board</p>	<p>- Create new document:</p> <p>- Use File commands.</p>	<p>Provide real world examples to illustrate how to use :</p> <p>Create new document</p> <p>- Use File commands</p>	<p>Computer lap</p> <p>MS Windows program</p> <p>Ms-Word</p> <p>Printer.</p>
General Objective 4:0 Understand how to format text and general layout						
	<p>4.5 Understand how to edit a document through use of Editing commands including Copy, Cut, Past, Select All, Find and Replacement.</p> <p>4.5 Understand how to display documents in deferent ways by the use of Display command.</p>	<p>Explain and demonstrate how to edit and display a document.</p>	<p>Course book</p> <p>Data Show</p> <p>White board</p>	<p>Edit documents by use of Edit command.</p>	<p>Provide real world examples to illustrate how to use Edit commands.</p>	<p>Computer lap</p> <p>MS-Windows program</p> <p>Ms-Word</p> <p>Printer .</p>

NVC in Hospitality and Tourism Studies (Draft)

	General Objective 5.0 Understand how to insert files symbols and tables in documents					
	4.0 Describe how to enhance a documents layout by use of the format commands including font, paragraph, numbering and border.	Explain and demonstrate how to write enhance document layout.	Course book Data Show White board	Write enhanced document through some examples.	Provide real world examples to illustrate how to use enhanced document through some examples	Computer lap MS-Windows program Ms-Word Printer .
	4.0 Describe how to insert symbols and pictures in a document.	Explain and demonstrate how to write enhance document layout.	Course book Data Show White board	Write enhanced document through some examples. Improve body text for example spell checker and thesaurus using tools.	Provide real world examples to illustrate how to use enhanced document through some examples	Computer lap MS-Windows program Ms-Word Printer.

NVC in Hospitality and Tourism Studies (Draft)

	4.0 Describe how to create and handle tables in a document and use the flowing commands including insert, remove, select, and table properties.	Explain how to handle tables.	Course book Data Show White board	Create tables. Demonstrate the huddling of tables.	Provide real world examples to illustrate how to handle tables	Computer lap MS-Windows program Ms-Word Printer.
	General Objective 6.0 Understand how to use of presentation software programs					
	13.0 Describe the use of presentation software programs including PowerPoint. 13.0 Explain the Main menu of Power Point 13.0 Create new presentation, save and open a file. 13.0 Insert and control slide. 13.0 Add effective animations to slides. 13.0 Deliver presentation with Power point.	Explain the use of PowerPoint and presentation.	Course book Data Show White board	Use Power point through real world examples.	Provide real world examples to illustrate how to use the PowerPoint program.	Computer lab Windows program, PowerPoint program

NVC in Hospitality and Tourism Studies (Draft)

	General Objective: 7.0: Understand Global Distribution System (GDS) and uses.					
	7.1 Define GDS	Explain the principles of GDS	CD-Rom	Illustrate practical working of GDS package.	Illustrate how to use GDS CD-Rom	GDS CD-Rom
	7.2 Describe functions of GDS	Explain the functioning GDS.	CD-Rom Computer.	Identify the parts of GDS.	Provide real practical demonstration of CDS.	Computer Lap-Top or Computer desktop connected to internet services.

NVC in Hospitality and Tourism Studies (Draft)

General Objective: 8.0: Understand Internet Operation.			General Objective:		
8.1 Define the internet.	Explain internet functions.	Computer connected internet	Operation of internet services.	Give practical assignments on internet browsing.	Computer connected to internet services.
8.2 Describe internet services.	Explain internet services as in relation to its use in the hospitality and tourism.	Computer connected internet services.	Operate internet services in relation to hospitality and tourism.	Demonstrate the operation of internet services.	Computer connected to internet services.

NVC in Hospitality and Tourism Studies (Draft)

Programme: National Vocational Certificate in Hospitality and Tourism Studies	Credit hours 6
Module: NUPTIALS SERVICES VHT 303	Theory: 2 hrs/Wk
YEAR: 1 TERM: Second / Pre-requisite	Practical: 6 hrs/Wk

General Objectives: On completion of this module, the student should be able to:

1. Understand courtship as a prerequisite to marriage.
2. Understand different types of marriages
3. Understand the roles of the various role-players involved in marriage.

NVC in Hospitality and Tourism Studies (Draft)

PROGRAMME: National Vocational Certificate in Hospitality and Tourism Studies						
COURSE: NUPTIAL SERVICES		COURSE CODE: VHT 303		CONTACT HOURS: 105 hrs: 1 HR THEORY 6 HRS PRACTICALS		
GOAL: This course is designed to acquaint the student with the knowledge of the processes involved in marriage.						
COURSE SPECIFICATION: Theoretical Contents:				Practical Contents:		
General Objective: 1.0 Understand courtship as a prerequisite to marriage.				General Objective:		
WEEK	Specific Learning Objectives	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
1-3	1.1 Define courtship and marriage. 1.2 Distinguish between courtship and marriage. 1.3 State the reasons for Marriage. 1.4 Identify the traditional marriage existing in the major ethnic groups in Nigeria (Hausa, Ibo and Yoruba) 1.5 Identify the major sources of problems in marriage. 1.6 Explain how the problems arising from marriage can be settled.	Explain the different between courtship and marriage Explain why people marry Explain the problems in marriage.	A boy and a girl	Play the roles of a boy and a girl courting each other (interaction) Demonstrate the processes involved in the native marriage among the three major ethics groups in Nigeria. Settle problems arising from marriage contacted between a man and a woman.	Guide the students to play the roles. Guide students to demonstrate the processes in involved in the native marriages among the major ethic groups.	A boy and a girl. Colanut, honey, yam, bitter cola, etc.

NVC in Hospitality and Tourism Studies (Draft)

	General Objective: 2.0 Understand different types of marriages.			General Objective:		
WEEK	Specific Learning Objectives	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
4-6	2.1 Identify different types of marriages e.g. traditional, religious and court (registry)	Explain different types of marriage.	<p>a) Wedding Gown, Suits, Bible, etc for Church Wedding.</p> <p>b) Ijab, Auran, etc for Islamic Wedding</p> <p>c) Colanut, Yam, Honey, Bitter Cola etc for Traditional Wedding.</p>	<p>Demonstrate different types of marriage using the required resources.</p> <p>Carry out marriage ceremony of different tribes and three major religions in Nigeria.</p>	Guide students to demonstrate different types of marriages.	Wedding dresses, traditional wedding dresses, Christian and Islamic wedding dresses.

NVC in Hospitality and Tourism Studies (Draft)

	General Objective: 3.0 Understand the role of the various role-players involved in marriage.			General Objective:		
WEEK	Specific Learning Objectives	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
7-8	<p>3.1 Identify the role-players in marriage e.g. parents, bride, bridegroom, consultants relatives, Imams, Priests, traditional chiefs consultants, (wedding planner), etc.</p> <p>3.2 Explain the roles of the people in 3.1 above.</p>	<p>Explain the various people involved in marriage.</p> <p>State the roles of the people in 3.1 above.</p>		Demonstrate the roles of each of the people. Guide students to demonstrate the roles of the people.	Religious dresses, Bible, Quran , Colanut, honey palm-wine, etc.	

NVC in Hospitality and Tourism Studies (Draft)

PROGRAMME: National Vocational Certificate In Hospitality And Tourism Studies	Credit hours: 3
Subject/Course: FLORA AND LANDSCAPING	Theoretical: 1 hours/week:
Course Code: VHT 305	Practical: 6 hours/week:

Goal: This module is designed to acquaint the students with the knowledge of flora and landscaping.

General Objectives: On completion of this module, the trainee should be able to:

- 1.0 Understand Nursery Development, Care and Maintenance of flowers.
- 2.0 Know flora combination, banquets and Wreathes.
- 3.0 Know landscaping techniques
- 4.0 Know the landscaping instruments and tools
- 5.0 Understand drainage meaning and construction methods
- 6.0 Know the typical trees and plants for landscaping

NVC in Hospitality and Tourism Studies (Draft)

PROGRAMME: NATIONAL VOCATIONAL CERTIFICATE HOSPITALITY AND TOURISM STUDIES				CREDIT UNIT: 3.0		
COURSE : HOTEL LANDSCAPING AND DECORATION		COURSE CODE: VHT 305		CONTACT HOURS: 105		
GOAL: This module is designed to acquaint the student with the knowledge of hotel premises landscaping and decoration						
COURSE SPECIFICATION: Theoretical Contents: 1 hrs/wk				Practical Contents: 3 hrs/wk		
General Objective: 1.0 Understand Nursery development and maintenance of flowers.				General Objective:		
WEEK	Specific Learning Objective	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
1	1.0 Explain flower nursery and development.	Describe flower nursery and development.	Textbooks Charts	Plant flower in the nursery.	Lead students to plant flower in nursery.	Flower seeds / stuck Pots, Nylon bags, soil water etc.
2	1.0 Explain care and maintenance of flowers.	Describe care and maintenance of flowers.		Care and maintenance of flowers planted in 1.1 above.	Lead students to care and maintain flowers planted.	Shears Cutlass Hole water

NVC in Hospitality and Tourism Studies (Draft)

	General Objective: 2.0: Know flora combination, bouquets and wreathes.			General Objectives:		
3	2.1 Describe flora combination.	Explain flora combination.	Textbooks	Combination flora.	Guide students to demonstrate flora combination.	Flower vase Flowers
4	2.2 Describe flora bouquets and wreathes.	Explain flora bouquets and wreathes.		Make flora bouquets and wreathes.	Guide students to demonstrate flora bouquets and wreathes.	Flower vase Flowers.
	General Objective: 3.0 Know landscaping techniques			General Objective:		
WEEK	Specific Learning Objective	Teachers Activities	Learning Resources	Specific Learning Objective	Teachers Activities	Learning Resources
4 – 6	Define landscaping	Explain the term landscaping	Textbooks	Demonstrate Landscaping	Lead students to landscape	Landscaping tools.
	Explain the techniques of landscaping	Describe the techniques of landscaping		Apply the Techniques of Landscaping	Assist students to apply techniques of landscaping.	Landscaping tools.
7	General Objective: 4.0 Know landscaping instruments and tools					
	Enumerate the landscaping instruments and tools	Describe the landscaping tools and instruments		Identify landscaping tools and instruments.	Assist students to draw landscaping tool and instruments.	Graph Pencil Eraser Ruler etc.
	General Objective: 5.0 Understand drainage meaning and construction methods					

NVC in Hospitality and Tourism Studies (Draft)

	5.1 Define drainage meaning	Explain the term drainage.	Text Books	Identify various types of drainage.	Guide students to analyse various types of drainage.	
	5.2 Enumerate the construction methods	Describe the construction methods and drainage.		Describe the construction methods of drainage.	Guide students to construct drainage channels.	Shovel, digger, block, pipes, cements plastering knives.
	General Objective: 6.0 Know the typical trees and plants for landscaping					
	6.1 Describe the typical trees and plants for landscaping	Explain the typical trees and plants for landscaping	Text Books	Plant typical trees and plants for landscaping	Leads students to plant trees and plants for landscaping.	Nursery trees, plants, cutlass shovels etc.

NVC in Hospitality and Tourism Studies (Draft)

PROGRAMME: NATIONAL CERTIFICATE IN HOSPITALITY AND TOURISM STUDIES	CODE: 307	CREDIT UNIT: 3.0
COURSE: SPECIALITY CUISINE		THEORETICAL: 1 hours/week
PART: III	TERM: II	PRACTICAL: 6 hours/week
<p>GOAL:- The module is designed to broaden the knowledge of the students on speciality cuisine.</p>		
<p>GENERAL OBJECTIVES: On completion of this course, the students should be able to:</p> <ol style="list-style-type: none"> 1.0 Know the meaning and the antecedent of speciality cuisine. 2.0 Know various types of herbs and spices used in speciality cuisine. 3.0 Know the types and classes of speciality cuisine. 4.0 Understand recipe development and re-engineering of French cuisine. 5.0 Understand recipe development and re-engineering of Italian cuisine. 6.0 Understand recipe development and re-engineering of Oriental cuisine. 7.0 Understand recipe development and re-engineering of Grilled and show cooking. 8.0 Understand, costing, safety and hygiene in Speciality cuisine. 		
ROGRAMME: NATIONAL CERTIFICATE I HOSPITALITY AND TOURISM STUDIES		

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COURSE: SPECIALITY CUISINE		COURSE CODE: 307			CONTACT HOURS: 105	
GOAL:						
COURSE SPECIFICATION:				PRACTICAL CONTENTS:		
GENERAL OBJECTIVES: 1.0: Understand the meaning and antecedents of Speciality Cuisine.						
Week	Specific Learning Outcome	Teacher's Activity Objectives	Learning Resources	Specific Learning Objectives	Teacher's Activities	Learning Resources.
1	1.1 Explain the Leaning and antecedent of speciality cuisine. 1.2 Describe the Historical Origin of the Speciality Cuisine.	Describe the meaning and antecedent of speciality cuisine. Trace the antecedents of Speciality cuisine.	Textbook	Map out the origin of speciality cuisine. Identify common features that apply to speciality cuisine.	Guide the student to map out the origin of speciality cuisine. Lead students to identify common features that are applicable to speciality cuisine.	Chart World Map.
GENERAL OBJECTIVES: 2.0 Know the types and classes of Speciality Cuisine.						
	2.1 Explain the types and	Describe the various types of		Identify the classes of speciality	Guide students to identify the classes of	

NVC in Hospitality and Tourism Studies (Draft)

2	classes of the speciality cuisine. 2.2 Describe the classes of speciality cuisine.	speciality cuisine and their special characteristics.		cuisine.	speciality cuisine. Chart out special features that are associated with each of the Speciality Cuisine.	
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GENERAL OBJECTIVES: 3.0 Know the various types of herbs spices and condiment used in speciality cuisine.							
3	2.0	Define Herbs, Spices and Condiments.	Explain in details the different between, herbs, spices and condiments. Explain the Relationship of all in the cuisine preparation.	Herbs, Spices, Condiments, etc.	Display the various types of herbs, spices and condiments as related to cuisine. Use the herbs, spices and condiments in the preparation of cuisine.	Herbs, spices and condiments in the preparation of cuisine.	Herbs, Spices, Condiments.
GENERAL OBJECTIVES: 4.0 Understand recipe development and re-engineering of French Cuisine.							
4 & 5	4.1	Identify basic speciality in the French Cuisine.	Explain in details the commodity that are associated.	Books Journals of catering.	Prepare the different types of French speciality cuisine e.g. wine base cooking, high heat cooking, flambéing cooking.	Demonstrate the cooking of French speciality cuisine e.g. wine in meat cooking, French salad and dressing.	Salad dressing, wine French Loaves etc.
	4.2	Explain the Meaning of French Cuisine, Prepare Development and Engineering.					

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	4.3 Explain the Preservation of the French Cuisine.			Preserve French Cuisine.	Guide students to preserve French Cuisine.	
	4.4 Explain the various Preservation Method used in French Cuisine.					

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GENERAL OBJECTIVES: 5.0 Understand the recipe development and re-engineering of Italian Cuisine.						
5 & 6	5.1 Define Italian cuisine, Recipe development and Engineering.	Describe the Italian cuisine recipe development and engineering.		Identify herbs, spices and condiment used in the preparation of Italian cuisine.	Demonstrate the basic Pasta Cooking	Flour Based Product
	5.2 List out Basic speciality in the Italian cuisine.			Prepare speciality dishes which are of Italian origin.	<ul style="list-style-type: none"> - Pizza - Lasagna etc 	- Pasta Cooking
	5.3 Explain the Preparation and Preservation of the culinary Product in Italian Cuisine.			Preserve Italian Cuisine using plated and bulk services as examples.	Demonstrate the presentation styles using plated and bulk production.	- Cannelloni etc

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	<p>the following cooking:</p> <ul style="list-style-type: none">- Chinese, Japanese and Thai. <p>6.4 Explain the preservation methods and holding temperature of each cuisine.</p>	<p>and Thai cookings.</p>		<p>Prepare dishes of Oriental Cuisine.</p> <ul style="list-style-type: none">- Sweet and Sour dishes.- Chilli Pepper baked dishes- Source based dishes etc.		
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GENERAL OBJECTIVES: 7.0 Understand the recipe development and re-engineering of Grilled and show cooking.						
7.1 Explain the meaning of Grilled and show cooking.			Display the preparation of the grilled show cooking.	Display and demonstrate the techniques involved in show cooking.	Grilleting Machine	
7.2 List products associated with Grilled and show cooking.			Identify the basic ingredients of grilled and show cooking.	<ul style="list-style-type: none"> - Grilles and Roasted chicken - Whole Roaster Ram - Whole Roasted Cow Grilled whole fish etc. 	Barbeque Machine	
7.3 Enumerate the various elaborate presentation skills involved in Grill and show cooking.				Demonstrate the basic preparation of a Grilled and show cooking.	Chicken	Fish
7.4 List out preservation	Explain the various storage methods to		Prepare basic accompaniments to			

NVC in Hospitality and Tourism Studies (Draft)

	methods in Grill and show cooking.	be employed in the cooking.		Garnish Presentation.		
GENERAL OBJECTIVES: 8.0: Understand Costing, Safety and Hygiene in Speciality Cuisine.						
	8.1 Define food cost.	Explain: -Food Cost Factors.		Illustrate with chart the composition of food cost involved in speciality cooking.	Map out apportionment costing.	Role playing chart.
	8.2 Define Health and Critical Control Practices in the Speciality Cooking.	Explain in details Factors involved in the Health and Critical Control - Personal Hygiene - Food Hygiene - Environmental Hygiene.		Monitor personal hygiene. Food hygiene, environmental hygiene safety practices, health hazard etc in preparing speciality cuisine.	Provide real horde explanation on the effect of hygiene in the speciality cuisine.	

PROGRAMME: NATIONAL VOCATIONAL CERTIFICATE IN HOSPITALITY AND TOURISM STUDIES			
COURSE: TRAVEL PLANNING	CODE VHT 302		Credit Unit: 2.0
			Theoretical: 1 hrs/wk
Year: 111 TERM 1	Pre-requisite		Practical: 3 hour/week

NVC in Hospitality and Tourism Studies (Draft)

GOAL: The module is designed to equip the trainee with basic travel planning knowledge and skills

GENERAL OBJECTIVES

On completion of this module, the trainee will be able to:

- 1.0 Understand marketing and selling travel.
- 2.0 Know how to read and interpret maps.
- 3.0 Understand 3-letter city case
- 4.0 Know how to plan travel itineraries
- 5.0 Know World Time Zone
- 6.0 Know Local currencies around the World.

PROGRAMME: NATIONAL CERTIFICATE IN HOSPITALITY AND TOURISM STUDIES	COURSE CODE: VHT 302	Contact Hours: 4 Contact Hours: 75
Course: TRAVEL PLANNING	Pre-requisite:	Theoretical: 1 hours/week

NVC in Hospitality and Tourism Studies (Draft)

<i>Year 1 11 TERM: 1</i>					Practical: 3 hours/week -	
Theoretical Contents			<i>Practical Contents</i>			
General Objective 1.0: Understand marketing and selling travel.						
<i>Week</i>	Specific Learning Outcomes	Teacher's activities	Resources	Learning Outcomes	Teacher's activities	Resources
	1.1 Explain destination geography. 1.2 Explain physical geography. 1.3 Explain cultural geography.	<p>Explain different destinations in the world.</p> <p>Discuss physical features in the world.</p> <p>Describe culture, art and crafts.</p>	<p>World Maps</p> <p>Video Films</p> <p>Slides</p>	<p>Locate the tourist attractions in the world map.</p> <p>Locate major rivers, mountains, man-made attractions on the world map.</p> <p>Locate cultural arts and crafts center on the world map.</p>	<p>Supervise the students in locating tourist attraction.</p> <p>Lead students to locate major rivers, mountain, man-made attractions on the World map.</p> <p>Lead students to locate cultural arts and crafts centers on the World Map.</p>	<p>Maps</p> <p>Maps or Atlas.</p> <p>World Maps.</p>

NVC in Hospitality and Tourism Studies (Draft)

General Objective: 2..0: Know how to read and interpret maps.						
2.1 Identify the world continents.	Describe the types of maps.	World Map	Draw each of these maps.	Lead students to draw the maps.	Video Films on various projector.	
2.2 Identify longitude and latitude of maps.	Explain international Dateline and give example.	Textbooks / Video Films.	Draw maps and show longitude and latitude.	Lead students to illustrate longitude and latitude on a map.	Atlas	
2.3 Identify Earth countries.	Explain the location of countries in the world.	Printed materials	Identify countries on the world maps.	Guide students to illustrate these countries on map.	World maps.	
2.4 Identify major cities around the world on a world map.	Explain the location of major cities around the world map.		Locate major cities on the World Map.	Lead students to locate major cities on the World Map.	World Map/Atlas	

NVC in Hospitality and Tourism Studies (Draft)

General Objective: .3.0: Understand 3 Letter-City Code						
	3.1 Define 3-Letter City Code. 3.2 Explain coding and decoding 3-Letter Cities and air-port code.	Explain code and decoding of cities. Describe the coding and decoding of cities and include airport codes.	IATA map IATA map	Locate 3-Letter cities on the map. Code and decode 3-letter cities and indicate airport codes.	Demonstrate code and decoding of 3-letter city. Guide students to code and decode 3-letter city code and airport codes.	Blank IATA maps Blank IATA map.
General Objective: .4.0: Know how to plan travel itineraries.						
	4.1 Explain the basic steps in planning travel itineraries. 4.2 Define air itineraries.	Describe the steps in planning itineraries. Explain air itineraries.	Textbooks IATA Map	Plan travel itineraries.	Illustrate planning itineraries in tourism Lead students to illustrate itineraries.	Pro-forma Card. IATA blank maps.

NVC in Hospitality and Tourism Studies (Draft)

General Objective: 5 .0: Know World Time Zones						
	5.1 Describe the 24 hours Time Clock. 5.2 Identify World Time Zones.	Explain 24 hours time clock. Explain World Time Zones.	24 hours Clock Textbook and maps.	Use 24 hour time clock for an operation. Illustrate World Time Zone on the World Map.	Lead students to use 24 hours clock for an operation. Lead students to illustrate World Time Zone on the map.	24 hours clock World Atlas.
General Objective: .6.0: Know local currencies around the World.						
	6.1 Identify types of local currencies available in different countries. 6.2 Describe different local currencies and country currency codes.	Describe types of local currencies in different countries. Explain local currencies and country currency codes.	Different denominations of local currencies. Textbook	Convert the international currencies into the local currencies. Identify local currency and currency codes.	Lead students to convert international currencies into local currencies. Lead students to identify the codes.	Local currencies and international currencies. Textbooks.

NVC in Hospitality and Tourism Studies (Draft)

PROGRAMME: NATIONAL VOCATIONAL CERTIFICATE IN HOSPITALITY AND TOURISM STUDIES			
COURSE: ALLIED CRAFTS	CODE VHT 304		Credit Unit: 2.0
			Theoretical: 1 hrs/wk
Year: 111 TERM 1	Pre-requisite		Practical: 4 hour/week
<p><u>GOAL:</u> The module is designed to acquaint the student with the knowledge and skills of allied staff.</p> <p><u>GENERAL OBJECTIVES</u> On completion of this module, the trainee will be able to:</p> <ol style="list-style-type: none"> 1.0 Understand the materials and tools in Beadwork. 2.0 Know how to dye fabrics 3.0 Understand the techniques in Body Care (Cosmetology) 4.0 Understand the basic techniques in stitches 5.0 Understand basic techniques in crocheting. . 			

NVC in Hospitality and Tourism Studies (Draft)

PROGRAMME: NATIONAL CERTIFICATE IN HOSPITALITY AND TOURISM STUDIES		COURSE CODE: VHT 304		Credit Hours: 75		
Course: ALLIED CRAFTS		Pre-requisite:		Theoretical: 1 hours/week		
<i>Year 1 11 TERM: 1</i>				Practical: 4 hours/week -		
Theoretical Contents				Practical Contents		
General Objective 1.0: Understand the materials and tools in Beadwork.						
<i>Week</i>	Specific Learning Outcomes	Teacher's activities	Resources	Learning Outcomes	Teacher's activities	Resources
	1.1 Define the term Beadwork. 1.2 Explain the origin of Beadwork. 1.3 Identify the materials and tools used in Beadwork. 1.4 Describe the various methods in making Beads.	Explains the term Beadwork. Trace the origin of Bead work. Lists the materials and tools used in Beadwork. Explain the methods in making Beads.	Chalkboard Textbooks Beading Board, Beads, tiger tale, fishing line stoppers, flyers etc	Identify materials and tools used in Beadwork. Make beads using different methods.	Leads the students in identifying materials and tools. Guide students in making beads.	Beading board, tiger tails, fishing lines, stoppers, pliers, etc. Beads, pliers, fishing line, tiger tails, stoppers etc.

NVC in Hospitality and Tourism Studies (Draft)

General Objective: 2..0: Know how to dye fabric.						
	2.1 Define the term dyeing.	Explain the term dyeing.	Chalk and Board			
	2.2 Identify the materials and tools used in dyeing fabrics.	Explain the materials and tools used in dyeing fabrics.	Colours of dyes, fabrics, basins, strings, etc.	Identify the colour of dyes, fabric basins, strings, etc.	Lead students to identify colours of dyes, fabrics, basins, strings, etc.	Colours of dyes, fabrics, basins, strings, etc.
	2.3 Describe the procedure involved in dyeing fabrics.	Explain the procedure in dyeing fabrics.	Textbooks, chalk and Board.	Prepare the dye and the fabrics.	Demonstrates the procedure involved in dyeing fabrics. Dye fabrics.	Colours of dyes, salt, vinegar, hydro-soleplates, basin, pot, etc.
General Objective: 3.0: Understand the techniques in Body Cap (Cosmetology)						
	3.1 Define the term “Body Care” (Cosmetology)	Explain the term Body Care (Cosmetology)	Textbooks, Chalk and Board.	Identify various ways of body care.	Demonstrate the various ways of Body Care.	
	3.2 Identify various ways of body care.	Explain various ways of body care.	Textbooks, charts, magazines, etc.	Identify the materials used in Body Care.	Lead students to identify the cosmetics in Body Care.	Soaps, Cream, deodorizer, powder, clipper, toothpaste, brush,
	3.3 Describe the cosmetics used in body care.	Explain the cosmetics used in Body Care.	Textbooks, chalk and			

NVC in Hospitality and Tourism Studies (Draft)

			Board	Use the materials to care for the body.	Lead students to care for the body.	mascara, eye pencil, lipstick, etc.
General Objective: 4..0: Understand the basic techniques in stitches.						
	<p>4.1 Define stitches.</p> <p>4.2 Describe basic stitches e.g. plain, stork, chain, gathers, etc.</p> <p>4.3 Explain the materials and tools in making stitches.</p> <p>4.4 Explain the use of stitches.</p>	<p>Explain stitches.</p> <p>Explain basic stitches, e.g. plain, chain, etc.</p> <p>Describe materials and tools used in making stitches.</p> <p>Describe the stitches.</p>	<p>Stitches, chain, stock, blanket, etc.</p> <p>Stitches, chain, stock, blanket, etc.</p> <p>Textbook, chalk and Board.</p> <p>Textbooks Chalk and Board.</p>	<p>Identify basic stitches.</p> <p>Display the materials and tools for making stitches.</p> <p>Sew and crochet using stitches.</p>	<p>Chain, plain, gathers, loop, herringbone, stork.</p> <p>Needles, thread, fabric, etc.</p> <p>Needles, thread fabric, etc.</p>	
General Objective: .5..0: Understand the basic techniques in crocheting.						
	<p>5.1 Define crocheting</p> <p>5.2 Describe the basic principles in</p>	<p>Explain crocheting.</p> <p>Explain the basic principles in crocheting.</p>	Textbooks Chalkboard	Identify the basic		

NVC in Hospitality and Tourism Studies (Draft)

crocheting	5.3 Explain the materials and tools and steps in crocheting.	Describe the materials/tools and steps in crocheting.	Textbooks Chalkboard	processing in crocheting.	Lead students to crochet using materials and tools.	Crochet, pills, thread, etc.
		Explain the making of crotch articles using different stitches.	Textbooks Chalkboard	Crochet using the materials and tools in 5.3		
		5.4 Describe the making of crutch articles using stitches.	Textbooks Chalkboard	Make crotchet Use stitches.		

<p>NATIONAL VOGATIONAL CERTIFICATE IN HOSPITALITY AND TOURISM STUDIES</p>	<p>Course Code: VHT 306</p>	<p>Credit Hours: 2.0</p>
<p>Subject/Course: Accounting for hospitality and tourism</p>		<p>Theoretical: 1 hours/week</p>
<p>Year: 111 TERM: 2</p>	<p>Pre-requisite:</p>	<p>Practical: 4 hours /week</p>

NVC in Hospitality and Tourism Studies (Draft)

General Objectives: On completion of this course, the student should be able to:

- 1.0 Know how to prepare final accounts from relevant books of entries
- 2.0 Understand bank reconciliation statement
- 3.0 Understanding basic accounting procedures for hospitality establishments and travel agencies
- 4.0 Know difficult problems in financial accounting
- 5.0 Know financial reporting
- 6.0 Understand the profit and loss account
- 7.0 Know the balance sheet
- 8.0 Know cash flow statement

	Course: Accounting for Hospitality and Tourism Studies	Course Code: VHT 306	Contact Hours: 75
			Theoretical: 1 hours/week
	Year: 111 TERM:2	Pre-requisite:	Practical: 4 hours /week
	Theoretical Content		Practical Content

NVC in Hospitality and Tourism Studies (Draft)

General Objective 1.0 Know how to prepare final accounts from relevant books of entries						
<i>Week/s</i>	<i>Specific Learning Outcomes</i>	<i>Teacher's activities</i>	<i>Resources</i>	<i>Specific Learning Outcomes</i>	<i>Teacher's activities</i>	<i>Resources</i>
	5.1 Explain principles of double entry, cheques, balancing an account and various ledges. 5.2 Record various revenue; accommodation, restaurant, bar, banqueting, laundry, rentals, recreational, telephone, fax, e-mail, internet, room service charges, service charge, VAT etc. 5.3 Record various expenditures in relation to the above revenue sectors including trade discount, overhead and capital expenses. 5.4 Prepare various cash books; cash, bank and discount, petty cash book, gusts-paid-out, cash receivables etc. 5.5 Analyze purpose and structure of trial balance, depreciation of fix assets, trading, profit and loss accounts and balance sheet.	Lecture	Textbooks and writing board PC and printer	Record various revenue; accommodation, restaurant, bar, banqueting, laundry, rentals, recreational, telephone, fax, e-mail, internet, room service charges, service charge, VAT etc. Record various expenditures in relation to the above revenue sectors including trade discount, overhead and capital	Show students sample trial balance and balance sheet.	

NVC in Hospitality and Tourism Studies (Draft)

				<p>expenses.</p> <p>Prepare various cash books; cash, bank and discount, petty cash book, gusts-paid-out, cash receivables etc.</p> <p>Analyze purpose and structure of trial balance, depreciation of fix assets, trading, profit and loss accounts and balance sheet.</p>		
Week	General Objective 2.0 Understand bank reconciliation statement					
	<p>BANK RECONCILIATION STATEMENT</p> <p>3.1 Explain the terms reconcile and bank reconciliation.</p> <p>3.2 Identify the reasons why differences arise in cashbook and bank statement.</p>	<p>Describe the various mistakes that</p>		<p>Prepare the cashbook</p>		

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	<p>2.5 Prepare the cashbook (bank column only), bank statement and bank reconciliation.</p> <p>2.5 Explain the following terms: (i) cheques (ii) unpresented and uncredited cheques (iii) bank charges (iv) dishonoured cheques (v) direct payment (vi) bank standing orders and drafts.</p>	<p>could arise in the differences.</p>		<p>(bank column only), bank statement and bank reconciliation.</p> <p>Show samples of the financial documents and transaction</p>		
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Week	General Objective 3.0 Understanding basic accounting procedures for hospitality establishments and travel agencies					
	<p>BASIC ACCOUNTING PROCEDURES FOR HOSPITALITY ESTABLISHMENTS</p> <p>4.1 Explain transaction associated with hospitality establishments and travel agencies, illustrating the accounting circles (i.e. journalizing, ledger etc).</p> <p>4.2 Compute with the use of special journals and ledgers reporting of products and services (cost of goods and services sold concepts).</p> <p>7.0 Valuate inventory (illustrating FIFO, LIFO weighted average and moving average methods).</p>			<p>Compute with the use of special journals and ledgers reporting of products and services (cost of goods and services sold concepts).</p> <p>Valuate inventory (illustrating FIFO, LIFO weighted average and moving average methods).</p>		

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	7.0 Differentiate between perpetual and periodic inventory systems. 7.0 Prepare final financial statement for a hospitality establishment (i.e. trading, profit and loss accounts).			Prepare final financial statement for a hospitality establishment (i.e. trading, profit and loss accounts).		
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Week	General Objective 4.0 Know difficult problems in financial accounting					
	<p>PROBLEMS IN FINANCIAL ACCOUNTING</p> <p>4.1 Identify the management's role in planning cash flows.</p> <p>4.2 Analyse the control and reporting system of petty cash transactions.</p> <p>4.3 Explain different methods of internal control system related to the hotel and catering industry with special emphasis on cash receipts, cash disbursement and sales in the food, beverage, room areas and other income outlets.</p> <p>4.4 Illustrate the concepts in which hospitality financial analysis can be computerized (partially and fully).</p>			<p>Analyse the control and reporting system of petty cash transactions.</p> <p>Illustrate the concepts in which hospitality financial analysis can be computerized (partially and fully).</p>		
Week	General Objective 5.0 Know financial reporting					
	<p>3.1 Discuss the importance of financial reporting.</p> <p>3.2 Identify the end users of these reports or statements.</p> <p>3.3 Describe the different financial statements used in hospitality</p>	<p>Lecture</p> <p>Hand out coursework</p>	<p>Photocopies of each of these financial statements as used in large</p>			

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	<p>operations:</p> <ul style="list-style-type: none"> • Profit and loss account • Balance sheet • Cash flow statement. <p>3.4 Define the different elements that constitute the financial statements in 5.3 above</p> <p>3.5 Explain the use of spreadsheets for reporting.</p>		companies			
Week	General Objectives: 6.0 Understand the profit and loss account					
	<p>6.6 Explain the importance of profit to a business.</p> <p>6.6 Prepare a simple profit and loss account from a completed trial balance.</p>	<p>Demonstration</p> <p>Class exercise, manual or with the use of spreadsheets</p>	<p>Case material for these exercise</p>	<p>Prepare a simple profit and loss account from a completed trial balance.</p>	<p>Demonstration</p> <p>Class exercise, manual or with the use of spreadsheets</p>	<p>Case material for these exercise</p>

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Week	General Objectives: 7.0 Know the balance sheet					
	<p>1.1 Explain the position of the balance sheet as a statement of the business position at a specific date.</p> <p>1.2 Examine the disadvantage of this financial statement.</p> <p>1.3 Prepare a simple balance sheet.</p> <p>1.4 Explain simple balance day adjustment to the balance sheet</p> <ul style="list-style-type: none"> - prepayments to revenue - accrued expenses to revenue - depreciation 	<p>Introduce students to the existence of fraud and creative accounting.</p> <p>Give examples: Enron, WorldCom, Arthur, Anderson, etc.</p> <p>Demonstration, class exercises: manual or with the use of spreadsheets</p>	<p>Newspaper and magazine articles</p> <p>Case material for these exercise</p>	<p>Prepare a simple balance sheet.</p>	<p>Demonstration, class exercises: manual or with the use of spreadsheets</p>	<p>Case material for these exercise</p>

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Week	General Objectives: 8.0 Know cash flow statement					
	<p>1.1 Explain the importance of a healthy cash flow statement for the survival of a business.</p> <p>1.2 Identify the different sources and uses of cash in business activities:</p> <ul style="list-style-type: none"> • Operations • Returns on investment • Taxation • Capital expenditure • Financial activities <p>10.0 Prepare simple cash flow statements from a number of different transactions</p>					

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