

Tourism and Languages Institute

International Tourism and Hospitality Management (Diploma / Higher Diploma / BA Hons)

2026 / 2027 Edition

Student Handbook

What's New in This Edition

Document Reference	EEC-ITIS-SH-003
Current Version	3.0
Approving Body	Academic Board
Supersedes	Students Handbook (2022 edition)

This edition (v3.0, 2026) updates the Handbook to reflect the Institute's current policies as harmonised in 2026, refreshes the Handbook's visual identity to match the current Institute brand, adds practical detail that was missing (extra lecturing hours for resits, campus facilities, the full assessment breakdown by study unit, submission logistics), and replaces Entry Requirements — not relevant to already-enrolled students — with Progressing to the Next Award. For the full internal revision history of this document, contact the Quality Assurance Manager.

> *This Handbook is a plain-language guide to your rights, responsibilities and the support available to you as a student of this programme. It summarises the policies most relevant to you as a student; where a summary and the full policy differ, the full policy is authoritative. The full text of each policy referenced is provided alongside this Handbook in the accompanying Student Policies folder, and from the Registrar on request.*

Bachelor Degree with Honours in International Tourism and Hospitality Management

Field	Detail
Course type	Bachelor of Arts
Course sector	Tourism and Hospitality
MQF / EQF level	6 (exit awards at Level 5 — see Accreditation below)
ECTS	180
UK credits	360
Course duration	3 academic years
Location	San Ġwann, Malta

Brief Profile of the Institute

EEC-ITIS Malta Tourism and Languages Institute has over 20 years' experience in training and learning provision, policy consultancy, research, project management and learning mobility in hospitality, tourism and business management. The Institute combines academic and industry expertise, blending classroom teaching with site visits, guest speakers and work-based learning, and is an active member of ATLAS.



EEC-ITIS Malta — San Ġwann campus

Accreditation

This programme is accredited by the Malta Further and Higher Education Authority (MFHEA) at the following levels:

- Academic Year 1 — Diploma in International Tourism and Hospitality Management, MQF/EQF Level 5
- Academic Year 2 — Higher Diploma in International Tourism and Hospitality Management, MQF/EQF Level 5
- Academic Year 3 — Bachelor of Arts Degree with Honours in International Tourism and Hospitality Management, MQF/EQF Level 6

Target Group

- Individuals seeking a career in tourism and hospitality
- Those already employed in the industry, or running a related enterprise, who wish to develop their knowledge, skills and competences
- Aspiring entrepreneurs seeking to open their own tourism or hospitality business

Progressing to the Next Award

Since this programme is delivered as three linked exit awards, progression between them depends on successfully completing the year before:

- Enrolment onto Year 2 (Higher Diploma) requires successful completion of Year 1 (Diploma).
- Enrolment onto Year 3 (BA Hons) requires successful completion of both Year 1 (Diploma) and Year 2 (Higher Diploma).

What counts as “successful completion”, and what happens if you don't meet it outright (resit, carry, repeat, etc.), is set out in full in Progression and Carrying Forward Failed Units, later in this Handbook. If you have a query about your own progression, contact the Registrar.



Students and staff at EEC-ITIS

Course Outline and Progression

This programme consists of 28 study units totalling 180 ECTS, delivered over three academic years:

Year 1 — Diploma

Code	Study Unit	Hours	ECTS
THM1001	People Skills and Negotiation Skills	150	6
THM1002	e-Tourism	150	6
THM1003	Communication Skills	150	6
THM1004	Geography of Travel and Destinations	150	6
THM1005	Economics for Tourism	150	6
THM1006	International Hotel Resort Facilities and Operations	150	6
THM1007	Tourism and Hospitality Accounting	150	6
THM1008	Tourism, Culture and its Environment	150	6
THM1009	Tourism Marketing	150	6
THM2001	Managerial Leadership for Tourism and Culture Organisation	150	6

Year 2 — Higher Diploma

Code	Study Unit	Hours	ECTS
THM2002	Financial Decision Making for Hospitality Professionals	150	6
THM2003	Quantitative Analyses for Tourism	150	6
THM2004	Travel & Transport Management	150	6
THM2005	Economics for Tourism Development and Planning	150	6
THM2006	Tourist Attraction and Heritage Management	150	6
THM2007	Tourism Operations Management	150	6
THM2008	Resort and Destination Management	150	6
THM2009	Financial Management for the Leisure Tourism and Hospitality Industry	150	6
THM2010	Internship	640	12



A lecture in session at EEC-ITIS

Year 3 — BA (Hons) Degree

Code	Study Unit	Hours	ECTS
THM3001	Tourism Society and Culture	150	6
THM3002	Socio-economic Issues in Hospitality and Tourism	150	6
THM3003	Contemporary Global Issues in Travel and Tourism	150	6
THM3004	International Tourism and Impacts	150	6
THM3005	Human Resource Management in Tourism	150	6
THM3006	Managing Enterprise Tourism Projects	150	6
THM3007	Customer Service Management for Tourism	150	6
THM3008	Research Methods and Dissertation Proposal	150	6
THM3009	Dissertation	300	12

> *Total: 4,840 hours / 180 ECTS. This structure reflects the current approved programme specification. Where this table and the current MFHEA-accredited programme specification differ, the programme specification is authoritative — confirm with the Registrar before relying on it for transfer or recognition purposes.*

Assessment Breakdown by Study Unit

Year 1 — Diploma

Code	Study Unit	Assessment Breakdown
THM1001	People Skills and Negotiation Skills	End-of-semester assignment essay 50%; end-of-semester examination 50%
THM1002	e-Tourism	Mid-semester essay/test 35%; end-of-semester examination 65%
THM1003	Communication Skills	End-of-semester assignment essay 40%; end-of-semester examination 60%
THM1004	Geography of Travel and Destinations	Presentation 10%; coursework project 25%; end-of-semester examination 65%
THM1005	Economics for Tourism	End-of-semester assignment essay 40%; end-of-semester examination 60%
THM1006	International Hotel Resort Facilities and Operations	Mid-semester essay/test 35%; end-of-semester examination 65%
THM1007	Tourism and Hospitality Accounting	End-of-semester examination 100%
THM1008	Tourism, Culture and its Environment	End-of-semester assignment essay 50%; end-of-semester examination 50%
THM1009	Tourism Marketing	Weekly assignments/class attendance 10%; presentation 20%; end-of-semester examination 70%

Year 2 — Higher Diploma

Code	Study Unit	Assessment Breakdown
THM2001	Managerial Leadership for Tourism and Culture Organisation	End-of-semester examination 100%
THM2002	Financial Decision Making for Hospitality Professionals	End-of-semester examination 100%
THM2003	Quantitative Analyses for Tourism	End-of-semester assignment essay 35%; end-of-semester examination 65%
THM2004	Travel & Transport Management	End-of-semester examination 100%
THM2005	Economics for Tourism Development and Planning	Mid-semester essay/test 40%; end-of-semester examination 60%
THM2006	Tourist Attraction and Heritage Management	Presentation 20%; mid-semester essay/test 40%; end-of-semester assignment essay 40%
THM2007	Tourism Operations Management	End-of-semester examination 100%
THM2008	Resort and Destination Management	End-of-semester assignment essay 40%; end-of-semester examination 60%

Code	Study Unit	Assessment Breakdown
THM2009	Financial Management for the Leisure Tourism and Hospitality Industry	End-of-semester examination 100%
THM2010	Internship	Weekly diary 50%; overall performance 50%

Year 3 — BA (Hons) Degree

Code	Study Unit	Assessment Breakdown
THM3001	Tourism Society and Culture	Weekly assignments/class attendance 10%; presentation 15%; end-of-semester assignment essay 30%; end-of-semester examination 45%
THM3002	Socio-economic Issues in Hospitality and Tourism	End-of-semester assignment essay 30%; end-of-semester examination 70%
THM3003	Contemporary Global Issues in Travel and Tourism	End-of-semester assignment essay 50%; end-of-semester examination 50%
THM3004	International Tourism and Impacts	End-of-semester assignment essay 30%; end-of-semester examination 70%
THM3005	Human Resource Management in Tourism	Mid-semester essay/test 25%; end-of-semester assignment essay 25%; end-of-semester examination 50%
THM3006	Managing Enterprise Tourism Projects	Coursework project 100%
THM3007	Customer Service Management for Tourism	Coursework project 100%
THM3008	Research Methods and Dissertation Proposal	Mid-semester essay/test 30%; end-of-semester assignment essay 70%
THM3009	Dissertation	End-of-semester assignment essay 100%

General Assessment Policy

Each study unit is assessed through a combination appropriate to its learning outcomes — typically a mix of coursework, assignments, presentations and end-of-semester examinations. Not every study unit includes a written examination; where coursework-based assessment better demonstrates the intended learning outcomes, that method is used instead. The full framework is set out in the Assessment Policy (Annex 8) and the Setting Examinations and Assignments Policy (Annex 19).

Unit Grading

Study units are graded on the following institutional scale:

Grade	Mark Range	Descriptor
A+	90–100%	Exceptional performance; comprehensive and critical understanding
A	80–89%	Comprehensive understanding; very good working knowledge
B+	75–79%	Substantial understanding; above-average performance
B	70–74%	Sound understanding; average performance
C+	65–69%	Satisfactory understanding; adequate performance
C	50–64%	Satisfactory understanding with shortcomings
D	45–49%	Basic understanding; marginal, minimum-criteria performance
F	0–44%	Inadequate understanding; does not meet minimum criteria
AB	—	Did not sit or submit; treated as a first attempt where eligible
DEF	—	Documented, valid-reason absence or non-submission; assessment deferred

> *This replaces any earlier grade-boundary table you may have seen. Full descriptors are in the Assessment Grading Rubric (Annex 12).*

Attendance

Attendance at lectures, tutorials, seminars, practicals, placements and fieldwork is compulsory unless a study unit's syllabus states otherwise. A register is taken at every session.

- If your attendance in a study unit falls below 80% in a semester, without a valid, documented reason, a lecturer may bar you from assessment in that unit. This results in a mark of 0 and a grade of F, and you will be required to resit all assessment components.
- The Institute does not excuse missed teaching sessions, and lecturing activities, examinations and vivas are not rescheduled to accommodate personal commitments.

- You may be excused on presentation of a medical certificate, or with prior exemption from the Faculty Coordinator for justified reasons such as family emergencies or extenuating personal circumstances.

> *Attendance is not, on its own, a graded component of your mark — it operates as an eligibility threshold for assessment. Full detail is in the Attendance Policy (Annex 9). Note: the Institute is required by Maltese law to report absences of international students where this may affect immigration status; confirm current requirements with the Registrar.*

Extensions, Deferrals and Extenuating Circumstances

- Late coursework is subject to a daily penalty scale published in the study-unit assessment brief. A submission more than 7 calendar days late, without a valid documented reason, is recorded as a non-submission (treated as a first attempt).
- You may request an extension by emailing the Faculty Coordinator at least 24 hours before the deadline, explaining the reason and attaching supporting evidence. A decision is normally given within 24 hours.
- If you cannot sit an examination for a documented valid reason (medical or other force majeure), you may apply to the Faculty Coordinator for a deferral before the exam date. A deferred assessment is recorded as DEF and rescheduled at the next available session without penalty to your attempt count.
- If you become unwell during an examination, this is recorded on the Invigilator's Report and referred to the Board of Examiners, who may authorise a deferral.

> *Full detail is in the Examinations Policy (Annex 10, §13–14).*

Classroom Rules of Conduct



A class in session at EEC-ITIS

- Mobile phones, pagers, wireless devices, games consoles and any other device that generates sound or images should be switched off or silenced during class, unless your lecturer has approved its use for the session.
- Food and beverages are not permitted in the classroom.
- Attendance and active, prepared participation are expected of every student.
- Arrive on time, and remain for the full session.
- Raise your hand to be recognised before speaking.
- Classroom discussion must be civil and respectful. Everyone is entitled to their opinion; differing viewpoints are welcomed within a respectful exchange.
- These expectations apply equally to online discussion boards and class correspondence.
- Repeated or serious disruption (e.g. sustained talking, use of unauthorised devices, sleeping, profanity, threats, damage to property) may result in a report to the Faculty Coordinator and removal from class.

Campus Facilities and Student Life

- Smoking is not permitted anywhere on the Institute's premises.
- The roof terrace (3rd floor) is available to students for recreation and breaks between classes.
- If you'd like to book an excursion, speak to the reception team, who can help arrange this for you.

Academic Integrity and Use of Generative AI

You are expected to do your own work. Plagiarism, contract cheating, collusion, data falsification, impersonation and unauthorised use of generative AI are all treated as breaches of academic integrity. At the start of every study unit you will be told what is and is not permitted, including the extent to which generative AI tools may be used for that specific assessment.

Where a breach is found proved by the Academic Misconduct Panel, the consequence is proportionate to its severity:

Tier	Typical situation	Range of outcomes
Tier 1 — Educational	First-instance, low-severity, often due to inexperience	Written feedback and a mandatory academic-integrity tutorial
Tier 2 — Mark reduction / zero on component	Identifiable plagiarism; undisclosed AI use beyond what was permitted	Proportionate mark reduction, or zero on the affected component
Tier 3 — Zero on unit / referral	Wholesale plagiarism, contract cheating, ghost-writing, impersonation	Fail on the study unit (0, grade F); possible whole-course consequences for serious or repeat cases

> *This replaces any earlier statement that any level of plagiarism results in an automatic F. Full detail, including your right of appeal, is in the Academic Integrity Policy (Annex 21) and the Academic Fraud Policy (Annex 14). You may appeal a Panel decision, in writing to the Quality Assurance Manager, within 10 working days.*

Assignments and Examinations

Every coursework assignment, presentation, practical, portfolio or dissertation is set on the Institute's standard assignment template, which specifies for that particular piece of work: the task; the intended learning outcomes assessed; the marking rubric; the word count (or equivalent); the submission channel; the deadline; the late-submission rules; the referencing style expected; and an academic-integrity statement, including guidance on the acceptable use of generative AI for that assessment.

> *Formatting, word-count and referencing requirements are therefore set per assignment on its template rather than fixed institution-wide — always check the brief for the specific study unit rather than assuming a previous unit's rules apply.*

Submitting Your Work

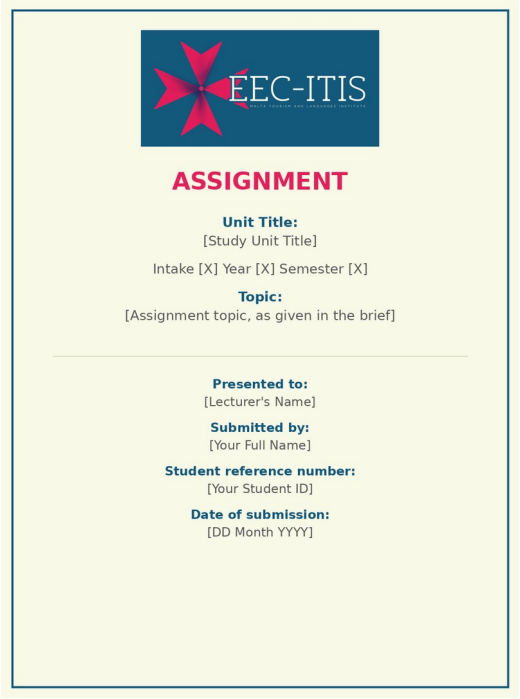
Unless the assignment brief states otherwise, coursework is normally submitted electronically to your lecturer, with a hard copy also handed to the Registrar before the deadline. Where a specific submission channel (e.g. the learning platform, once fully rolled out) is given on the assignment template, follow that instead.

Cover Page

Unless the assignment brief states otherwise, your submission's cover page should include:

- Institute name and logo
- Intake, year and semester number
- Study unit title and topic
- Lecturer's name
- Your full name and student reference number
- Date of submission

Sample cover page layout



Anonymity in Examinations

For written examinations, you are assigned a unique session student index number. This number, not your name, is used on your examination script, so that marking is anonymous. Full detail is in the Examinations Policy (Annex 10).

Second Marking

Every script and assessed submission is check-marked by a second examiner — this applies to 100% of the cohort, not a sample — to ensure marks are fair, reliable and consistent. This is set out in the Assessment Grading Rubric (Annex 12).

Dissertation

Dissertations are assessed by a supervisor and second examiner, followed by a viva voce session in which you defend your work before a panel appointed by the Board of Examiners. Full detail is in the Assessment Policy (Annex 8).

Resit, Re-submission and Rescheduling Fees

Component	Fee (EUR)	Payable per
Resit of a written examination	75	examination session
Re-submission of an assignment or coursework component	50	assignment
Extra/supplementary lecturing hours ahead of a resit or re-submission (where required)	50	hour

If your attendance in a study unit falls below the required threshold, or if the Faculty Coordinator otherwise determines that you need additional teaching to prepare for a resit or re-submission, extra lecturing hours can be arranged with the relevant lecturer. These are charged at €50 per hour, payable in advance, and must normally be completed before the resit or re-submission attempt.

> *Fees may be revised from time to time by decision of the Board of Examiners. Current figures are confirmed in the Examinations Policy (Annex 10, §15).*

Progression and Carrying Forward Failed Units

At the end of each year, the Board of Examiners applies one of the following progression outcomes:

Outcome	What it means
Pass	You have satisfied the examiners and proceed to the next year.
Resit / Resubmit	You retake the failed assessment(s); the mark is capped at 45% for a pass.
Sit / Submit	You retake the assessment(s) under accepted mitigating circumstances; marks are not capped.
Proceed and Re-sit	You progress to the next year and retake outstanding assessments alongside your new study units.
Proceed and Substitute	You progress to the next year, substituting approved new study units for outstanding fails.
Proceed and Carry	You progress without retaking outstanding fails; these fails count toward your final classification.
Repeat Semester 1 / 2 / Repeat Year	You repeat the relevant period on mitigating-circumstances grounds; marks are not capped.
Resit / Sit without Residence	You retake outstanding assessments the following year without attending classes; Resit is capped at 45%, Sit is uncapped.

Termination of Course	You have not met progression requirements and your studies are terminated.

Full detail is in the Student Progression policy (Annex 13). On completion, you receive a certificate and transcript recording your study units, results and award level.

Ethics

As a member of the Institute community, you are expected to act with integrity and honesty; treat every other student and staff member with dignity and respect, regardless of role, age, disability, gender, race, religion, sexual orientation or background; contribute to an inclusive, collegial learning environment; and respect others' freedom of expression, including during class discussion and debate. Full detail is in the Ethics Policy (Annex 5) and the Equality and Diversity Policy (Annex 3).

Reasonable Adjustments

If you have a disability, long-term health condition, or any other circumstance that may require an adjustment to teaching, assessment or examination arrangements, you are encouraged to come forward as early as possible.

- Submit a request to your Faculty Coordinator using the Reasonable Adjustment Request Form (EEC-ITIS-20-F1), with supporting evidence where available.
- Your request is assessed individually and in confidence; you will not be disadvantaged for making one.
- You will be told the outcome in writing. If a request cannot be granted as asked, the Institute will work with you to find a practicable alternative.
- If you are unhappy with a decision, you may first ask the Faculty Coordinator for an informal review (normally within 10 working days), and if still unresolved, submit a formal appeal in writing to the Quality Assurance Manager within 10 working days, determined by the Academic Appeals Panel within 20 working days.

Full detail is in the Policy for Reasonable Adjustments (Annex 20).

Feedback on Your Work

- Individual feedback on strengths, weaknesses and areas for improvement is provided within 10 working days of results being published.
- Generic cohort feedback on examination performance is also provided within 10 working days of results.
- You can request a meeting to discuss your feedback, normally offered within 5 working days of your request.
- You may consult a marked script with the examiner's report, under supervision, within 5 working days of results — book this through the Registrar.
- A reasonable email query to academic staff should receive a response within 3 working days.

> *Examination scripts are not routinely returned to you; feedback on exam performance is normally generic, with individual feedback available on request. Full detail is in the Feedback and Student Support Policy (Annex 23).*

Student Support and Wellbeing



Pre-course induction session

Support is available to every student, whether or not you have already raised a concern — asking for help is normal and carries no adverse consequence. Support includes:

- Study skills support: academic writing, referencing, research skills, examination technique
- Language support for students studying in a language other than their first
- Additional support if you are identified as at risk, based on attendance or assessment performance
- Help using the learning platform, library and digital resources
- Personal and wellbeing support via the Faculty Coordinator, who can refer you to an external counsellor with your consent

> *Full detail is in the Feedback and Student Support Policy (Annex 23). Support records are kept securely and separately from your academic file, and are retained for five years from the end of your registration.*

Complaints, Appeals and Grievances

If something isn't right, you have several routes depending on what the issue is:

Academic result you disagree with

Use the assessment-review ladder: Stage 1 — a Revision Request to the Registrar within 10 working days of results being published (Annex 11); Stage 2 — an Academic Appeal to the Quality Assurance Manager, determined by the Academic Appeals Panel; Stage 3 — a final internal review by the Academic Board. Academic judgement itself (i.e. disagreeing with a mark because you feel you deserved better) is not, on its own, a valid ground of appeal — you need a procedural or evidential ground.

General complaint (teaching, administration, facilities, conduct of others)

Use the Complaints Policy's three-stage process (Annex 17):

- Stage 1 — raise it informally with the Faculty Coordinator; you'll normally get a response within 10 working days.
- Stage 2 — if unresolved, or too serious for an informal resolution, submit a Complaint Form (EEC-ITIS-17-F1) to the Quality Assurance Manager within 10 working days of the Stage 1 response.
- Stage 3 — if still unresolved, or where the matter involves an alleged policy, legal or human-rights violation, submit a written grievance to the Quality Assurance Manager within 10 working days of the Stage 2 response, for referral to the Board of Governance.

Academic integrity decision

You may appeal a decision of the Academic Misconduct Panel in writing to the Quality Assurance Manager within 10 working days (Annex 21).

> *You will not be disadvantaged in any way for raising a concern, requesting a review, or making a complaint in good faith. Full timelines and grounds for each route are set out in the annex referenced above.*

Data Protection and Your Records

The Institute processes your personal data, including academic records, attendance, assessment results and, where relevant, support and health-related information, in accordance with applicable data protection legislation. Sensitive information (such as evidence supporting a reasonable-adjustment request) is handled with additional confidentiality safeguards. You have the right to access the personal data the Institute holds about you and to request correction of inaccurate information — contact the Data Protection Lead, the Manager – Corporate Services (chantelle@educationmalta.com).

Related Policies

This Handbook is a summary. The annexes below are the full policies referenced above, and are provided to you as a separate "Academic and Student Policies" document, with a plain-English summary in "Student Policies Explained", alongside this Handbook — current as of the date on each document's cover. The Institute's complete Quality Assurance Manual (all 29 annexes, including internal governance and staff-facing procedures) is not routinely issued to students; if you ever need something outside this list — for example the Student Admission Procedure, relevant if you are applying to transfer or referring a prospective applicant — it is available from the Registrar on request.

Topic	Annex
Student Resources and Induction	Annex 2
Equality and Diversity Policy	Annex 3
Disability Policy	Annex 4
Ethics Policy	Annex 5
Assessment Policy	Annex 8
Attendance Policy	Annex 9
Examinations Policy	Annex 10
Revision of Assessment	Annex 11
Assessment Grading Rubric	Annex 12
Student Progression	Annex 13
Academic Fraud Policy	Annex 14
Complaints Policy	Annex 17
Student Placements Policy	Annex 18
Policy for Reasonable Adjustments	Annex 20
Academic Integrity Policy	Annex 21
Feedback and Student Support Policy	Annex 23

Key Contacts

If you are not sure who to ask, start with the front office. You can also speak to any of the people below in person at the Institute.

Contact for	Name and role	Email
General enquiries, documents and appointments	Front Office	admin@educationmalta.com
Head of the Institute	Ms Litao (Lily) Hu, Head of Institution	lily@educationmalta.com
Registration, student records, transcripts and certificates	Ms Lorna Balzan, Deputy Head / Registrar	lorna@educationmalta.com
Lectures, timetables, assessments and extensions	Mr Daniel Fishwick Kelso, Faculty Coordinator	dos@educationmalta.com
Quality, feedback on your course, academic appeals	Dr Martin Zammit, Quality Assurance Manager	martin@educationmalta.com
Fees, payments, accommodation and complaints about services	Ms Chantelle Grima, Manager – Corporate Services	chantelle@educationmalta.com

Acknowledgement of Receipt

Please sign and return this page to the Registrar. Keep the rest of this Handbook for your own reference.

I confirm that I have received a copy of this Student Handbook (version 3.0) and of Student Policies Explained (version 1.1), and that I have read and understood the policies and procedures they set out, including those relating to attendance, assessment, academic integrity, complaints and appeals, reasonable adjustments, and student support. I agree to follow these policies. I understand that the full, current version of each policy is available from the Registrar, and that the full policy takes precedence over these summaries.

Student full name	
Student ID / reference number	
Programme	
Intake / Year	
Signature	
Date	

> *For office use: original retained in the student's file by the Registrar; a copy is provided to the student on request.*