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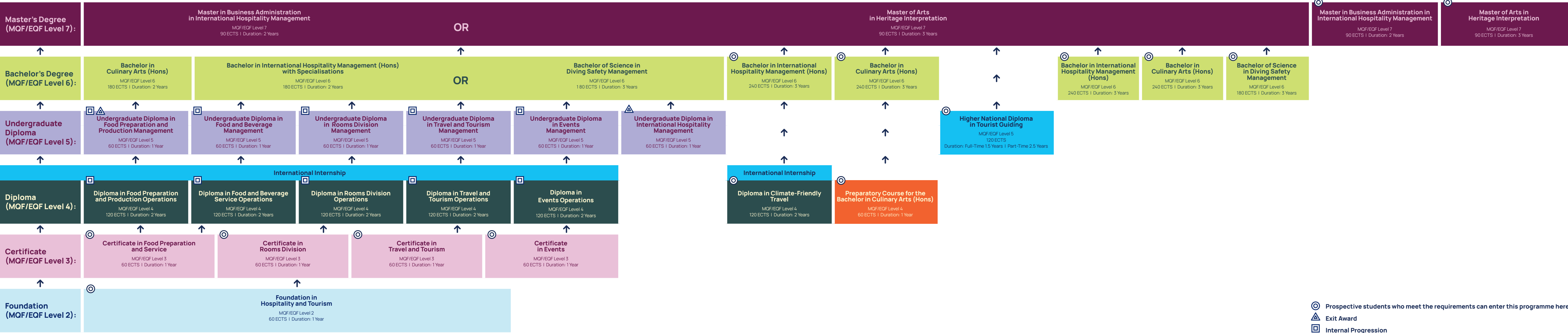
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Progress Chart



How to Read the Progress Chart

The progress chart is a visual guide to your academic journey at ITS, showing how you can advance from Foundation level to Degree level. Here is how to navigate it:

- **Structure:** The chart displays a hierarchical structure showing the natural progression from one level to the next, making it easier to plan your academic and professional development.
- **Pathways:** Follow the arrows between programmes to understand the progression from one level to the next. These arrows also represent alternative entry points, offering flexibility depending on your previous qualifications.
- **Explore your options:** Some levels offer multiple pathways (e.g., different Diplomas or Degree options). The chart highlights these options so you can select the route that aligns best with your interests and career aspirations.

Use the arrows and colours as guides to identify your current level and the next steps in your academic journey.

Welcome to the Institute of Tourism Studies

Founded in 1987, the Institute of Tourism Studies (ITS) is Malta's leading educational institution for tourism and hospitality. Renowned for its commitment to excellence, ITS offers a diverse range of meticulously crafted study programmes delivered by experienced and dedicated lecturers. Its campus is equipped with state-of-the-art labs and kitchens, providing students with a comprehensive blend of theoretical knowledge and practical skills.

With two campuses – one conveniently located near the Malta International Airport and the other in Qala, Gozo – ITS offers programmes ranging from Foundation level (MQF Level 2) to Master's degree level (MQF Level 7).

Committed to providing international exposure, ITS has established collaborations with leading universities and institutions worldwide. Notable partnerships include the esteemed Haaga-Helia University of Applied Sciences (HHUAS) in Finland and Institut Lyfe (formerly Institut Paul Bocuse) in France. These collaborations, offer ITS students unparalleled opportunities to broaden their horizons, ensuring they graduate with skills aligned to international standards.

At the heart of its curriculum are the Bachelor in International Hospitality Management (Hons) with Specialisations and Bachelor in Culinary Arts (Hons) programmes, developed in collaboration with Haaga-Helia University of Applied Sciences (HHUAS) and Institut Lyfe, respectively. For those aspiring to advanced studies, ITS offers a range of Master's degree programmes, including a Master in Business Administration in International Hospitality Management and a Master of Arts in Heritage Interpretation.

In addition, ITS is at the forefront of innovation, collaborating with SUNx Malta to offer the world's first Diploma in Climate-Friendly Travel. Furthermore, in partnership with DAN Europe, ITS presents the world's only Bachelor of Science in Diving Safety Management.

ITS takes pride in offering students hands-on experience through its training restaurants, kitchens, and hospitality laboratories. Its commitment to practical learning extends to the Local Industrial Trade Practice (LITP) and the International Internship Trade Practice (IITP), integral components of its programmes that provide students with additional opportunities for skill development.

With a wide array of programmes catering to various levels and encompassing the core needs of the tourism and hospitality industry, ITS ensures that students have the optimal opportunity to specialise in areas aligned with their abilities and interests.

Choose ITS for an education that goes beyond the ordinary, preparing you for success in the dynamic world of tourism and hospitality.

Our Vision

The Institute of Tourism Studies will lead the transformation of **tomorrow’s international tourism industry** by focusing its resources on:

- Creating a **comprehensive and systematic knowledge** through **high-quality research**. whilst promoting **modern leadership approaches**.
- Developing innovative and relevant higher and further education and training programmes that combine technical, generic, and behavioural skills.
- Providing **expert advice** to established industry players.
- Delivering these programmes through a **student-centred and inclusive learning environment**, integrating **theory and practice**.
- **Mentoring entrepreneurs** to successfully **commercialise innovative business concepts** in the tourism industry.



Our Mission

Our mission is to **shape excellence** and **innovation** in tourism through **teaching, learning, quality research, expert advice**, and the **realisation of innovative business concepts**, where:

By **'shape'**, we mean proactively leading the change process in the tourism industry.

By **'excellence'**, we mean being at the forefront of supporting professionals, business concepts, and the industry in achieving the highest levels of quality.

By **'innovation'**, we mean fostering creativity, entrepreneurship, and key fundamental attributes within the tourism industry.

By **'teaching'** and **'learning'**, we mean that remaining committed to providing our students with high-quality education and training programmes that meet the current and future needs of the industry.

By **'quality research'**, we mean transitioning from a teaching-based institution to a research-lead institution, striving to generate relevant, comprehensive, and systematic content, concepts, and publications.

By **'expert advice'**, we mean supporting and assisting the tourism industry in enhancing its management, standards, processes, and systems to improve excellence and operational and financial performance.

By **'realisation of innovative business concepts'**, we mean assisting promising start-ups in the tourism industry in developing and implementing their business ideas.

Research

Education

Innovation

Advisory

The Institute of Tourism Studies (ITS) is licensed by the Malta Further and Higher Education Authority (MFHEA) under licence number 2017-008 as a Higher Education Institution. This licensing permits ITS to offer higher education programmes.



Why the Tourism & Hospitality Industry?

The tourism and hospitality industry thrives in a fiercely competitive environment, offering abundant opportunities for students aspiring to embark on careers within this dynamic sector. This exciting industry provides the chance to connect with new people and explore diverse corners of the world, delving into various cultures and backgrounds that foster a broadened perspective on life. Whilst this career path can be challenging and demanding, it is also captivating and inspiring, offering flexibility and numerous facets to explore. Ultimately, the hospitality and tourism industry is a diverse and exhilarating field that promises highly rewarding experiences.

Despite its small size, Malta boasts a remarkably robust and thriving economy, resilient to broader financial upheavals. This resilience is due to the economy's diversification, where downturns in one sector are offset by strong performance in others. Central to Malta's economic framework is tourism – a sector that consistently contributes to the nation's growth throughout the year, distinguishing itself from merely being seasonal. The tourism industry is the backbone of Malta's economic vitality, providing continuous opportunities for those ready to embark on a rewarding journey in this ever-evolving field.

References: Trade Commissioner (2015). GAC. Available at: <https://www.tradecommissioner.gc.ca/malta-malte/market-facts-faits-sur-le-marche/0000980.aspx?lang=eng> (Accessed: 16 February 2023). Climatechange.org. Available at: <https://www.climatechange.org/malta/tourism/> (Accessed: 16 February 2023). NSO (2024). Available at: <https://nso.gov.mt/tourism/inbound-tourism-december-2024/> (Accessed: 27 February 2025).

27.1%

Tourism constitutes 27.1% of Malta's GDP, making it the primary economic driver for the country (Trade Commissioner, 2015)

25%

The tourism and hospitality industry accounts for more than 25% of total employment in Malta (Climatechange.org)

3.6m

Malta welcomed approximately 3.6 million inbound tourists in 2024 (NSO, 2025)

€3.3bn

Total tourist expenditure reached around €3.3 billion in 2024 (NSO, 2025)

Why Choose the Institute of Tourism Studies?

Internationally-Recognised Qualifications

Attain qualifications that are globally recognised, positioning you for success on the international stage.

Individual Attention in Most Programmes

Benefit from personalised education with small class sizes, ensuring focused attention and support for your academic development.

Education Beyond the Classroom

Immerse yourself in hands-on learning through our training restaurants, hospitality laboratories, practical sessions within the industry, and local and international internships. This approach equips you with practical skills alongside theoretical knowledge.

Strong Industry Relationships

Build valuable connections with both local and international industry players, creating opportunities for networking and career advancement.

Collaboration with Renowned Institutes and Universities

Engage in selected study programmes developed in collaboration with top-tier institutes and universities, enhancing the breadth and quality of your education.

Proven Employment Track Record

Join a community of students with a strong track record of securing employment before graduation, demonstrating the effectiveness of our study programmes in preparing you for the professional world.



Quality Education

Quality Education Since 1987: With a rich history in delivering **quality education**, ITS has established itself as a longstanding and reputable institution.

Nº. 1

No. 1 Tourism and Hospitality Institution: Recognised as a leader in the field, ITS provides top-notch education and training in tourism and hospitality.

75%

Enhanced Employment Prospects: Nearly 75% of ITS graduates who pursue higher degrees believe that their ITS qualification significantly improved their employment prospects, with job promotions often following programme completion.

8,000

Nearly 8,000 Graduates in the Past 10 Years: Join a thriving community of nearly 8,000 successful graduates over the last decade.

93%

Over 93% Employability Rate: Benefit from a high employability rate, ensuring that you are well-positioned for success in your chosen field.

International Opportunities

International Opportunities: Whilst the majority of recent higher-level graduates work locally, around 2% find employment within Europe, and 10% work outside of Europe, reflecting a global reach of an ITS qualification.

Living in Malta

The Mediterranean Lifestyle

Nestled in the heart of the Mediterranean, Malta is a charming island that offers a unique blend of modernity and tradition. Comprising the main island of Malta, along with the picturesque islands of Gozo and Comino just a short ferry ride away, the country embodies a bilingual spirit with Maltese and English as its official languages. The locals, known for their friendliness and warmth, create an immediate sense of belonging. Malta enjoys a perfect temperate climate, boasting an average of 300 days of sunshine annually.

Mouth-watering Cuisine

Explore the diverse Maltese cuisine, influenced by Italian, Spanish, French, and British culinary traditions. Whilst embracing these international flavours, Malta retains its culinary identity with delectable specialties like rabbit

stew, braġjoli (beef olives), and timpana (baked macaroni).

The Island Life

Embark on a journey through Malta's rich culture and history by visiting architectural marvels such as the ancient Ġgantija temples or exploring the fortified cities of Mdina and Valletta. With an abundance of beautiful beaches and a variety of outdoor activities like hiking, biking, rock climbing, scuba diving, parasailing, and windsurfing, Malta is a haven for adventure enthusiasts. The island also boasts a vibrant nightlife scene, with numerous nightclubs and bars. Throughout the year, Malta hosts various festivals featuring world-renowned artists. Additionally, Malta is just a few hours away from major European cities like Rome and Paris, offering direct flight connections from its well-connected airport.



3 Habitable Islands

2 Official Languages

300 Days of Sunshine

535,000 Approximate Population

3 UNESCO World Heritage Sites

300 km² Approximate Island Size

Affiliation & Partners

Over the years, the Institute of Tourism Studies (ITS) has been dedicated to realising its vision of preparing individuals for the future of the tourism and hospitality industry. ITS has established meaningful partnerships with both local and international entities, fostering ongoing collaborations throughout the year.

International Satellite Campuses

Over the years, ITS has launched several satellite campuses globally, delivering study programmes at renowned international institutions and universities. These campuses promote diverse learning and foster cross-cultural collaboration.

Collaborative Institutes

ITS has successfully established collaborations with distinguished international institutions and universities. Through these collaborations, study programmes are jointly offered, enriching ITS's global footprint and providing students with a broader and more internationalised educational experience.



Partners





Services Offered on Campus

The Student Support Services Department

The Institute of Tourism Studies (ITS) is committed to providing comprehensive support to its students. Its Student Support Services Department, staffed by a dedicated team of professionals, is always available to assist with a range of support services.

For more information, please contact the Student Support Services Department via their email at **studentservices@its.edu.mt**.

Student Support

This service is available to all ITS students seeking assistance with their academic programmes or other relevant matters during their time at ITS, including during work placements.

The Student Support Officer at ITS proactively reaches out to new students and conducts follow-up sessions with those currently using the service. The department believes this ongoing follow-up and monitoring are essential for providing valuable assistance to ITS students.

For additional information, please contact the Student Support Officer at **studentsupport@its.edu.mt**.

Career Guidance Services

At ITS, both current and prospective students can benefit from individualised career guidance sessions to help select the right programme and career path. These sessions are available through various mediums, including face-to-face meetings, virtual platforms, telephone calls, or email.

As part of the career guidance services, students receive support in developing their interview skills and crafting their curriculum vitae (CV). Additionally, the career guidance services organise orientation visits for all secondary and post-secondary schools. These visits include an informative presentation, a guided tour of the campus, and the option to have lunch at one of ITS's training restaurants. For more information, please contact the career guidance services at **guidance@its.edu.mt**.

Wellbeing Services

ITS offers wellbeing sessions to all students, either in-person or online, to facilitate open and confidential discussions about any concerns or personal issues that may be impacting their wellbeing. This service extends to students undertaking overseas internships through online platforms as well. The aim of these sessions is to enhance students' overall wellbeing, helping them to thrive both professionally and personally.

For more information, please contact the wellbeing services at **wellbeing@its.edu.mt**.

Library Services

The ITS library offers a wealth of physical and digital resources to support the academic disciplines covered by our study programmes. Its primary objective is to enhance the teaching and research efforts of ITS by providing comprehensive academic materials, advanced technologies, and dedicated user assistance.

The library features a wide array of printed books and online journals, as well as accessible computers and laptops, creating an environment conducive to studying and task completion.

The library staff is available to assist students with organising both physical and digital collections, addressing reference enquiries, guiding them to specific research materials, and offering support with electronic resources and copyright matters.

Welcome to the ITS Library, where knowledge meets accessibility. It is not just a place to borrow books but a crucial component of academic excellence, equipping students to navigate their academic journey with confidence.

Learning Coaches

ITS has a dedicated group of learning coaches who assist students with special needs, learning issues, and other specific obstacles throughout their educational journey. The coaches use inclusive methods to guide students towards achievement and empowerment. They play a crucial role in teaching students essential skills for learning effectively, ultimately helping them take full ownership of their knowledge and enhance employability.

For more information, please contact the learning coaches team at **llc@its.edu.mt**.

Work-based Learning

Work-based learning is an educational approach where individuals gain knowledge and skills through practical experiences in a professional work environment. This hands-on training allows students to apply theoretical knowledge and real-world tasks, enhancing their learning and preparing them for their careers.

Local and International Internships

The Local Industrial Trade Practice (LITP) and the International Internship Trade Practice (IITP) provide students with opportunities to apply their classroom learning in real-world settings. These training programmes aim to bridge the gap between theory and practice, allowing students to gain valuable industry experience.

In addition to practical training, these internships help students build connections with key industry professionals. These relationships can potentially lead to employment opportunities upon the successful completion of their studies at ITS.

Local Industrial Trade Practice (LITP)

The LITP is a fourteen-week hands-on learning opportunity within the tourism and hospitality sector, undertaken domestically. **Full-time students** are required to complete their LITP during the summer months in departments that align with their field of study. Successfully completing the LITP is mandatory for all study programmes that incorporate it into their curriculum.

International Internship Trade Practice (IITP)

The IITP is a compulsory training programme lasting one year for **Diploma** students and fourteen weeks for **Bachelor's degree** students. This programme provides practical experience in the global tourism and hospitality industry. ITS students engage in the IITP abroad, with placements available both within Europe and beyond. International students may also participate, as long as the internship is conducted in Malta or a country other than their own, and the required permits and visas are obtained from the host country.

The LITP and IITP are designed as mutually beneficial partnerships, offering students numerous advantages, including:

- Earning academic credit
- Receiving a basic salary
- Gaining practical experience in disciplinary skills
- Being exposed to professional practices
- Fostering personal growth
- Having the opportunity to fulfil civic responsibilities
- Expanding social and professional networks
- Building a career

The specific dates for the LITP and IITP are determined by the academic calendar, which varies each academic year.

LITP and IITP Conditions, Costs, and Remuneration

The terms of employment and compensation provided to students during the LITP and the IITP will comply with the employment regulations of the respective country.

Students have the option to suggest establishments for their work placement, provided that these establishments meet employment standards and receive approval from ITS.

Students participating in the IITP are responsible for arranging their own travel and insurance.

Practicum

The practicum is designed to offer students hands-on experiential training within the heritage industry. Students enrolled in the **Higher National Diploma in Tourist Guiding** and the **Master of Arts in Heritage Interpretation** are required to complete this work experience in alignment with their area of study. This experience allows students to apply the theoretical knowledge they have acquired whilst gaining a comprehensive understanding of the regulations governing the local heritage industry, particularly in relation to interpretation and visitor satisfaction.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment method that acknowledges the skills, knowledge, and competences acquired through previous training, education, employment, or life experiences. Upon successful completion of the evaluation process, students may be exempted from attending the corresponding module lectures within their study programme.

Students are encouraged to seek guidance from the Institute's designated RPL coordinator by emailing **rpl@its.edu.mt**. For further information, please visit the ITS website.

Recognition of Voluntary Work

ITS values and recognises the voluntary work undertaken by its students, offering them the opportunity to earn academic credits (ECTS) through their participation in voluntary activities. This initiative aims to encourage and inspire students to contribute positively to society.

Students may submit their voluntary work hours for evaluation by the Curriculum and Accreditation Department by emailing **curriculum@its.edu.mt**. The department may award 1 ECTS for every 25 hours of verified voluntary work, with a maximum of 5 ECTS per academic year.

For more details, please visit our website.



The ITS Training School

In response to the evolving demands of the tourism and hospitality industry, the Institute of Tourism Studies (ITS) has taken significant steps to promote continuous learning and professional development. Recognising the importance of lifelong education, ITS has established the ITS Training School – a dedicated business unit focused on upskilling and reskilling industry professionals.

The ITS Training School offers a variety of customisable industry-driven training programmes tailored to meet the specific needs of companies. This initiative ensures that professionals within the tourism and hospitality sectors can stay ahead of industry trends, enhancing their skills and adapting to the dynamic landscape.

At the ITS Training School, the emphasis is on practical proficiency and the cultivation of exceptional customer service. The training initiatives are designed to ensure that staff are prepared to deliver exemplary experiences, translating directly into enhanced service quality – an essential element for success in the tourism and hospitality industry. The skills acquired through these programmes are immediately applicable in the workplace, ensuring real-world impact.

In addition to tailored programmes, the ITS Training School offers a broad selection of ready-made short courses scheduled throughout the year. With a diverse calendar of courses, both professionals and enthusiasts can explore various fields and align their learning with specific areas of interest.

For those interested in short and customisable training options, visit the ITS Training School website at **trainingschool.its.edu.mt** or contact the team via email at **trainingschool@its.edu.mt**.



English Language Requirements

Proficiency in English is essential for all students at ITS, as it is the primary language of instruction. International students applying to study at ITS must demonstrate their competence in English by achieving the minimum required score in one of the following recognised English language proficiency tests:

		IELTS (Overall)	TOEFL (Overall)	CEFR
Foundation	MQF/EQF Level 2	3.0 - 3.5	20 - 31	A2
Certificate	MQF/EQF Level 3	3.0 - 3.5	20 - 31	A2
Preparatory Course	MQF/EQF Level 4	4.0 - 5.0	32 - 59	B1
Diploma	MQF/EQF Level 4	4.0 - 5.0	32 - 59	B1
Undergraduate Diploma	MQF/EQF Level 5	5.5 - 6.5	60 - 93	B2
Higher National Diploma	MQF/EQF Level 5	5.5 - 6.5	60 - 93	B2
Bachelor's Degree	MQF/EQF Level 6	5.5 - 6.5	60 - 93	B2
Master's Degree	MQF/EQF Level 7	6.5 - 8.0	94 - 109	C1

Alternatively, individuals holding international diplomas and/or degrees may provide evidence that their qualification was obtained through a course delivered in English. This evidence will be considered as part of the application process.

International Students

The Institute of Tourism Studies (ITS) is proud of its diverse and multicultural student body. In the academic year 2024-2025, a significant number of international students joined ITS, with many coming from Philippine, Italy, China, Nigeria and Zimbabwe. This diversity enriches the learning environment, fostering cross-cultural exchange and broadening perspectives.

37%	from Europe	29% of students at ITS come from 82 different countries
27%	from Asia	
19%	from Africa	
12%	from America	
5%	from Ocenia	

Prospective students holding international qualifications are required to contact the Malta Qualifications Recognition Information Centre (MQRIC) to have their qualifications recognised.

To support international students, ITS offers a range of services to assist with visas, applications, and campus integration, ensuring a smooth transition and a fulfilling academic experience.

The ITS International Office

Visa Application

The International Office at ITS is dedicated to guiding international students through the visa application process, ensuring a smooth

transition to life in Malta. The office is committed to welcoming overseas students and supporting their adaptation through various means.

Prior to Arrival in Malta

Before students arrive in Malta, the International Office provides essential support, including issuing letters that initiate the visa process. The office assists students in finding suitable accommodation by offering helpful contacts and resources. Additionally, the office liaises with Identità, the entity responsible for identity management, to ensure they are informed about new visa applications related to ITS students, as well as the embassies from which these students will be travelling.

Upon Arrival in Malta

Once students arrive in Malta, the International Office plays a crucial role in helping them settle in. The office maintains regular communication to address any specific needs and assist in their adaptation to Maltese life.

Application Process

- Online Application:** Students begin the process by submitting their applications online via the ITS website.
- Acceptance:** Upon approval, the Registrar’s Office issues an acceptance letter to the student.
- Initiating the Visa Process:** The International Office then emails the students with essential details, allowing them to begin the visa application process at their respective embassies.

- Fee Payment:** After students pay their first semester fees, the International Office sends a comprehensive letter to both Identità and the student.
- Arrival and Orientation:** Upon arrival, the International Office provides a guided tour of the campus and assists students in locating nearby amenities. A few weeks later, the office initiates contact with non-European students to assist them in obtaining a student visa.

Accommodation

The International Office is available to assist you in finding suitable accommodation in Malta. For support, you can reach out to the office at internationaloffice@its.edu.mt. Please note that the Institute will require your Maltese address in order to issue your visa letter.

Alimentary Costs

Food-related expenses vary depending on individual purchasing habits. Malta offers a wide range of convenience shops, and ITS provides an on-campus canteen where students can enjoy affordable meals.

Transportation

For information on travel expenses please visit the Malta Public Transport website to explore various options and pricing details.

Healthcare

International students applying for a one-year student visa must include a one-year private health insurance policy in their application. You can obtain a quotation by visiting the website of a Maltese private insurance provider.

Entry Requirements

International students must verify the European Qualifications Framework (EQF) level of their qualifications as part of the entry requirements. This verification can be done in one of two ways:

- Written Declaration/Certification:** Obtain a written declaration or certification from the educational institution that awarded your qualification(s), confirming the EQF level.
- MQRIC Evaluation:** Submit your qualification(s) to the Malta Qualifications Recognition Information Centre (MQRIC) for an official evaluation.



Tariffs and Fees

As stated on the ITS website, applicants from non-EU countries are required to pay both a registration fee and the tuition fees for the programme they wish to pursue. Detailed information on the specific fees for each programme is available on the ITS website, ensuring transparency and clarity for prospective students.

Important Note: It is highly recommended that international students submit their applications as early as possible. This allows ample time to complete the visa application process and meet any other necessary prerequisites.

Application Dates for Prospective Students

For study programmes commencing September 2025:

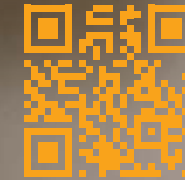
International Non-EU Students:	3rd Mar - 2nd May
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Maltese and EU Students:	1st Apr - 8th Aug
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Late application submissions will open following the publication of MATSEC/SEC resits results.

Applications are typically processed within 15 business days from the date when all necessary and accurate documents are received.

Scan the QR code or visit
www.its.edu.mt
Apply Now!



Enrolment with the Institute of Tourism Studies (ITS)

To receive guidance on completing your application form, please contact the Registrar's Office at **registrar@its.edu.mt**.

For support and detailed information on the programmes, please reach out to our Career Guidance Officer at **guidance@its.edu.mt**.

Application Process

- Every application must be approved in accordance with ITS's Admissions Policy and/or by the Board of Governors. ITS retains the ultimate authority to determine acceptance.
- Applicants may be required to undergo an English proficiency assessment and/or an interview.
- ITS reserves the right to communicate with applicants and/or their legal guardians (in cases involving underage applicants) to evaluate their suitability.
- In certain situations, ITS may propose alternative programmes or levels of assistance if an applicant is deemed vulnerable in terms of health and safety or applying for a programme may not be beneficial to their growth.

For more details on the Admissions Policy, please visit the ITS website.

Conduct

Every enrolled student, whether full-time or part-time, must adhere to ITS's Rules and Regulations. These rules are detailed on the ITS website and must be followed at all times.

General Provisions

- **Timetables and Attendance:** Students must comply with the timetables set by ITS, which require attendance during mornings, afternoons, and/or evenings. Participation in sessions outside of regular working hours, including public holidays and weekends, may also be necessary.
- **Food Hygiene:** Students enrolled in study programmes involving food handling are required to complete a Food Handling License B course in accordance with the latest Health and Hygiene Regulations.
- **Medical Requirements:** Successful applicants may be required to undergo a medical examination conducted by a medical professional at a clinic of their choice. A medical questionnaire, included with the acceptance letter, must be completed to verify eligibility for enrolment in a study programme at ITS.

English Language Requirements

Proficiency in English, including writing, speaking, listening, and reading, is essential at ITS since English is the language of instruction.

Grade Point Equivalents for Level 5 and 6 (Matrix)

To meet the entry requirements, students must have a minimum of three (3) subjects at advanced and intermediate levels, including at least one (1) A-Level pass at MQF/EQF Level 4. The total score must be at least 44 points, as indicated by the matrix below:

Advanced Level

- **Grade A** 30 Grade Points
- **Grade B** 24 Grade Points
- **Grade C** 18 Grade Points
- **Grade D** 12 Grade Points
- **Grade E** 6 Grade Points

Intermediate Level

- **Grade A** 10 Grade Points
- **Grade B** 8 Grade Points
- **Grade C** 6 Grade Points
- **Grade D** 4 Grade Points
- **Grade E** 2 Grade Points

MQF/EQF Levels in Correspondence with SEC Grades

The Malta Qualifications Framework (MQF) levels and their corresponding SEC grades are detailed below, as outlined in the Referencing Report by the Malta Further and Higher Education Authority (MFHEA).



Study Programmes

The Institute of Tourism Studies (ITS) provides a comprehensive array of study programmes across various levels, catering to a wide range of academic and professional aspirations within the tourism and hospitality sector. Students can progress from foundational programmes up to advanced levels, with opportunities to advance their qualifications as they acquire the necessary credentials.

Application Guidelines

Prospective Students

May apply for programmes designated with an entry point, which specifies the entry requirements and application procedures for new applicants.

Current ITS Students

Can apply for programmes not designated with an entry point, reflecting their eligibility to advance within the ITS study programmes.

Keys



Entry Point

This programme is open to prospective students who meet the necessary requirement(s) and are eligible to enrol.



Internal Progression

This programme is open to current students who wish to advance to the next level of their education.



Programme Duration



MQF/EQF Level



ECTS

European Credit Transfer and Accumulation System



On Campus Learning

Lectures are held on campus.



Online Learning

Lectures are solely held online.



Blended Learning

Lectures are held both online and in person.

Levels of Study

Foundation (MQF/EQF Level 2):

Provides a basic introduction to tourism and hospitality concepts, laying the groundwork for further studies.

Certificate (MQF/EQF Level 3):

Offers fundamental knowledge and skills required for entry-level positions in the industry.

Preparatory Course (MQF/EQF Level 4):

Designed to prepare students for more advanced studies by bridging any gaps in knowledge and skills.

Diploma (MQF/EQF Level 4):

Equips students with comprehensive skills and knowledge for intermediate-level roles in the industry.

Undergraduate Diploma (MQF/EQF Level 5):

Focuses on advanced industry skills and knowledge, preparing students for managerial roles or further academic study.

Higher National Diploma (MQF/EQF Level 5):

Offers in-depth training in specialised areas of tourism and hospitality, with a focus on practical and theoretical aspects.

Bachelor's Degree (MQF/EQF Level 6):

Provides a thorough understanding of tourism and hospitality management, including strategic and operational aspects.

Master's Degree (MQF/EQF Level 7):

Offers advanced knowledge and skills for leadership and research roles in the industry.



01 Foundation





Foundation in Hospitality and Tourism

Course Code: F-HT



Programme Code: F-HT

Foundation in Hospitality and Tourism

- 

Entry Point

MQF / EQF


ECTS

Full-Time

Level 2

60

2 Semesters + LITP (after Semester 2)

Course Duration: 1 Year
- 

Location

On Campus Learning

Programme Learning Outcomes

- Gain a foundational understanding of the tourism and hospitality sectors.
- Develop practical skills through hands-on modules.
- Acquire essential skills required for success in the tourism and hospitality industry.
- Prepare for seamless progression to the Certificate level.

Entry Criteria

- Successful completion of compulsory education.
- OR
- Successful completion of the Alternative Learning Programme (ALP) offered in compulsory state education.

Additional Information

- An initial interview may be conducted upon admission to better assist students with their learning process. Special cases in admissions will be referred to ITS's Admissions Board.
- Students are required to provide a Food Handling License B in the Application Form. Applicants who have not yet obtained the license during the application phase will be instructed on the Application Form to enrol in the Food Handling course, which will lead to License B.

Note

- Applicants for the Foundation in Hospitality and Tourism must be at least 16 years old by the end of December of the academic year applied for, and should not be older than 22 years by the start of the academic year.
- In this course students will be given a basic overview of the main areas of study offered by the institute, through practical sessions within a kitchen, restaurant service, house keeping and other relative areas.

For information on English language requirements, please refer to the 'English Language Requirements' page.





JAMIE



& TARYN



on Bay Breakfast

Weekdays 6:00 – 10:00am



02 Certificate

Certificate in Events

Course Code: C-E

Certificate in Food Preparation and Service

Course Code: C-FPS

Certificate in Rooms Division

Course Code: C-RD

Certificate in Travel and Tourism

Course Code: C-TT



Programme Code: C-E

Certificate in Events

🎯

Entry Point

🎓

MQF / EQF

Level 3

🏛️

ECTS

60

📅

Full-Time

2 Semesters + LITP
(after Semester 2)

Course Duration: 1 Year

📍

Location

On Campus Learning

Programme Learning Outcomes

- Understand the fundamental theories and processes involved in event planning.
- Apply knowledge and skills to communicate effectively with customers and colleagues in a professional manner.
- Understand various event elements, including food and beverage service, design, and entertainment.
- Adhere to legal requirements regarding safety, health, and hygiene.
- Apply fundamental sales and marketing principles to ensure the success of an event.

Entry Criteria

- Successful completion of the Foundation in Hospitality and Tourism at MQF/EQF Level 2 with a minimum of 60 ECTS (or a comparable qualification).
- OR
- A minimum of five (5) O-Level subjects, of which two (2) O-Level subjects must be in Hospitality, Mathematics, Maltese, English Language, and/or Home Economics at grade 5 or better (SSC&P/SSQ&P Level 3); **AND** any other three (3) O-Level subjects at grade 7 or better (SSC&P/SSQ&P Level 2).
- OR
- A minimum of four (4) O-Level subjects, of which one (1) O-Level subject must be in Hospitality or Home Economics at grade 3 or better (SSC&P/SSQ&P Level 3); **AND** any other three (3) O-Level subjects at grade 7 or better (SSC&P/SSQ&P Level 2), including English Language. Non-Maltese applicants may substitute the Maltese O-Level with their native language O-Level.
- OR
- Apply as a mature student of at least 23 years of age by the beginning of the academic year applied for, and be subject to proficiency and/or aptitude tests as directed by ITS. Furthermore, ITS reserves the right to subject the candidate to an interview and/or RPL procedure prior to acceptance.
- Successful completion of The Prince's Trust programme, the full ECDL/ C3 programme, the Sports Career Development Programme, and a SEAC (Level 3) are considered as equivalent to one O-Level each.

Possible Career Opportunities

- Events Assistant
- Events Crew
- Event Sales Assistant

These are just some indicative career opportunities. For more information, please refer to the 'Glossary of Roles' page.

Additional Information

- An initial interview may be conducted upon admission to better assist students with their learning process. Special cases in admissions will be referred to ITS's Admissions Board.
- Students are required to provide a Food Handling License B in the Application Form. Applicants who have not yet obtained the license during the application phase will be instructed on the Application Form to enrol in the Food Handling course, which will lead to License B.
- Applicants must be at least 16 years old by the end of December of the academic year applied for.
- For information on English language requirements, please refer to the 'English Language Requirements' page.





Programme Code: C-FPS

Certificate in Food Preparation and Service

- 🎯

Entry Point

MQF / EQF

Level 3
- 🎓

ECTS

60
- 📅

Full-Time

2 Semesters + LITP (after Semester 2)

Course Duration: 1 Year
- 📍

Location

On Campus Learning

Programme Learning Outcomes

- Understand and evaluate theoretical knowledge related to kitchen, bar, and restaurant operations.
- Create and maintain strong customer and staff relationships through effective communication techniques.
- Comply with legal requirements regarding safety, health, and hygiene.

Entry Criteria

- Successful completion of the Foundation in Hospitality and Tourism at MQF/EQF Level 2 with a minimum of 60 ECTS (or a comparable qualification).
- OR
- A minimum of five (5) O-Level subjects, of which two (2) O-Level subjects must be in Hospitality, Mathematics, Maltese, English Language, and/or Home Economics at grade 5 or better (SSC&P/SSQ&P Level 3); **AND** any other three (3) O-Level subjects at grade 7 or better (SSC&P/SSQ&P Level 2).
- OR
- A minimum of four (4) O-Level subjects, of which one (1) O-Level subject must be in Hospitality or Home Economics at grade 3 or better (SSC&P/SSQ&P Level 3); **AND** any other three (3) O-Level subjects at grade 7 or better (SSC&P/SSQ&P Level 2), including English Language. Non-Maltese applicants may substitute the Maltese O-Level with their native language O-Level.
- OR
- Apply as a mature student of at least 23 years of age by the beginning of the academic year applied for, and be subject to proficiency and/or aptitude tests as directed by ITS. Furthermore, ITS reserves the right to subject the candidate to an interview and/or RPL procedure prior to acceptance.
- Successful completions of The Prince’s Trust programme, the full ECDL/C3 programme, the Sports Career Development Programme, and a SEAC (Level 3) are considered as equivalent to one O-Level each.

Possible Career Opportunities

- Commis de Rang
 - Commis de Bar
 - Kitchen Porter
 - Commis Chef
- These are just some indicative career opportunities. For more information, please refer to the 'Glossary of Roles' page.

Additional Information

- An initial interview may be conducted upon admission to better assist students with their learning process. Special cases in admissions will be referred to ITS’s Admissions Board.
- Students are required to provide a Food Handling License B in the Application Form. Applicants who have not yet obtained the license during the application phase will be instructed on the Application Form to enrol in the Food Handling course, which will lead to License B.
- Applicants must be at least 16 years old by the end of December of the academic year applied for.
- For information on English language requirements, please refer to the 'English Language Requirements' page.





Programme Code: C-RD

Certificate in Rooms Division

- 🎯

Entry Point
- 🎓

MQF / EQF

Level 3
- 🏛️

ECTS

60
- 📅

Full-Time

2 Semesters + LITP (after Semester 2)

Course Duration: 1 Year
- 📍

Location

On Campus Learning

Programme Learning Outcomes

Advise guests on on-site amenities and nearby attractions.

Communicate effectively with guests and colleagues in a professional manner.

Assess the needs and requirements of various customer segments.

Promote in-house facilities.

Implement effective housekeeping practices.

Adhere to legal requirements regarding safety, health, and hygiene.

Entry Criteria

Successful completion of the Foundation in Hospitality and Tourism at MQF/EQF Level 2 with a minimum of 60 ECTS (or a comparable qualification).

OR

A minimum of five (5) O-Level subjects, of which two (2) O-Level subjects must be in Hospitality, Mathematics, Maltese, English Language, and/or Home Economics at grade 5 or better (SSC&P/SSQ&P Level 3); **AND** any other three (3) O-Level subjects at grade 7 or better (SSC&P/SSQ&P Level 2).

OR

A minimum of four (4) O-Level subjects, of which one (1) O-Level subject must be in Hospitality or Home Economics at grade 3 or better (SSC&P/SSQ&P Level 3); **AND** any other three (3) O-Level subjects at grade 7 or better (SSC&P/SSQ&P Level 2), including English Language. Non-Maltese applicants may substitute the Maltese O-Level with their native language O-Level.

OR

Apply as a mature student of at least 23 years of age by the beginning of the academic year applied for, and be subject to proficiency and/or aptitude tests as directed by ITS. Furthermore, ITS reserves the right to subject the candidate to an interview and/or RPL procedure prior to acceptance.

Successful completions of The Prince’s Trust programme, the full ECDL/C3 programme, the Sports Career Development Programme, and a SEAC (Level 3) are considered as equivalent to one O-Level each.

Possible Career Opportunities

- Room Attendant
- Linen Attendant
- Housekeeping Attendant
- Public Area Attendant
- Porter
- Guest Service Centre Operator

These are just some indicative career opportunities. For more information, please refer to the ‘Glossary of Roles’ page.

Additional Information

An initial interview may be conducted upon admission to better assist students with their learning process. Special cases in admissions will be referred to ITS’s Admissions Board.

Applicants must be at least 16 years old by the end of December of the academic year applied for.

For information on English language requirements, please refer to the ‘English Language Requirements’ page.





Programme Code: C-TT

Certificate in Travel and Tourism

🎯	Entry Point	
🎓	MQF / EQF	Level 3
🏛️	ECTS	60
📅	Full-Time	2 Semesters + LITP (after Semester 2)
		Course Duration: 1 Year
📍	Location	On Campus Learning

Programme Learning Outcomes

- Understand the principles and practices of the tourism and hospitality industry.
- Collaborate with tourists and colleagues in a professional manner.
- Recognise the needs and requirements of various types of tourists.
- Provide recommendations for tourists to engage in sociocultural activities that enhance their overall tourism experience.
- Understand Malta’s marketing concept as a tourist destination.

Entry Criteria

Successful completion of the Foundation in Hospitality and Tourism at MQF/EQF Level 2 with a minimum of 60 ECTS (or a comparable qualification).

OR

A minimum of five (5) O-Level subjects, of which two (2) O-Level subjects must be in Hospitality, Mathematics, Maltese, English Language, and/or Home Economics at grade 5 or better (SSC&P/SSQ&P Level 3); **AND** any other three (3) O-Level subjects at grade 7 or better (SSC&P/SSQ&P Level 2).

OR

A minimum of four (4) O-Level subjects, of which one (1) O-Level subject must be in Hospitality or Home Economics at grade 3 or better (SSC&P/SSQ&P Level 3); **AND** any other three (3) O-Level subjects at grade 7 or better (SSC&P/SSQ&P Level 2), including English Language. Non-Maltese applicants may substitute the Maltese O-Level with their native language O-Level.

OR

Apply as a mature student of at least 23 years of age by the beginning of the academic year applied for, and be subject to proficiency and/or aptitude tests as directed by ITS. Furthermore, ITS reserves the right to subject the candidate to an interview and/or RPL procedure prior to acceptance.

Successful completions of The Prince’s Trust programme, the full ECDL/C3 programme, the Sports Career Development Programme, and a SEAC (Level 3) are considered as equivalent to one O-Level each.

Possible Career Opportunities

- Tourist Information Agent
- Ticketing Agent
- Airport Handling Agent
- Excursion Sales Agent
- Tour Operations Assistant

These are just some indicative career opportunities. For more information, please refer to the ‘Glossary of Roles’ page.

Additional Information

An initial interview may be conducted upon admission to better assist students with their learning process. Special cases in admissions will be referred to ITS’s Admissions Board.

Applicants must be at least 16 years old by the end of December of the academic year applied for.

For information on English language requirements, please refer to the ‘English Language Requirements’ page.





03

Preparatory Course

Preparatory Course for the Bachelor in
Culinary Arts (Hons)

Course Code: CD-PCBCA



Programme Code: CD-PCBCA

Preparatory Course for the Bachelor in Culinary Arts (Hons)

- 🎯

Entry Point
- 🎓

MQF / EQF

Level 4
- 🏛️

ECTS

60
- 📅

Full-Time

2 Semesters + LITP (after Semester 2)

Course Duration: 1 Year
- 📍

Location

On Campus Learning

Programme Learning Outcomes

Prepare thoroughly for advanced studies and further education in the culinary arts field.

Develop a comprehensive understanding of the fundamental principles necessary to adhere to social, scientific, cultural, and ethical values in the collection, analysis, application, and reporting of data in the field.

Gain the ability to apply and use information and communication skills required in this area of study.

Acquire academic skills that align with an MQF/EQF Level 6 education.

Entry Criteria

Successful completion of ITS's Diploma in Events Operations, Diploma in Food and Beverage Service Operations, Diploma in Rooms Division Operations, or Diploma in Travel and Tourism Operations at MQF/EQF Level 4 with a minimum of 120 ECTS (or a comparable qualification).

OR

Successful completion of one of ITS's Undergraduate/ Higher National Diplomas at MQF/EQF Level 5 with a minimum of 60 ECTS (or a comparable qualification).

OR

A combination of a minimum of two (2) subjects at advanced and intermediate level, of which one (1) subject must be an A-Level pass at MQF/EQF Level 4. These must add up to 22 points as per the provided matrix; **AND** passes at grade 5 or better in the English and Mathematics SEC examinations (SSC&P/SSQ&P Level 3).

OR

Apply as a mature student of at least 23 years of age by the beginning of the academic year applied for, and be subject to proficiency and/or aptitude tests as directed by ITS. Furthermore, ITS reserves the right to subject the candidate to an interview and/or RPL procedure prior to acceptance.

Possible Career Opportunities

- Kitchen Porter
- Commis Chef
- Chef de Partie
- Pastry Chef de Partie
- Chef Tournant

These are just some indicative career opportunities. For more information, please refer to the 'Glossary of Roles' page.

Additional Information

An initial interview may be conducted upon admission to better assist students with their learning process. Special cases in admissions will be referred to ITS's Admissions Board.

Students are required to provide a Food Handling License B in the Application Form. Applicants who have not yet obtained the license during the application phase will be instructed on the Application Form to enrol in the Food Handling course, which will lead to License B.

Applicants must be at least 16 years old by the end of December of the academic year applied for.

For information on English language requirements, please refer to the 'English Language Requirements' page.

For information on the Grade Point Equivalents, please refer to the 'Additional Information' page.



We are ITS

I'm an active person who loves chaos (but not whining). As a wedding organiser in the events sector, I sacrifice weekends and long hours out of passion, not for money. Initially, I studied accounting but quickly realised I couldn't sit behind a desk. Two days before the Institute of Tourism Studies applications closed, I applied for the Events Management programme, aiming to leave Malta. My passion for organising began in school, where I led various activities. I spent time abroad in Edinburgh, gaining valuable experience in events. I even served as a female butler for the Princess of Abu Dhabi. Upon returning to Malta in 2016, I worked as an Events Logistics Manager during the 2017 EU presidency. Climbing the ladder from serving to managing taught me discipline and determination. In the future, I may return to ITS to pursue a tourist guiding course. Discipline is essential in this industry.



Claudia Diacono

Undergraduate Diploma in Events Management - **Wedding Organiser and Events Coordinator**

Photo Credit: The People of Malta

My career kicked off in 2007 at the Hilton Isle of Man, where I began as an apprentice in the Conference and Events Sales department as part of an international internship requirement for my ITS studies. Following my time in the Isle of Man, I transitioned to Hilton Malta while completing my final year of studies. In Malta, I worked in Front Office, fulfilling various roles to support the business needs. In 2009, I returned to the Isle of Man as Front Office Manager, a role that challenged me to lead despite my limited managerial experience. Under the guidance of my then General Manager, Robert Duncan, I achieved my first set of managerial KPIs at the age of 23.

In 2010, I ventured to mainland UK, where I took on different roles in various hotels across the north of England. It was in Hilton Liverpool that I attained my first Director of Operations position at the age of 28. In 2018, I joined Hilton Warsaw as Director of Operations under the leadership of Erwin Verhoog, who is now the VP Ops. Following three years in Warsaw, I transitioned to Hilton Prague as Hotel Manager. Amidst these transitions, I also spent six months each in Hilton Evian les Bains and Hilton Lake Como, providing support during their GM transitions. Finally, at the age of 35, I assumed my first GM role, overseeing the opening and operation of Hilton Rijeka Costabella Beach Resort & Spa. In 2024, I relocated back to Prague to lead Hilton Prague, the largest hotel in Continental Europe.



Ryan Gauci

Diploma in Hotel Operations (2009)
- **General Manager at Hilton Prague**



My passion for cooking ignited during my early years, spending quality time with my busy father in the kitchen. This early exposure sparked my keen interest in food. As soon as I reached a suitable age, I joined the ITS to pursue their Culinary Arts course. Throughout my studies, I had the opportunity to work in Michelin-starred restaurants across different countries, overcoming my fear of travel and being away from home.

Recently, I relocated to Australia, where I now serve as a personal chef. The comprehensive tools and knowledge imparted by the Institute of Tourism Studies have been instrumental in shaping my successful career. The school not only fuelled my culinary passion but also equipped me with the skills needed to thrive in the culinary world.



Anton Curmi

Bachelor in Culinary Arts (Hons) - **Chef**

Thanks to ITS and their Tourist Guiding course, my long-standing dream has finally come true, and I am now a licensed tourist guide. Balancing studies with a full-time job and family commitments was always a challenge, but the part-time course offered by ITS allowed me to achieve my Higher National Diploma in just three years. The joy of realising a dream I've harboured for the past 15 years is indescribable. I extend a heartfelt thanks to the fantastic tutors at ITS who consistently motivated all students to strive for excellence. I wholeheartedly encourage anyone interested in the tourism sector to enrol in this course, as the array of job opportunities available is truly splendid.



Marina Stevancevic

Higher National Diploma in Tourist Guiding - **Tourist Guide**

My journey into cultural heritage began while working as a librarian at ITS. While researching tour guiding students, my interest grew, and I knew I had to pursue the Master of Arts in Heritage Interpretation. Entering the cultural heritage field was challenging, as many don't see it as a viable career. This is surprising, given Malta's rich cultural history. During my studies, I discovered the diverse opportunities for cultural heritage practitioners, especially in museums and galleries adapting to the digital age. Collaboration between heritage experts and communities is transforming the visitor experience. Moreover, heritage practitioners play a crucial role in helping communities preserve or revitalize their cultural heritage. I believe studying cultural heritage opens many professional doors.



Christopher Cilia

Master of Arts in Heritage Interpretation - **Library Manager**



04 Diploma

Diploma in Climate-Friendly Travel

Course Code: D-CFT

Diploma in Events Operations

Course Code: D-EO

Diploma in Food and Beverage Service Operations

Course Code: D-FBSO

Diploma in Food Preparation and Production Operations

Course Code: D-FPPO

Diploma in Rooms Division Operations

Course Code: D-RDOP

Diploma in Travel and Tourism Operations

Course Code: D-TTO



Programme Code: D-CFT

Diploma in Climate-Friendly Travel

🎯	Entry Point	
🎓	MQF / EQF	Level 4
🏛️	ECTS	120
📅	Full-Time	2 Semesters + 1 year IITP (after Semester 2)
		Course Duration: 2 Years
📶	Location	Online Learning

Programme Learning Outcomes

Understand why climate change has become a significant concern on the global agenda and its profound influence on the travel and tourism industry.

Review the historical development and scientific evidence to better understand how climate change impacts the travel ecosystem, mobility, communities, and hospitality services, and how these factors, in turn, affect climate change.

Develop effective cognitive and practical skills to inspire and drive the growth of future leaders, empowering them to adopt environmentally conscious policies and become advocates for sustainable travel.

Understand sustainability by exploring the concepts of climate-friendly travel and the key elements outlined in the 2050 long-term strategy, as presented in the Sustainable Development Goals (SDGs) and the Paris Agreement.

In collaboration with SUNx Malta



Entry Criteria

Successful completion of one of ITS's Certificates at MQF/EQF Level 3 with a minimum of 60 ECTS (or a comparable qualification).

OR

A minimum of five (5) O-Level subjects, of which English Language is compulsory, and two (2) O-Level subjects must be in Geography, Environmental Studies, Chemistry, Biology, Physics, Mathematics, and/or Hospitality (SSC&P/SSQ&P Level 3).

OR

Apply as a mature student of at least 23 years of age by the beginning of the academic year applied for, and be subject to proficiency and/or aptitude tests as directed by ITS. Furthermore, ITS reserves the right to subject the candidate to an interview and/or RPL procedure prior to acceptance.

Successful completions of The Prince's Trust programme, the full ECDL/C3 programme, the Sports Career Development Programme, and a SEAC (Level 3) are considered as equivalent to one O-Level each.

Possible Career Opportunities

- Sustainable Travel Consultant
- Corporate Social Responsibility (CSR) Manager
- Sustainability Manager

These are just some indicative career opportunities. For more information, please refer to the 'Glossary of Roles' page.

Additional Information

An initial interview may be conducted upon admission to better assist students with their learning process. Special cases in admissions will be referred to ITS's Admissions Board.

Applicants must be at least 16 years old by the end of December of the academic year applied for.






For information on English language requirements, please refer to the 'English Language Requirements' page.





Programme Code: D-EO

Diploma in Events Operations

-  Internal Progression
-  MQF / EQF Level 4
-  ECTS 120
-  Full-Time 2 Semesters + 1 year IITP (after Semester 2)
Course Duration: 2 Years
-  Location On Campus Learning



Programme Learning Outcomes

Demonstrate responsibility in supervising a specific operational section within a hotel, particularly in organising events and other functions.

Implement modern systems and theories related to the administrative and operational aspects of this sector.

Exhibit strong ethical conduct in the workplace, along with exceptional leadership abilities and interpersonal skills.

Evaluate and resolve various operational challenges that may arise in a hotel or catering organisation.

Apply accounting and budgeting knowledge to effectively supervise event operations.

Deliver operational performance that is economically viable, efficient, effective, and environmentally conscious.

Entry Criteria

Successful completion of ITS’s Certificate in Events at MQF/EQF Level 3.

Possible Career Opportunities

- Catering Coordinator
- Events Coordinator
- Event Sales Representative
- Events Supervisor






These are just some indicative career opportunities. For more information, please refer to the 'Glossary of Roles' page.





Programme Code: D-FBSO

Diploma in Food and Beverage Service Operations

-  Internal Progression
-  MQF / EQF Level 4
-  ECTS 120
-  Full-Time 2 Semesters + 1 year IITP
(after Semester 2)
Course Duration: 2 Years
-  Location On Campus Learning



Programme Learning Outcomes

Demonstrate a strong commitment to ethical conduct in the workplace, with exceptional leadership abilities and strong interpersonal skills.

Apply knowledge and skills to contemporary systems and theories related to the administrative and operational areas of food and beverage service.

Supervise a specific area of the food and beverage department in a hotel or catering organisation.

Take responsibility for addressing various operational issues that may arise within a hotel or catering organisation.

Deliver operational performance that is economically viable, efficient, effective, and environmentally conscious.

Entry Criteria

Successful completion of ITS's Certificate in Food Preparation and Service MQF/EQF Level 3.

Possible Career Opportunities

- Chef de Rang
- Bartender
- Junior Maître d'Hôtel
- Banqueting Supervisor
- Bar Supervisor

These are just some indicative career opportunities. For more information, please refer to the 'Glossary of Roles' page.





Programme Code: D-FPPO

Diploma in Food Preparation and Production Operations

- Internal Progression

MQF / EQF Level 4

ECTS 120

Full-Time 2 Semesters + 1 year IITP (after Semester 2)

Course Duration: 2 Years
- Location

On Campus Learning



Programme Learning Outcomes

Maintain health and safety practices in a kitchen environment and effectively execute required hygiene and safety procedures.

Prepare and produce dishes at optimal temperatures, using carefully selected ingredients to ensure consistent quality.

Prepare a variety of cold and hot food options, including sauces, desserts, and baked products.

Gain a comprehensive understanding of different national and ethnic cuisines, enabling the production of a wide range of culinary delights.

Implement recipe costing and Standard Operating Procedures (SOPs).

Entry Criteria

Successful completion of ITS's Certificate in Food Preparation and Service MQF/EQF Level 3.

Possible Career Opportunities

- Chef de Partie
- Pastry Chef de Partie
- Chef Tournant

These are just some indicative career opportunities. For more information, please refer to the 'Glossary of Roles' page.





Programme Code: D-RDO

Diploma in Rooms Division Operations

- Internal Progression
- MQF / EQF

Level 4
- ECTS

120
- Full-Time

2 Semesters + 1 year IITP (after Semester 2)
- Course Duration: 2 Years
- Location

On Campus Learning

Programme Learning Outcomes

- Apply knowledge and skills to communicate effectively with guests and colleagues in a professional manner.
- Generate a range of sales opportunities to optimise room sales and occupancy rates.
- Perform operational processes in both front office and housekeeping.
- Ensure compliance with all relevant legal requirements in the field.

Entry Criteria

Successful completion of ITS's Certificate in Rooms Division at MQF/EQF Level 3.

Possible Career Opportunities

- Receptionist
- Guest Service Agent
- Reservations Agent
- Junior Concierge
- Junior Night Auditor
- Housekeeping Supervisor
- Front Office Shift Leader




These are just some indicative career opportunities. For more information, please refer to the 'Glossary of Roles' page.






Programme Code: D-TTO


Diploma in Travel and Tourism Operations

-  Internal Progression
- 

MQF / EQF ECTS
- Level 4

120
- 

Full-Time
- 2 Semesters + 1 year IITP (after Semester 2)

Course Duration: 2 Years
- 

Location
- On Campus Learning

Programme Learning Outcomes

- Understand the operations of travel agencies.
- Apply knowledge and skills to communicate effectively with guests and colleagues in a professional manner.
- Evaluate the needs and requirements of various types of tourists.
- Assist with the needs and requirements of incoming tourists.

Entry Criteria

Successful completion of ITS's Certificate in Travel and Tourism at MQF/EQF Level 3.

Possible Career Opportunities

- Travel Agent
- Cruise Consultant
- Tour Operator Representative
- Tour Representative
- Tourist Information Officer
- Tourism Promotion Agent
- Travel Consultant
- Airport Liaison Officer

These are just some indicative career opportunities. For more information, please refer to the 'Glossary of Roles' page.





05

Undergraduate Diploma

Undergraduate Diploma in Events Management

Course Code: H-EM

Undergraduate Diploma in Food and Beverage Management

Course Code: H-FBM

Undergraduate Diploma in Food Preparation and Production Management

Course Code: H-FPPM

Undergraduate Diploma in Rooms Division Management

Course Code: H-RDM

Undergraduate Diploma in Travel and Tourism Management

Course Code: H-TTM



Programme Code: H-EM

Undergraduate Diploma in Events Management

- **Internal Progression**
- **MQF / EQF**

Level 5
- **ECTS**

60
- **Full-Time**

2 Semesters
- **Location**

On Campus Learning
- Course Duration: 1 Year**

Programme Learning Outcomes

Execute essential operational and managerial responsibilities associated with hospitality events.

Manage team members effectively within a department related to hospitality events.

Address issues that may arise during the planning, organisation, and implementation of various hospitality events.

Propose imaginative and inventive ideas for tailored hospitality events.

Navigate a challenging work environment with effectiveness, efficiency, and ethical conduct.

Plan and design an event that integrates project management and financial planning.

Entry Criteria

Successful completion of ITS's Diploma in Events Operations at MQF/EQF Level 4.

Possible Career Opportunities

- Events Planner
- Conference and Banquet Manager
- Fair and Convention Coordinator
- Events Specialist
- Event Sales and Marketing Manager
- Destination Management Company (DMC) Manager
- Events Manager

These are just some indicative career opportunities. For more information, please refer to the 'Glossary of Roles' page.

Academic Progression

Successful completion of this programme leads to entry into the second year of the Bachelor in International Hospitality Management (Hons) with Specialisations.





Programme Code: H-FBM

Undergraduate Diploma in Food and Beverage Management

- **Internal Progression**
- **MQF / EQF**

Level 5
- **ECTS**

60
- **Full-Time**

2 Semesters
- **Location**

On Campus Learning
- Course Duration: 1 Year**

Programme Learning Outcomes

- Oversee an operational department or section within hotels, catering establishments, or hospitality-oriented organisations at a junior management level.
- Comprehensively understand and effectively apply modern systems and theories in the administrative and operational aspects of the food and beverage industry.
- Demonstrate a strong commitment to ethical conduct in the workplace, with exceptional leadership abilities and strong interpersonal skills.
- Contribute to the development of business and departmental strategies by analysing economic and market situations, identifying trends, and exploring innovative solutions in hospitality practices.

Entry Criteria

Successful completion of ITS's Diploma in Food and Beverage Service Operations at MQF/EQF Level 4.

Possible Career Opportunities

- Assistant Food and Beverage Manager
- Restaurant Manager
- Bar Manager
- Banqueting Manager
- Food and Beverage Manager

These are just some indicative career opportunities. For more information, please refer to the 'Glossary of Roles' page.

Academic Progression

Successful completion of this programme leads to entry into the second year of the Bachelor in International Hospitality Management (Hons) with Specialisations.





Programme Code: H-FPPM

Undergraduate Diploma in Food Preparation and Production Management



Internal Progression



MQF / EQF Level 5



ECTS 60



Full-Time 2 Semesters

Course Duration: 1 Year



Location On Campus Learning

Programme Learning Outcomes

Maintain health and safety practices in a kitchen environment and effectively execute necessary hygiene and safety procedures.

Prepare and produce dishes at optimal temperatures, using carefully selected ingredients to ensure consistent quality.

Prepare and present a diverse selection of intricate and innovative hot and cold dishes, desserts, centrepieces, and baked goods, including bread.

Adhere to health and safety legislation and implement required actions.

Develop innovative and creative menus, implement recipe costings, and design and apply Standard Operating Procedures (SOPs).

Implement cost-effective production processes and practise modern leadership approaches in a kitchen environment.

Entry Criteria

Successful completion of ITS's Diploma in Food Preparation and Production Operations at MQF/EQF Level 4.

Possible Career Opportunities

- Pastry Chef
- Sous Chef
- Food and Beverage Manager
- Chef de Cuisine (Head Chef)

These are just some indicative career opportunities. For more information, please refer to the 'Glossary of Roles' page.

Academic Progression

Successful completion of this programme leads to entry into the second year of the Bachelor in Culinary Arts (Hons) or Bachelor in International Hospitality Management (Hons) with Specialisations.





Programme Code: H-RDM

Undergraduate Diploma in Rooms Division Management

-  **Internal Progression**
- 

MQF / EQF
ECTS
Full-Time

Level 5
60
2 Semesters



Location

On Campus Learning

Course Duration: 1 Year
- ## Programme Learning Outcomes
- Demonstrate a strong commitment to ethical conduct in the workplace, with exceptional leadership abilities and strong interpersonal skills.

Communicate effectively with guests and colleagues in a professional manner.

Manage and address verbal and written complaints.

Oversee essential operational processes in both front office and housekeeping departments.

Apply revenue management theories to optimise revenues within budget constraints.
- ## Entry Criteria
- Successful completion of ITS's Diploma in Rooms Division Operations at MQF/EQF Level 4.
- ## Possible Career Opportunities
- Night Auditor
 - Duty Manager
 - Reservations Manager
 - Front Office Manager
 - Executive Housekeeper
 - Hospitality Guest Relations Manager
 - Front Office and Guest Relations Manager
 - Hospitality Customer Experience Manager
 - Hotel Manager
- These are just some indicative career opportunities. For more information, please refer to the 'Glossary of Roles' page.
- ## Academic Progression
- Successful completion of this programme leads to entry into the second year of the Bachelor in International Hospitality Management (Hons) with Specialisations.
-
-
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Programme Code: H-TTM

Undergraduate Diploma in Travel and Tourism Management

-  **Internal Progression**
-  **MQF / EQF** **Level 5**
-  **ECTS** **60**
-  **Full-Time** **2 Semesters**
- Course Duration: 1 Year**
-  **Location** **On Campus Learning**

Programme Learning Outcomes

- Demonstrate a strong commitment to ethical conduct in the workplace, with exceptional leadership abilities and strong interpersonal skills.
- Evaluate and anticipate customer needs and expectations effectively.
- Apply knowledge related to the operation of a small business.
- Showcase expertise in marketing Malta as a popular tourist destination.

Entry Criteria

Successful completion of ITS's Diploma in Travel and Tourism Operations at MQF/EQF Level 4.

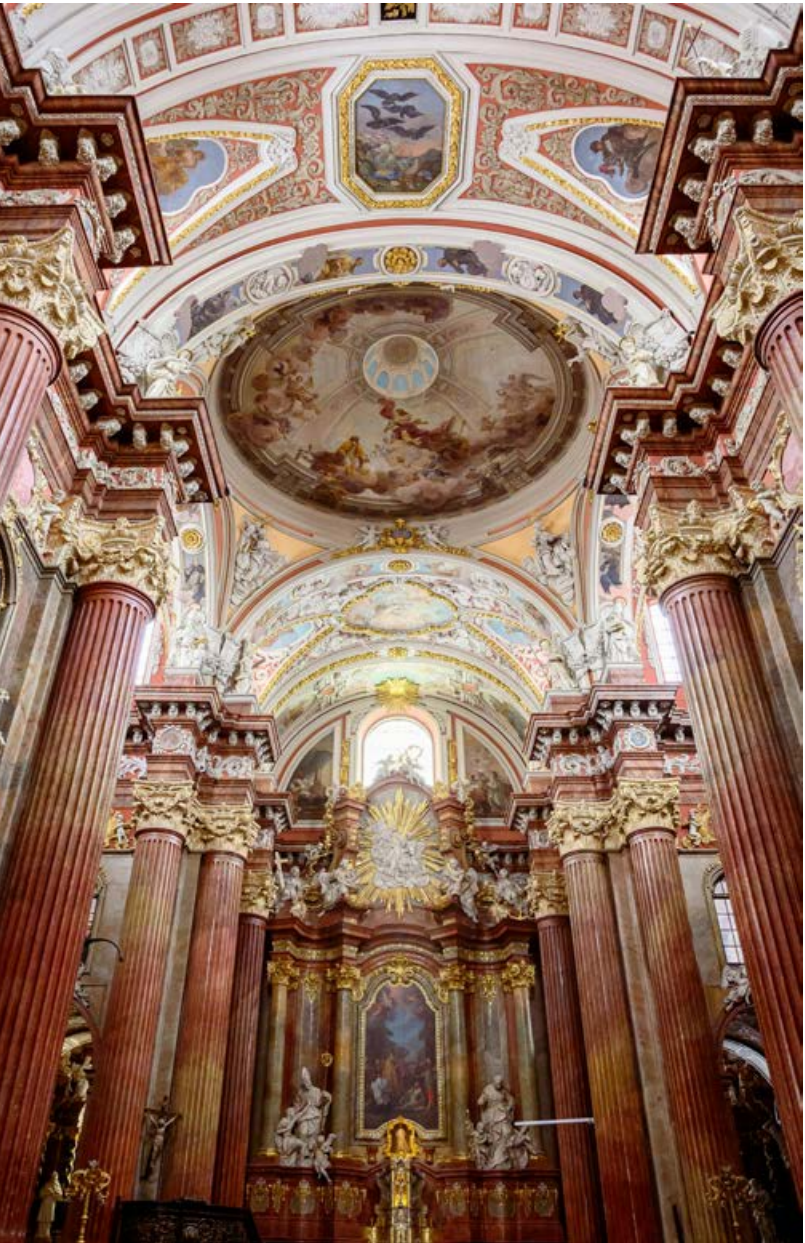
Possible Career Opportunities

- Tour Manager
- Destination Management Company (DMC) Manager
- Tourism Product Manager
- Travel Agency Manager

These are just some indicative career opportunities. For more information, please refer to the 'Glossary of Roles' page.

Academic Progression

Successful completion of this programme leads to entry into the second year of the Bachelor in International Hospitality Management (Hons) with Specialisations.





Your uniform, your identity!

Not everyone
is equipped for success...

But you can be.



10% OFF

ITS

student
discount



06 Higher National Diploma

Higher National Diploma in Tourist Guiding





Course Code for Full-time: H-TG

Course Code for Part-time: PT5TG



Programme Code for Full-time: H-TG
Programme Code for Part-time: PT5TG

Higher National Diploma in Tourist Guiding



Entry Point

MQF / EQF

ECTS

Full-Time

Part-Time

Location

Level 5

120

3 Semesters + Practicum after Semester 2

5 Semesters + 2 Practicums after Semester 2 and 5

On Campus Learning for Full-Time | Blended Learning for Part-Time

Course Duration: 1.5 Years

Course Duration: 2.5 Years

Programme Learning Outcomes

- Understand the responsibilities of a tourist guide and manage the complexities of well-organised tours effectively.
- Be creative in designing and managing historical and thematic tours.
- Evaluate and anticipate customer expectations throughout the tourist guiding process.
- Understand and communicate the rich historical and cultural content of various itineraries and sites.
- Oversee small tour groups, prioritising safety and ensuring customer satisfaction at all times.

Entry Criteria

A combination of a minimum of three (3) subjects at advanced and intermediate level, of which one (1) subject must be an A-Level pass at MQF/EQF Level 4. These must add up to a minimum of 44 points as per the provided matrix; **AND** passes at grade 5 or better in the English and Mathematics SEC examinations (SSC&P/SSQ&P Level 3).

OR

Successful completion of one of ITS's Diplomas at MQF/EQF Level 4 with a minimum of 120 ECTS (or a comparable qualification).

OR

Apply as a mature student of at least 23 years of age by the beginning of the academic year applied for, and be subject to proficiency and/or aptitude tests as directed by ITS. Furthermore, ITS reserves the right to subject the candidate to an interview and/or RPL procedure prior to acceptance. .

Possible Career Opportunities

- Freelance Tourist Guide
- Museum Interpretation Specialist
- Gallery Manager
- Tourist Information Centre Manager

These are just some indicative career opportunities. For more information, please refer to the 'Glossary of Roles' page.

Additional Information

An initial interview may be conducted upon admission to better assist students with their learning process. Special cases in admissions will be referred to ITS's Admissions Board.

Applicants must be at least 17 years old by the end of December of the academic year applied for.

No tuition fees are required for placements.

International Students

We are pleased to announce that the Higher National Diploma in Tourist Guiding part-time course will be available to students outside Malta. International students can enrol and participate online, with the requirement of two mandatory in-person visits. These visits will take place during the summer of the first and second years, each lasting seven weeks, during which all practical modules will be completed.

For information on English language requirements, please refer to the 'English Language Requirements' page.

For information on the Grade Point Equivalents, please refer to the 'Additional Information' page.

Full-time: H-TG



Part-time: PT5TG





07

Bachelor's Degree

Bachelor in Culinary Arts (Hons)

Course Code: UG-CA

Bachelor in International Hospitality Management (Hons) with Specialisations

Course Code: UG-IHM

Bachelor of Science in Diving Safety Management

Course Code for Full-time: UG-DSM

Course Code for Full-time: PT6DSM



Programme Code: UG-CA

Bachelor in Culinary Arts (Hons)

- 🎯

Entry Point
- 🎓

MQF / EQF

Level 6
- 🏛️

ECTS

240
- 📅

Full-Time

6 Academic Semesters including 1 Semester at Institut Lyfe + IITP after Semester 2 + LITP after Semester 5
- 📍

Location

Course Duration: 3 Years
On Campus Learning

Programme Learning Outcomes

- Pursue advanced studies and continue to expand knowledge in the field of culinary arts.
- Adhere to social, scientific, cultural, and ethical values throughout the processes of collecting, analysing, applying, and reporting data in this field.
- Apply information and communication skills as required in the area of study.
- Develop and evaluate advanced skills in culinary arts and specific specialty areas of food production, whilst staying current with modern food production trends.

In collaboration with Institut Lyfe in France



Entry Criteria

- A combination of a minimum of three (3) subjects at advanced and intermediate level, of which one (1) subject must be an A-Level pass at MQF/EQF Level 4. These must add up to a minimum of 44 points as per the provided matrix; **AND** passes at grade 5 or better in the English and Mathematics SEC examinations (SSC&P/SSQ&P Level 3); **AND** at least four (4) years of documented relevant experience in an industrial kitchen.
- OR
- Successful completion of ITS's Diploma in Food Preparation and Production Operations at MQF/EQF Level 4 with a minimum of 120 ECTS.
- OR

- Successful completion of the Preparatory Course for the Bachelor in Culinary Arts (Hons) at MQF/EQF Level 4 with a minimum of 60 ECTS.
- OR
- Successful completion of ITS's Undergraduate Diploma in Food Preparation and Production Management at MQF/EQF Level 5 with a minimum of 60 ECTS. Students meeting this criterion will be admitted to the 2nd year of the degree.
- OR
- Apply as a mature student of at least 23 years of age by the beginning of the academic year applied for, and be subject to proficiency and/or aptitude tests as directed by ITS. Additional requirements include: (i) at least 4 years of relevant documented experience in an industrial kitchen; or (ii) successful completion of the Preparatory Course for the Bachelor in Culinary Arts (Hons) at MQF/EQF Level 4 with a minimum of 60 ECTS. Furthermore, ITS reserves the right to subject the candidate to an interview and/or RPL procedure prior to acceptance.
- Note
- ITS offers a preparatory year for individuals who may not have prior experience in the field of culinary arts. Please refer to programme code 'CD-PCBCA' for more information regarding programme details and entry requirements.
- Exit Award
- Students who successfully complete the first year of this programme and attain a minimum of 60 ECTS at MQF/EQF Level 5 will be awarded an

- Undergraduate Diploma in Food Preparation and Production Management.
- Possible Career Opportunities
- Private Chef
 - Chef de Cuisine (Head Chef)
 - Food and Beverage Manager

- Food and Beverage Director
 - Culinary Director
 - Executive Chef
- These are just some indicative career opportunities. For more information, please refer to the 'Glossary of Roles' page.
- Additional Information
- An initial interview may be conducted upon admission to better assist students with their learning process. Special cases in admissions will be referred to ITS's Admissions Board.
- Students are required to provide a Food Handling License B in the Application Form. Applicants who have not yet obtained the license during the application phase will be instructed on the Application Form to enrol in the Food Handling course, which will lead to License B.
- Applicants must be at least 17 years old by the end of December of the academic year applied for.
- For information on English language requirements, please refer to the 'English Language Requirements' page.
- For information on the Grade Point Equivalents, please refer to the 'Additional Information' page.
-
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Programme Code: UG-IHM

Bachelor in International Hospitality Management (Hons) with Specialisations

- 🎯

Entry Point
- 🎓

MQF / EQF

Level 6
- 🏛️

ECTS

240
- 📅

Full-Time

6 Academic Semesters including 1 Semester at HHUAS + IITP after Semester 2 + LITP after Semester 5
- 📍

Location

Course Duration: 3 Years
On Campus Learning

Programme Learning Outcomes

- Oversee hospitality operations on a global scale.
- Understand both fundamental and complex theories in the management and leadership industry.
- Thoroughly understand and effectively apply advanced marketing principles.
- Adhere to social, scientific, cultural, and ethical values throughout the process of collecting, analysing, applying, and reporting data in the field.
- Apply information and communication skills as required in this area of study.
- Innovate operations to attract new business.
- Explore various techniques employed in finance, spa and wellness, human resources, and food and beverage service and events, with the option to specialise in one of these departments.

In collaboration with Haaga-Helia University of Applied Sciences (HHUAS) in Finland



Entry Criteria

- A combination of a minimum of three (3) subjects at advanced and intermediate level, of which one (1) subject must be an A-Level pass at MQF/EQF Level 4. These must add up to a minimum of 44 points as per the provided matrix; **AND** passes at grade 5 or better in the English, and Mathematics SEC examinations (SSC&P/SSQ&P Level 3).
- OR
- Successful completion of one of ITS's Diplomas at MQF/EQF Level 4 with a minimum of 120 ECTS (or comparable qualification).
- OR
- Successful completion of the Preparatory Course for the Bachelor in Culinary Arts (Hons) at MQF/EQF Level 4 with a minimum of 60 ECTS.
- OR
- Successful completion of one of ITS's Undergraduate Diplomas at MQF/EQF Level 5 with a minimum of 60 ECTS. Students meeting this criterion will be admitted to the 2nd year of the degree.
- OR
- Apply as a mature student of at least 23 years of age by the beginning of the academic year applied for, and be subject to proficiency and/or aptitude tests as directed by ITS. Furthermore, ITS reserves the right to subject the candidate to an interview and/or RPL procedure prior to acceptance.

Exit Award

Students who successfully complete the first year of this programme and attain a minimum of 60 ECTS at MQF/EQF Level 5 will be awarded an Undergraduate Diploma in International Hospitality Management.

Additional Information

- An initial interview may be conducted upon admission to better assist students with their learning process. Special cases in admissions will be referred to ITS's Admissions Board.
- Applicants must be at least 17 years old by the end of December of the academic year applied for.
- For information on English language requirements, please refer to the 'English Language Requirements' page.
- For information on the Grade Point Equivalents, please refer to the 'Additional Information' page.



Areas of specialisation within the Bachelor in International Hospitality Management (Hons)

With Finance

Programme Learning Outcomes

Gain extensive expertise in international hospitality management, with a focus on finance, in a dynamic environment.

Identify and address complex social, cultural, and environmental challenges in the ever-changing international hospitality industry, particularly within the finance sector.

Provide a comprehensive overview of the responsibilities, regulations, protocols, and functions within the finance department.

Demonstrate strong managerial skills within the finance department.

Possible Career Opportunities

- Sales and Marketing Assistant
- Property Manager
- Hospitality Revenue Manager
- Finance Manager
- Financial Controller

These are just some indicative career opportunities. For more information, please refer to the 'Glossary of Roles' page.

With Food and Beverage Service and Events

Programme Learning Outcomes

Gain extensive expertise in international hospitality management, with a focus on food and beverage service and events, in a dynamic environment.

Identify and address complex social, cultural, and environmental challenges in the ever-changing international hospitality industry, particularly within the food and beverage service and events sectors.

Provide a comprehensive overview of the responsibilities, regulations, protocols, and functions within the food and beverage service and events departments.

Demonstrate strong managerial skills within the food and beverage service and events departments.

Possible Career Opportunities

- Sales and Marketing Assistant
- Property Manager
- Food and Beverage Outlet Manager
- Events Planner
- Events Manager
- Food and Beverage Manager

These are just some indicative career opportunities. For more information, please refer to the 'Glossary of Roles' page.



With Human Resources

Programme Learning Outcomes

Gain extensive expertise in international hospitality management, with a focus on human resources, in a dynamic environment.

Identify and address complex social, cultural, and environmental challenges in the ever-changing international hospitality industry, particularly within the human resources sector.

Provide a comprehensive overview of the responsibilities, regulations, protocols, and functions within the human resources department.

Demonstrate strong managerial skills within the human resources department.

Possible Career Opportunities

- Sales and Marketing Assistant
- Property Manager
- Customer Relations Manager
- Employee Relations Manager
- Human Resources Manager

These are just some indicative career opportunities. For more information, please refer to the ‘Glossary of Roles’ page.



With Spa and Wellness

Programme Learning Outcomes

Gain extensive expertise in international hospitality management, with a focus on spa and wellness, in a dynamic environment.

Identify and address complex social, cultural, and environmental challenges in the ever-changing international hospitality industry, particularly within the spa and wellness sector.

Provide a comprehensive overview of the responsibilities, regulations, protocols, and functions within the spa and wellness department.

Demonstrate strong managerial skills within the spa and wellness department.

Possible Career Opportunities

- Sales and Marketing Assistant
- Property Manager
- Spa Supervisor
- Spa and Wellness Manager

These are just some indicative career opportunities. For more information, please refer to the ‘Glossary of Roles’ page.





Programme Code for Full-time: UG-DSM
Programme Code for Part-time: PT6DSM

Bachelor of Science in Diving Safety Management

🎯

Entry Point

🎓

MQF / EQF

Level 6

🏛️

ECTS

180

📅

Full-Time

6 Semesters + 2 Work Placements

Part-Time

8 Semesters + 2 Work Placements

Course Duration: 3 Years

Course Duration: 4 Years

📍

Location

Blended Learning

Programme Learning Outcomes

- Comprehensively understand risk assessment in relation to scuba diving and develop innovative strategies to minimise risks.
- Thoroughly understand human physiology and its relationship to regular/ frequent diving activities, including recreational, technical, and free diving.
- Gain a solid understanding of business operations, including human resource management functions within the leisure industry.
- Comprehensively understand the different components of diving equipment and the specific gear used for various types of diving, such as recreational, technical, free diving, research diving, and related activities.
- Identify diving-related hazards and injuries, and their treatment, including basic first aid and advanced procedures like the use of hyperbaric chambers.
- Use established techniques to support and collaborate with recompression chamber facilities in training and emergency response.

In collaboration with DAN Europe



Entry Criteria

- A combination of a minimum of three (3) subjects at advanced and intermediate level, of which one (1) subject must be an A-Level pass at MQF/EQF Level 4. These must add up to a minimum of 44 points as per the provided matrix; **AND** passes at grade 5 or better in the English and Mathematics SEC examinations (SSC&P/SSQ&P Level 3).
- OR
- Successful completion of one of ITS's Diplomas at MQF/EQF Level 4 with a minimum of 120 ECTS (or a comparable qualification).
- OR
- Successful completion of one of ITS's Undergraduate Diplomas at MQF/ EQF Level 5 with a minimum of 60 ECTS (or a comparable qualification).
- OR
- Apply as a mature student of at least 23 years of age by the beginning of the academic year applied for, and be subject to proficiency and/or aptitude tests as directed by ITS. Furthermore, ITS reserves the right to subject the candidate to an interview and/or RPL procedure prior to acceptance.

Additional Entry Criteria

In addition to the aforementioned entry criteria, applicants must have an EN standard Level 2 diving certification (such as the PADI Rescue Diver or an equivalent certification from a recognised agency) and a minimum of thirty (30) logged dives. These requirements are mandatory due to the practical diving components of the programme. Candidates who do not meet both of these requirements may still enrol, but they will need to provide evidence of meeting these requirements by the end of the first semester of the first academic year. Applicants are also required to complete and submit a Diver Medical Participant Questionnaire, which can be found on the ITS website.

Possible Career Opportunities

- Gas Blender
 - Hyperbaric Chamber Operator
 - Research Diver
 - Diving Operations Manager
 - Diving Business Manager
- Diving Medical Technician
 - Scientific Diver
 - Scuba Diving Instructor
 - Diving Safety Officer
 - Diving Director

These are just some indicative career opportunities. For more information, please refer to the 'Glossary of Roles' page.

Additional Information

- An initial interview may be conducted upon admission to better assist students with their learning process. Special cases in admissions will be referred to ITS's Admissions Board.
- Applicants must be at least 17 years old by the end of December of the academic year applied for.
- No tuition fees are required for placements.
- For information on English language requirements, please refer to the 'English Language Requirements' page.
- For information on the Grade Point Equivalents, please refer to the 'Additional Information' page.

Full-time: UG-DSM



Part-time: PT6DSM



We are ITS

From a young age, I always wanted to cook. Spending my childhood with my grandmother, who was always baking, left a lasting impact. My first job was in a hotel, working with sweets, and it felt like a hobby, not work. After finishing secondary school, I gained more experience in catering, confirming my passion. Although my parents hoped I'd go to university, I chose catering, studying Home Economics and then enrolling at the Institute of Tourism Studies. After a year in a hotel's front office, I pursued a Diploma in Food Preparation and Production, including an internship in Hungary. I am currently pursuing the Bachelor Degree in Culinary Arts at ITS, while managing my own business and serve my creations. I believe that age is just a number, and I hope to inspire young aspiring chefs to chase their dreams.



Jeanine Vella
Bachelor in Culinary Arts (Hons)
– Pastry Chef
Photo Credit: The People of Malta

In 2014, my journey began during my studies in Hungary when an opportunity arose for a month-long work experience in Malta. Little did I know, this picturesque island would capture my heart. Working as a waiter in one of Malta's leading five-star hotels ignited my passion for hospitality and cemented my desire to make Malta my home. Upon returning to Hungary to complete my studies in Eger, I couldn't shake the pull of Malta's allure. Determined to pursue my dreams, I enrolled at the Institute of Tourism Studies in Malta, where I found the perfect platform to expand my horizons. The highlight of my time at ITS was undoubtedly the immersive internships, which took me abroad to experience diverse cultures and work alongside inspiring individuals. Armed with the invaluable skills and knowledge gained from ITS, I embarked on a journey across Europe, gaining invaluable experience in Michelin-starred restaurants. Each experience shaped me, broadening my perspective and deepening my passion for the culinary arts. Today, I am proud to hold the esteemed position of Assistant Food & Beverage Manager at Xara Palace Relais & Chateaux Malta. Contributing to one of Malta's most iconic Boutique Hotels is not just a career milestone; it's a testament to the transformative power of education and the unwavering support of institutions like ITS. My journey from Hungary to Malta has been nothing short of extraordinary, and I am immensely grateful for every opportunity, experience, and lesson along the way. As I continue to grow and thrive in the hospitality industry, I carry with me the indelible mark of my time at ITS and the profound impact it has had on my professional journey.



Istvan Zsoka
Bachelor in International Hospitality Management (Hons) – Assistant Food & Beverage Manager at Xara Palace Relais & Chateaux Malta

The hospitality industry urgently needs young talent, offering tremendous growth opportunities. Eight years ago, I enrolled in the Foundation Course at the Institute of Tourism Studies, and today, I work as a Food Safety Consultant. I'm now pursuing a Master's in Business Administration at ITS. This industry offers endless possibilities for those willing to grow. I initially wanted to become an architect but left after four weeks. Thanks to a friend, I joined ITS and felt instantly welcome. After completing the Foundation Course, I earned a Certificate in Food and Preparation and later a diploma, which included a year in Edinburgh. Throughout my journey, I worked at various levels in the hospitality industry. My current role involves conducting food safety inspections in restaurants and hotels. ITS played a key role in my success, and I seized every opportunity the industry offered.



Britney Bugeja
Master in Business Administration in International Hospitality Management – Food Safety Consultant
Photo Credit: The People of Malta

One of my passions is diving, which led me to apply in a unique course at the Institute of Tourism Studies – a Bachelor's in Diving Safety Management. Malta's strong diving tourism sector makes this course ideal for advancing my career. Growing up by the sea in Birżebbugia, I was always fascinated with diving. At 17, I tried diving for the first time and loved it. During COVID, I completed an Open Water course and never looked back. Before joining ITS, I was studying IT but decided to pursue diving after discovering this course. I've just completed my first year, learning about diving law, insurance, and risk assessment, and I'm working towards becoming a Dive Master. I also enjoy underwater photography and often dive with a colleague to capture the beauty of the underwater world.



Shaun Cardona
Bachelor of Science in Diving Safety Management
Photo Credit: The People of Malta

The climate change crisis is a global challenge, and my country, Lesotho, is no exception to its impacts. This Diploma in Climate-Friendly Travel has been invaluable in equipping me to raise awareness and influence both the government of Lesotho and its citizens to recognise and address climate change. The course deepened my understanding of climate change negotiations, and as a result, I was selected to represent Lesotho as a delegate at the UNFCCC COP27 climate change negotiations. This programme has empowered me to actively contribute to finding solutions for a sustainable future.



Letsatsi Phinehas Lekhooa
Diploma in Climate-Friendly Travel – Climate Change Research Associate





08 Master's Degree

**Master in Business Administration in International
Hospitality Management**

Course Code: PG-MBA


Master of Arts in Heritage Interpretation


Course Code: PG-MAHI





Programme Code: PG-MBA


Master in Business Administration in International Hospitality Management

 Entry Point

 MQF / EQF

 ECTS

 Part-Time

 Location

Level 7

90

3 Semesters + 1 Semester
Dissertation

Course Duration: 2 years

Online Learning on a
Part-time Basis

Programme Learning Outcomes

- Systematically devise innovative strategies for hospitality business operations.
- Efficiently oversee various hospitality operations on a global scale.
- Implement best practices and apply complex theories of hospitality business management in the most efficient and effective ways.
- Creatively apply advanced hospitality marketing principles.
- Promote social, scientific, cultural, and ethical values throughout the process of collecting, analysing, applying, and reporting data in the hospitality business field.
- Employ innovative techniques in hospitality business operations to maintain and attract new customers.

Entry Criteria

- A relevant Bachelor's degree at MQF/EQF Level 6 with a minimum of 180 ECTS, awarded at second class or better.
- OR
- A Bachelor's degree at MQF/EQF Level 6 and a portfolio evidencing relevant work experience of at least three (3) years.
- OR
- A full qualification at MQF/EQF Level 5 with a minimum of 60 ECTS in Tourism, Hospitality, Business, or Management, along with six (6) years of proven work experience at a supervisory/managerial level. Applicants may also be requested to submit a portfolio showcasing their writing and analytical skills to ensure they can actively engage in the programme.
- OR
- Ten years of proven work experience at a supervisory/managerial level. Applicants may also be requested to submit a portfolio showcasing their writing and analytical skills to ensure they can actively engage in the programme.

Possible Career Opportunities

- Customer Relations Director
- Senior Property Manager
- Spa and Wellness Senior Manager
- Senior Destination Manager
- Senior Revenue Manager
- Sales and Marketing Senior Manager

- Human Resources Senior Manager
- Finance Senior Manager
- Administrative Director
- General Manager

These are just some indicative career opportunities. For more information, please refer to the 'Glossary of Roles' page.

Additional Information

- An initial interview may be conducted upon admission to better assist students with their learning process. Special cases in admissions will be referred to ITS's Admissions Board.
- Tuition fees are required for taught components (3 semesters).
- For information on English language requirements, please refer to the 'English Language Requirements' page.





Programme Code: PG-MAHI

Master of Arts in Heritage Interpretation

🎯	Entry Point	
🎓	MQF / EQF	Level 7
🏛️	ECTS	90
📅	Part-Time	4 Semesters + Practicum + 2 Semesters Dissertation
	Course Duration:	3 Years
📍	Location	Online Learning

Programme Learning Outcomes

- Devise innovative strategies for heritage interpretation applicable in various settings, particularly within the tourism and education sectors.
- Conduct thorough research and take the initiative to propose new studies in heritage interpretation that will contribute significantly to both local and international heritage and tourism sectors.
- Critically assess stakeholders/audiences/clients who will benefit from a well-designed heritage interpretation product, and develop research methods to segment the audience, ensuring a diverse range of clients has the best heritage interpretation experience.
- Collaborate comprehensively with ICT professionals during the development of heritage interpretation technology, carefully evaluating the entire process from planning to implementation and review.
- Critically review the existing methods of heritage interpretation in heritage and tourism attractions.

Entry Criteria

- A relevant Bachelor's degree at MQF/EQF Level 6 with a minimum of 180 ECTS, awarded at second class or better.
- OR
- A Bachelor's degree at MQF/EQF Level 6 and a portfolio evidencing relevant work experience of at least three (3) years.
- OR
- A full qualification at MQF/EQF Level 5 with a minimum of 120 ECTS and a portfolio showcasing the applicant's writing and analytical skills to ensure active engagement in the programme. Additionally, a minimum of 5 years of work experience at a professional and/or executive level is required.

Possible Career Opportunities

- Docent
- Multimedia Producer
- Museum Collections Officer
- Historical Interpretation Consultant
- Exhibitions Manager
- Heritage Curator
- Visitor Experience Manager
- Heritage Manager

These are just some indicative career opportunities. For more information, please refer to the 'Glossary of Roles' page.

Additional Information

- An initial interview may be conducted upon admission to better assist students with their learning process. Special cases in admissions will be referred to ITS's Admissions Board.
- Tuition fees are required for taught components (4 semesters).
- This programme offers students the opportunity to enrol in an additional top-up programme focused on tourist guiding. Eligible students can begin this top-up programme in their second year of studies. Upon successful completion of both this programme and the top-up programme, postgraduates will be eligible to apply for a tourist guiding license.
- For information on English language requirements, please refer to the 'English Language Requirements' page.



Glossary of Roles

Events	
Certificate	<p>Events Assistant: This role supports event planning and execution by handling administrative tasks and assisting with coordination.</p> <p>Events Crew: This refers to the on-site team responsible for setting up, operating, and breaking down event equipment and stages.</p> <p>Event Sales Assistant: This role involves assisting in the promotion and sales of event services or products to clients.</p>
Diploma	<p>Catering Coordinator: This role plans and coordinates catering services for events, ensuring that food and drinks are delivered as planned.</p> <p>Events Coordinator: This role oversees the planning and organisation of events, ensuring all details align with client requirements.</p> <p>Event Sales Representative: This role is responsible for generating leads and closing deals for event services or venues.</p> <p>Events Supervisor: This role involves managing and supervising event staff to ensure the smooth operation of events.</p>
Undergraduate Diploma	<p>Events Planner: This role plans, coordinates, and manages all aspects of events, including logistics, scheduling, and vendor coordination.</p> <p>Conference and Banquet Manager: This role involves overseeing the planning and execution of conferences and banquets.</p> <p>Fair and Convention Coordinator: This role plans and coordinates large-scale fairs and conventions, handling logistics and vendor relations.</p> <p>Events Specialist: This is an expert in creating, managing, and executing specialised events to meet specific goals.</p> <p>Event Sales and Marketing Manager: This role combines sales and marketing strategies to promote and sell event services or venues.</p> <p>Destination Management Company (DMC) Manager: This role organises travel, events, and activities for clients in a specific location.</p> <p>Events Manager: This role oversees all aspects of an event, from planning to execution, ensuring it meets the client's objectives.</p>

Food and Beverage Service	
Certificate	<p>Commis de Rang: This refers to a junior waiter or assistant server in a restaurant.</p> <p>Commis de Bar: This refers to a junior bartender or bar assistant.</p>
Diploma	<p>Chef de Rang: This is a senior waiter responsible for a specific section of the restaurant.</p> <p>Bartender: This is the person who prepares and serves drinks at a bar.</p> <p>Junior Maître d'Hôtel: This refers to a junior maître d', who assists in overseeing the dining room service.</p> <p>Banqueting Supervisor: This role involves supervising banqueting events to ensure smooth operations.</p> <p>Bar Supervisor: This role involves overseeing the daily operations of a bar.</p>
Undergraduate Diploma	<p>Assistant Food and Beverage Manager: This role involves assisting the Food and Beverage Manager in overseeing food and beverage operations.</p> <p>Restaurant Manager: This role involves managing the overall operations of a restaurant.</p> <p>Bar Manager: This refers to a manager responsible for overseeing multiple bars or a bar within a larger establishment.</p> <p>Banqueting Manager: This role involves managing all aspects of banqueting events.</p> <p>Food and Beverage Manager: This role oversees daily food and beverage operations within a specific venue, managing staff, ensuring service quality, and handling inventory and customer service.</p>

Food Preparation and Production	
Certificate	<p>Kitchen Porter: This role involves cleaning and basic food preparation tasks in the kitchen.</p> <p>Commis Chef: This refers to a junior chef who works under a Chef de Partie.</p>
Diploma	<p>Chef de Partie: This role involves managing a specific section of the kitchen, also known as a 'station chef'.</p> <p>Pastry Chef de Partie: This is a Chef de Partie who specialises in the pastry section of the kitchen.</p> <p>Chef Tournant: Also known as a 'relief chef' or 'roundsman', this role involves rotating between different sections of the kitchen as needed.</p>
Undergraduate Diploma	<p>Pastry Chef: This is a chef specialising in desserts, baked goods, and other pastry items, often heading the pastry section.</p> <p>Sous Chef: This role is the second-in-command in the kitchen, assisting the Head Chef.</p> <p>Food and Beverage Manager: This role oversees daily food and beverage operations within a specific venue, managing staff, ensuring service quality, and handling inventory and customer service.</p> <p>Chef de Cuisine (Head Chef): This is the top chef responsible for overseeing all kitchen operations and menu creation, particularly in a high-end restaurant or establishment. In larger establishments, this role is also known as the Executive Chef, where they manage the entire kitchen.</p>

Rooms Division	
Certificate	<p>Room Attendant: This is the standard term for staff responsible for cleaning and preparing guest rooms.</p> <p>Linen Attendant: This role involves managing and distributing linens within a hotel, including laundry duties.</p> <p>Housekeeping Attendant: This refers to staff who maintain the cleanliness and order of a hotel or establishment.</p> <p>Public Area Attendant: This role is responsible for cleaning and maintaining the public areas of a hotel, such as lobbies, restrooms, and hallways.</p> <p>Porter: This is a staff member who assists guests with luggage and provides other basic services, also known as a bellhop in some regions.</p> <p>Guest Service Centre Operator: This role involves handling guest enquiries and requests, usually via phone or communication systems in a hotel.</p>
Diploma	<p>Receptionist: This is a staff member who handles guest check-ins, check-outs, and other front desk duties, often in a hotel or office.</p> <p>Guest Service Agent: This role involves assisting guests with check-in, check-out, and other guest services at the front desk.</p> <p>Reservations Agent: This role handles bookings and reservations for guests.</p> <p>Junior Concierge: This refers to an entry-level position assisting the Concierge with guest services, such as booking tickets, arranging transportation, and providing local information.</p> <p>Junior Night Auditor: This refers to an entry-level position assisting with night-time accounting and front desk duties in a hotel.</p> <p>Housekeeping Supervisor: This role supervises the housekeeping staff, ensuring cleanliness and order in guest rooms and public areas.</p> <p>Front Office Shift Leader: This role supervises the front desk team during a specific shift, ensuring smooth operations.</p>

Rooms Division	
Undergraduate Diploma	<p>Night Auditor: This role involves managing overnight front desk operations and completing daily financial reports.</p> <p>Duty Manager: This role is responsible for overseeing the operations of a hotel or establishment during a specific shift, ensuring everything runs smoothly.</p> <p>Reservations Manager: This role manages the reservations department, overseeing booking processes and ensuring guest satisfaction.</p> <p>Front Office Manager: This role oversees all front desk operations, ensuring efficient guest service and smooth check-in/check-out processes.</p> <p>Executive Housekeeper: This role is responsible for managing the housekeeping department, ensuring all rooms and public areas are clean and well-maintained.</p> <p>Hospitality Guest Relations Manager: This role focuses on ensuring guests have an excellent experience, handling any issues or special requests.</p> <p>Front Office and Guest Relations Manager: This combined role oversees both front office operations and guest relations to ensure a high level of guest satisfaction.</p> <p>Hospitality Customer Experience Manager: This role focuses on enhancing the overall customer experience in a hospitality setting, ensuring guests have a positive and memorable stay.</p> <p>Hotel Manager: This role involves overseeing all operations within a hospitality establishment.</p>

Travel and Tourism	
Certificate	<p>Tourist Information Agent: This role focuses on customer service, involving direct assistance to visitors at tourist information centres by providing maps, recommendations, and answers to queries.</p> <p>Ticketing Agent: This role involves selling tickets for travel, events, or attractions, typically at a counter or kiosk.</p> <p>Airport Handling Agent: This role involves assisting tour operators with airport-related logistics and guest services.</p> <p>Excursion Sales Agent: This role involves selling excursions and tours to travellers, often in resorts or cruise terminals.</p> <p>Tour Operations Assistant: This role supports the administrative and logistical functions of tour operations, including bookings and itinerary management.</p>
Diploma	<p>Travel Agent: This role involves booking travel arrangements such as flights, accommodations, and tours for clients, often working for a travel agency and focusing on selling pre-packaged travel services.</p> <p>Cruise Consultant: This role involves booking and managing cruise vacations for clients.</p> <p>Tour Operator Representative: This role involves working for a specific tour operator, responsible for assisting travellers at their destination, coordinating activities, and resolving issues related to the tour package.</p> <p>Tour Representative: This role involves managing or assisting with tours, providing information, guiding, and handling logistics. It may not be tied to a specific tour operator and can apply to various travel-related organisations.</p> <p>Tourist Information Officer: This role is responsible for overseeing staff, and providing comprehensive guidance and support to visitors. It may also involve administrative duties and coordination with local businesses or attractions.</p> <p>Tourism Promotion Agent: This role involves promoting a destination, attraction, or service to potential tourists, often through marketing and public relations efforts.</p> <p>Travel Consultant: This role involves providing personalised travel planning and expert advice, tailoring travel recommendations to clients' specific preferences and needs, often with a focus on more customised or specialised travel experiences.</p> <p>Airport Liaison Officer: This role involves coordinating between an organisation (such as a tour operator or airline) and the airport to ensure smooth operations.</p>

Travel and Tourism	
Undergraduate Diploma	<p>Tour Manager: This role involves leading and managing group tours, ensuring the itinerary is followed and addressing any issues that arise.</p> <p>Destination Management Company (DMC) Manager: This role organises travel, events, and activities for clients in a specific location.</p> <p>Tourism Product Manager: This role involves developing and managing tourism-related products and services, such as tours, packages, or attractions.</p> <p>Travel Agency Manager: This role involves managing the operations of a travel agency, including staff supervision, client relations, and business development.</p>

Climate-Friendly Travel	
Diploma	<p>Sustainable Travel Consultant: This role involves educating individuals and organisations on sustainable travel practices and eco-friendly transportation options.</p> <p>Corporate Social Responsibility (CSR) Manager: This role oversees and manages a company's efforts to operate ethically and contribute positively to society and the environment.</p> <p>Sustainability Manager: This role involves developing and implementing strategies to minimise environmental impact and promote sustainable practices within an organisation.</p>

Tourist Guiding	
Higher National Diploma	Freelance Tourist Guide: This role provides personalised tours and expert information to visitors on a contract basis, often specialising in specific locations or themes.
	Museum Interpretation Specialist: This role involves developing and delivering educational and engaging content to enhance visitor understanding and experience of museum exhibits.
	Gallery Manager: This role manages the operations and visitor services of an art gallery, ensuring smooth daily activities and maintenance.
	Tourist Information Centre Manager: This role oversees the operations of a tourist information centre, providing guidance and assistance to travellers and managing staff and resources.

Culinary Arts	
Bachelor's Degree	Private Chef: This role involves providing personalised culinary services and meal preparation for individuals or families in a private setting.
	Chef de Cuisine (Head Chef): This is the top chef responsible for overseeing all kitchen operations and menu creation, particularly in a high-end restaurant or establishment. In larger establishments, this role is also known as the Executive Chef , where they manage the entire kitchen.
	Food and Beverage Manager: This role oversees daily food and beverage operations within a specific venue, managing staff, ensuring service quality, and handling inventory and customer service.
	Culinary Director: This role involves developing and directing the overall culinary strategy and standards for multiple establishments or a large food service organisation.
	Food and Beverage Director: This role involves developing and implementing strategic plans for food and beverage operations across multiple venues or departments, overseeing budgets, setting policies, and coordinating with other departments.

Diving Safety Management	
Bachelor's Degree	Gas Blender: This role prepares and mixes gases for diving operations, including oxygen and helium mixtures, ensuring accurate and safe gas formulations for divers.
	Diving Medical Technician: This role provides medical support and emergency care for divers, including treatment for diving-related injuries and illnesses.
	Hyperbaric Chamber Operator: This role operates and maintains hyperbaric chambers used for therapeutic treatments and decompression, ensuring safety and proper function.
	Scientific Diver: This role involves performing underwater tasks related to scientific research, including data collection and environmental monitoring, often for academic or environmental organisations.
	Research Diver: This role involves conducting underwater research and data collection for scientific studies, often working in academic or research institutions.
	Scuba Diving Instructor: This role involves teaching and certifying individuals in scuba diving techniques and safety, often leading dive excursions and training sessions.
	Diving Safety Officer: This role ensures adherence to safety regulations and protocols for diving operations, conducting risk assessments and safety training.
	Diving Operations Manager: This role manages and supervises diving operations, ensuring compliance with safety standards and coordinating diving activities.
	Diving Business Manager: This role manages the business aspects of a diving operation, including administration, financial management, marketing, and client relations.
	Diving Director: This role oversees all diving operations and programmes, managing staff, safety protocols, and dive site activities within an organisation or facility.

International Hospitality Management	
Bachelor's Degree with Specialisation in Finance	Sales and Marketing Assistant: This role supports the sales and marketing team by coordinating campaigns, managing promotional materials, and assisting with market research and client communications.
	Property Manager: This role manages the day-to-day operations of residential or commercial properties, handling maintenance, tenant relations, and administrative tasks.
	Hospitality Revenue Manager: This role analyses market trends and data to optimise pricing and revenue strategies for accommodations and services in the hospitality industry.
	Finance Manager: This role develops financial strategies, manages budgets and forecasts, and oversees financial planning and analysis to support organisational objectives.
	Financial Controller: This role manages financial reporting, budgeting, and compliance, overseeing the accounting department and ensuring accurate financial information and controls.
Bachelor's Degree with Specialisation in Food and Beverage Service and Events	Sales and Marketing Assistant: This role supports the sales and marketing team by coordinating campaigns, managing promotional materials, and assisting with market research and client communications.
	Food and Beverage Outlet Manager: Oversees the operations of a specific food and beverage outlet, such as a restaurant or bar, managing staff, service quality, and inventory.
	Events Planner: This role plans, coordinates, and manages all aspects of events, including logistics, scheduling, and vendor coordination, to ensure successful execution.
	Events Manager: This role plans, coordinates, and executes events and functions, managing logistics, vendor relationships, and ensuring successful event execution and client satisfaction.
	Food and Beverage Manager: This role oversees daily food and beverage operations within a specific venue, managing staff, ensuring service quality, and handling inventory and customer service.

International Hospitality Management	
Bachelor's Degree with Specialisation in Human Resources	Sales and Marketing Assistant: This role supports the sales and marketing team by coordinating campaigns, managing promotional materials, and assisting with market research and client communications.
	Property Manager: This role manages the day-to-day operations of residential or commercial properties, handling maintenance, tenant relations, and administrative tasks.
	Customer Relations Manager: This role manages and enhances the relationship between the company and its customers, focusing on improving customer satisfaction, handling complaints, and developing customer service strategies.
	Employee Relations Manager: This role focuses on maintaining positive relationships between employees and management, addressing workplace issues, and handling conflict resolution and employee grievances.
	Human Resources Manager: This role oversees HR operations, including recruitment, employee relations, and compliance with labour laws, ensuring effective HR practices within the organisation.
Bachelor's Degree with Specialisation in Spa and Wellness	Sales and Marketing Assistant: This role supports the sales and marketing team by coordinating campaigns, managing promotional materials, and assisting with market research and client communications.
	Property Manager: This role manages the day-to-day operations of residential or commercial properties, handling maintenance, tenant relations, and administrative tasks.
	Spa Supervisor: This role oversees the daily operations of a spa, including staff management, guest services, and ensuring a high standard of spa treatments and facilities.
	Spa and Wellness Manager: This role manages the operations and staff within a spa and wellness centre, focusing on both spa treatments and wellness programmes, ensuring service quality and client satisfaction.



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Credits

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