

CONTEXTUAL INFORMATION

The Higher Education Achievement Report incorporates the model developed by the European Commission, Council of Europe and UNESCO/CEPES for the Diploma Supplement.

The purpose of the Supplement is to provide sufficient recognition of qualifications (diplomas, degrees, certificates etc). It is designed to provide a description of the nature, level, context and status of the studies that were pursued and successfully completed by the individual named on the original qualification to which this Supplement refers. It is free from value judgements, equivalence statements or suggestions about recognition.

Robert Gordon University only produces HEARs in a digital format. Only HEARs accessed via www.gradintel.com can be considered valid and verified.

1. INFORMATION IDENTIFYING THE HOLDER OF THE QUALIFICATION

1.1 Family name	MHANGO
1.2 Given names	CATHERINE IPIANA
1.3 Date of birth (day/month/year)	07/12/1989
1.4 Student identification number	1219486
HESA identification number	1311042194868
	HUSID (HESA Unique Student Identifier) is the unique national identifying number for students registered at a UK university. It is defined by HESA, the UK's Higher Education Statistics Agency.

2. INFORMATION IDENTIFYING THE QUALIFICATION

2.1 Name of qualification and (if applicable) title conferred:	BACHELOR OF ARTS The power to award degrees is regulated by law in the UK.
2.2 Main field(s) of study	HOTEL AND HOSPITALITY MANAGEMENT
2.3 Name and status of awarding institution	Robert Gordon University - a recognised body with taught and research degree awarding powers
2.4 Name and status of institution (if different from 2.3) administering studies	As awarding institution
2.5 Language(s) of instruction/examination	English

3. INFORMATION ON THE LEVEL OF THE QUALIFICATION

3.1 Level of qualification	Bachelors Degree SCQF level 9 See Section 8 for reference to the nationally devised 'level indicators' which relate to the qualification as contained within the Scottish Credit and Qualifications Framework (SCQF)
3.2 Official length of programme	3 years
3.3 Programme entry requirements or access	

Applicants must satisfy the University's general admission requirements as contained in the Academic Regulations A2: Admission www.rgu.ac.uk/academicregulations

4. INFORMATION ON THE CONTENTS AND RESULTS GAINED**4.1. Mode of study**

Full time

4.2. Programme requirements**4.2.1 Minimum Standards**

This is a one year Stage 3 course leading to the award of BA Hotel and Hospitality Management.

4.2.2 Educational Aims

The course aims, consistent with the philosophy of both Aberdeen Business School and BHMS, are to:

- Facilitate the professional development of the students and lay the foundations for a successful career in the hospitality industry;
- Support the development of wider process skills such as written and oral communication skills, problem-solving and team working skills;
- Encourage the development of an enquiring, analytical, open-minded and creative approach and foster independent judgment, critical self-awareness, ability to reflect and an appreciation of the wider context of the global business environment within which the hospitality industry is created;
- Provide students with a stimulating intellectual experience by undertaking in depth analyzes of specific aspects of the hotel and hospitality sectors;
- Prepare students for a professional career in the hotel and hospitality industry by developing knowledge and understanding of the key concepts in the business sector;
- Encourage using appropriate methods that facilitate critical investigations into hotel and hospitality related topics with a view to developing independent and self-motivated study skills;
- Generate a deep interest in, and enthusiasm for hotel and hospitality management, such that graduates are motivated to continually update their knowledge and understanding within the context of a rapidly changing environment.

4.2.3 Regulations

This course is governed by the provisions of the University Academic Regulations, which are available at www.rgu.ac.uk/academicregulations

4.2.4 Learning Outcomes

The BA Hotel and Hospitality Management course aims to produce graduates who are highly skilled, motivated individuals able to work both as part of a team and with a high level of autonomy. Graduates will have an in-depth understanding of the structure and operation of the industry and its related sectors.

4.2.5 Special Features

The course is taught at the BHMS campus in Luzern, Switzerland which attracts students from over 45 different countries and thus providing a truly international study environment. The degree classes are relatively small ensuring each student receives extensive individual attention and support in their studies. While the modules are taught and assessed in English, students also have the opportunity to learn and practice German or French in the local community.

The BA Hotel and Hospitality Management course is structured to balance the development of core, industry-relevant vocational skills and the intellectual skills expected of a Bachelors graduate. This is achieved through a 50-50 division of both time spent and credit weighting of the study and placement periods. Graduates are therefore highly employable and well-prepared to start careers in their chosen field. It is

intended that graduates of this program will become accomplished managers, working across a range of public and private enterprises including hotels, attractions, conference and events venues and leisure facilities around the world.

4.3. Programme details, and the individual grades/marks/credits obtained

Programme start date 01/02/2013

Programme end date 06/05/2014

Module Code	Title	Level	Grade	Credits	ECTS Credits	Result
BS3149	RESEARCH METHODS IN A HOSPITALITY CONTEXT	SCQF 09	D	15	7.5	Passed
BS3159	HOSPITALITY RETAIL MANAGEMENT	SCQF 09	D	15	7.5	Passed
BS3160	HOSPITALITY PROPERTY SERVICES AND MANAGEMENT	SCQF 09	D	15	7.5	Passed
BS3161	WORKPLACE INTERNSHIP	SCQF 09	B	45	22.5	Passed
BS3180	HOSPITALITY MANAGEMENT IN PRACTICE	SCQF 09	D	15	7.5	Passed
BS3190	STRATEGIC PLANNING AND CHANGE MANAGEMENT IN THE HOSPITALITY INDUSTRY	SCQF 09	D	15	7.5	Passed
TOTAL Level SCQF 09 CREDITS				120	60.0	
TOTAL CREDITS AWARDED				120	60.0	

4.4. Grading scheme and, if available, grade distribution guidance

Grade A: Excellent -Outstanding Performance
Grade B: Commendable/Very Good - Meritorious Performance
Grade C: Good - Highly Competent Performance
Grade D: Satisfactory - Competent Performance
Grade E: Borderline Fail - Failure open to condonement
Grade F: Unsatisfactory - Fail
Grade CP: Condoned Pass
Grade CT: Credit Transfer
Grade NS: Non-Submission
Grade WD: Withdrawn

4.5. Overall classification of the qualification (in original language)

PASS

5. INFORMATION ON THE FUNCTION OF THE QUALIFICATION**5.1. Access to further study**

An honours degree achieved with at least an upper second classification (class 2:1) will normally provide access to postgraduate and doctoral programmes in UK higher education institutions.

5.2. Professional status (if applicable)

Not applicable

6. ADDITIONAL INFORMATION**6.1 Additional Information**

Not applicable

6.2. Further information sources

Further information can be found at www.rgu.ac.uk

7. CERTIFICATION OF THE HEAR

7.1 Date 06/05/2014

7.2 Signature



Professor Ferdinand von Prondzynski

7.3 Capacity Principal and Vice-Chancellor

7.4 Official stamp or seal



8. INFORMATION ON THE NATIONAL HIGHER EDUCATION SYSTEM**Description of Higher Education in Scotland¹**Introduction

Scotland's distinctive higher education system has 20 higher education institutions (HEIs). The 14 universities, the Open University in Scotland, 2 colleges of higher education, 2 art schools, and a conservatoire are part-funded for research, teaching and learning through the Scottish Funding Council (see <http://www.sfc.ac.uk>). The HEIs are independent, self-governing bodies, active in teaching research and scholarship. They decide the Degrees they offer; the conditions on which they are awarded and the admissions arrangements. Degrees and other higher education qualifications are legally owned by the awarding institution, not by the state. The HEIs offer qualifications at undergraduate (Bologna first cycle) and postgraduate (Bologna second and third cycle) levels. In Scotland, the law distinguishes the power to award degrees on the basis of completion of taught programmes from the power to award Research Degrees. Universities have powers to award taught and research Degrees. Some other HEIs have powers to award Degrees while others offer programmes leading to Degrees awarded by HEIs with Degree awarding powers.

Lists of institutions with powers to award degrees and institutions recognised by authorities in Scotland as being able to offer courses leading to a Degree of another HEI may be found at: www.universities-scotland.ac.uk.

A small number of Degrees are available in colleges of further education by the authority of a duly empowered HEI.

Qualifications

The types of qualifications awarded at undergraduate (first cycle) and postgraduate level (second and third cycles) in Scotland are described in „The Framework for qualifications of higher education institutions in Scotland? which includes qualifications descriptors, developed with the higher education sector (www.qaa.ac.uk). The Framework was self-certified as compatible with the Framework for Qualifications of the European Higher Education Area, the qualifications framework adopted as part of the Bologna Process, in October 2006. The Framework is also an integral part of a wider national framework: the Scottish Credit and Qualifications Framework that covers all forms of programmes and qualifications from school to doctorates (see Table 1 and www.scqf.org.uk).

Institutions use SCQF levels and credit points for students entering or transferring between programmes or institutions, and use ECTS for transfers within the European area.

¹Scotland has a distinctive higher education system and also operates under a devolved government, including for higher education. There is a separate Description of Higher Education in England, Wales and Northern Ireland where the system is different to that of Scotland.

Admissions

Requirements for particular programmes are set by the HEIs which offer a range of routes for entry and/or credit transfer into their programmes, and admit students whom they believe have the potential to complete their programmes successfully. The Open University is an open entry institution.

The most common qualification for entry to higher education is the Higher or Advanced Higher or, for entrants from the rest of the UK, the General Certificate of Education at 'Advanced' level (including the "advanced supplementary") or comparable qualifications. Four or five Highers are normally taken in the 5th and 6th year of secondary school or at a college of further education and studied in considerable depth, involving coursework and final examinations. Advanced Highers are taken in the 6th year. A major route into Degrees, often with transfer of credit, is from Higher National Qualifications offered in colleges of further education.

Quality Assurance

Standards of qualification and the quality of the student learning experience are maintained by the HEIs using a range of processes including extensive use of external examiners. In some subject areas, Professional and Statutory Bodies have a role to ensure that programmes meet the needs and standards of the particular profession.

HEIs in Scotland demonstrate their public accountability for quality and standards through a national quality assurance framework that has a strong focus on enhancement as follows:

HEIs take account of a QAA published U.K.-wide code of practice for quality assurance, and U.K. subject level 'benchmark statements' on standards (see www.qaa.ac.uk).

Subject level issues are addressed by HEIs internal reviews conducted in accordance with guidance issued by the Scottish Funding Council (see www.sfc.ac.uk).

External reviews are conducted by the Quality Assurance Agency for Higher Education in Scotland (QAA Scotland). The Agency is an independent body established to provide public confidence in the quality and standards of higher education. It involves students in its quality enhancement activities. The Agency publishes reports on the outcomes of reviews and the confidence that can be placed in the HEIs' arrangements for assuring and enhancing standards and quality, and for ensuring that they provide public information that is complete, accurate and fair (see www.qaa.ac.uk).

A national development service supports students in their role as active participants in assuring and enhancing quality and standards (see www.sparqs.org.uk).

This national description is endorsed by the Quality Working Group which is a national committee with members from The Quality Assurance Agency for Higher Education, Scotland; The Scottish Funding Council; Universities Scotland and the National Union of Students in Scotland.

Description of Higher Education in Scotland¹

TABLE 1

The Scottish Credit and Qualifications Framework (SCQF)

The SCQF covers all the major qualifications in Scotland from school to Doctorate and including work-based Scottish Vocational Qualifications (SVQs)

SCQF Level	Qualifications of Higher Education Institutions	SQA Higher National and National Units, Courses and Group Awards	SVQs
12	Doctoral Degrees (Minimum 540 SCQF credits)		
11	Masters Degrees (Minimum 180 SCQF credits) Postgraduate Diploma Minimum 120 SCQF credits)		SVQ 5
10	Bachelors Degree with Honours (Minimum 480 SCQF credits) Graduate Diplomas and Certificates		
9	Bachelors Degree (Minimum 360 SCQF credits) Graduate Diplomas and Certificates		
8	Diploma of Higher Education (Minimum 240 SCQF credits)	Higher National Diploma	SVQ 4
7	Certificate of Higher Education (Minimum 120 SCQF credits)	Advanced Higher Higher National Certificate	
6		Higher	SVQ 3
5		Intermediate 2 Credit Standard Grade	SVQ 2
4		Intermediate 1 General Standard Grade	SVQ 1
3		Access 3 Foundation Standard Grade	
2		Access 2	
1		Access 1	

Notes

- SCQF levels represent increasing complexity and demand in learning outcome.
- One credit represents the outcomes achievable by the average student through 10 notional hours of learner effort. In general terms, one full-time undergraduate year is considered to be 120 credits worth of learning. A postgraduate year is 180 credits. 1 ECTS credit is deemed equivalent to 2 SCQF credits. Research degrees - Master of Philosophy (MPhil) and Doctor of Philosophy (PhD) are not credit rated.
- Graduate Certificates (minimum of 60 SCQF credits) and Graduate Diplomas (minimum of 120 credits) are offered at levels 9 and 10 within the SCQF framework. They are offered for programmes that are for graduates but do not have outcomes that are at postgraduate level.
- The Bachelors Degree (level 9) leads to employment and in some instances can give access to postgraduate study particularly when accompanied by relevant work or professional experience.
- At postgraduate levels, the framework and the higher education qualifications are the same as those for the rest of the UK. The Honours Degree levels of the two frameworks are considered to be in broad alignment (the Honours Degree in Scotland normally takes 4 years and that in the rest of the UK takes 3 years). Below Honours level the frameworks reflect the different educational structures of Scotland and the rest of the UK).

This national description is endorsed by the Quality Working Group which is a national committee with members from The Quality Assurance Agency for Higher Education, Scotland; The Scottish Funding Council; Universities Scotland and the National Union of Students in Scotland.