



HOSPANA

Hospitality Finance, Revenue and IT Professionals
Professional Development

**REVENUE MANAGEMENT
EDUCATION PROGRAMME**

COURSE INFORMATION

Contents

Introduction to the Revenue Management programme	3
Who it's recognised by	3
Course Structure.....	3
What you'll study	4
Price and what's included	4
How to Apply	5
What happens when I start?.....	5
Contact.....	5
HOSPA Alumni Reviews	5
FAQS	7



Introduction to the Revenue Management programme

The HOSPA Revenue Management programme is a flexible online series of courses aimed at developing hospitality Revenue Management professionals who wish to expand their knowledge of the tools and techniques used in this field.

The course will help you to develop your career in this exciting discipline by providing you with the practical skills and knowledge required to manage the Revenue Management function in hospitality. There are three Levels available, Introductory, Operational and Strategic. Completion of all three Levels leads to Certified Associate member of HOSPA.

The Revenue Management programme is for hospitality Revenue Management professionals who are seeking to:

- Develop the skills and knowledge required to manage hospitality Revenue Management divisions of the future
- Gain a more detailed understanding of the Revenue Management function of a hospitality organisation.

There are no formal qualifications for enrolment, we simply ask that applicants are preferably working in a Revenue Management or related role in a hospitality organisation.

Who it's recognised by

The People 1st Quality Mark recognises and celebrates training programmes across hospitality, travel and tourism, passenger transport and retail industries that maximise individuals' development opportunities and help raise standards across the sector.



Course Structure

The Revenue Management programme is studied in 3 Levels, each taking 5 months to complete. Each Level consists of between two and four Modules of study and an examination. Studying in your own time but working to our timetable, you are required to submit coursework assignments and pass an examination for Levels 1 and 2. The examinations are taken towards the end of each Level in January and July each year. Level 3 is assessed through coursework assignments only.

The course starts twice each year – in March and September. For example, learners starting on Level 1 in March will submit coursework assignments for Modules 1, 2, 3 and 4 in April, June, July and August respectively and sit the exam in July. You will then go on to study Level 2 in September and Level 3 the following March.

What you'll study

Level 1: Introduction to Revenue Management

Level 2: Operational Revenue Management

Level 3: Strategic Revenue Management

To view the detailed syllabus of all three Levels, please view the Revenue Management course brochure.

Price and what's included

The course costs £820 (plus VAT) per Level, **this includes everything you will need for your studies including all study materials, textbooks, tutor support, online resources, revision papers, examinations and membership with HOSPA** for the duration of your study. Overseas examinations are at the cost of the learner.

Additionally, learners and HOSPA members have free access to EBSCO Publishing's online database Business Source™ Corporate which provides full text articles from over 2,700 quality business journals covering a range of management topics including marketing, business and operations. Full details of how to log-in and search for journals and articles is provided for all learners.



Learners also have free access to current and past copies of the online Journal of Revenue & Pricing Management, via the members' website.

Additional resources are also uploaded to our "online classroom". The online classroom is a forum for learners to communicate with other learners on their course and with their tutors. Learners can post questions as well as view useful documents to help with their studies – such as revision papers and copies of current articles and features.

In addition you will also benefit from:

- Access to an exclusive members' area of the HOSPA website at www.hospa.org
- Access to an exclusive members only jobs board
- A free monthly copy of The Overview, our membership journal
- Members' pricing to attend HOSPACE, our annual conference and exhibition
- Associate (Cert) Membership of HOSPA on successful completion of all the modules
- Improved career progression and earning potential
- Networking opportunities through members' meetings and online discussion forums
- Demonstration of you and your employer's commitment to your ongoing professional development.

On successful completion of all 3 Levels, you will be awarded Certified Associate membership status of HOSPA and will be able to use the letters AHOSPA Cert RM after your name.

The Revenue Management programmes can benefit employers too:

- Through employee training, businesses could benefit from improved employee retention levels, better succession planning, reduced recruitment costs and a more motivated workforce
- The course provides access to the latest thinking in Revenue Management for the hospitality industry

How to Apply

To enrol for the Revenue Management programme, please go to www.hospa.org/education/education-programmes/enrol or complete the programme application form and return by email to education@hospa.org

What happens when I start?

When you first enrol with HOSPA you will be sent your unique membership number and log-in details to the members' website and the online classroom. You will be able to access the "Welcome Area" of the online classroom, prior to the course going live, so that you can familiarise yourself with the classroom, carry out some preliminary exercises and tasks, and chat with other learners enrolling with you.

At the beginning of the course, in March or September, learners are sent their course pack which includes their study materials, textbooks, assignments and handbook for their particular Level of study.

Contact

If you require further information regarding the Revenue Management programme, please contact the education team on +44 (0)1202 889430 or email education@hospa.org



Learner prize winners at the HOSPA Annual Awards Ceremony 2016

HOSPA Alumni Reviews

“I am pulling ideas from the course that are helping input knowledge into my team as there are some great examples of why we need to do things a certain way and by seeing it in practice it helps with the understanding. Though my background is predominantly events and reservations, I am looking to use the added knowledge to look at the different areas on the estate and within each business to see how my skills can help develop each area.”

Zena Carter
Revenue Manager
Farncombe Estate

“The HOSPA course has helped to develop my knowledge of Revenue Management and it has been really interesting learning the theory behind the practice. I’ve learned lots of new theories, skills and techniques and look forward to implementing them into my day to day work. Completing the course has definitely enhanced my skillset and developed my confidence in Revenue Management.”

Bethany Parker
Assistant Revenue Manager, Glasgow Cluster
Principal Hotel Company

“The detailed knowledge I got from the course on not only the Room Revenue side of the business but also on how important is to maintain your costs if you wish achieve the optimal profit will serve me well in future. I was unaware of the term GOPPAR & positive flow through the two very vital aspects if you wish to run a successful business.”

Pankaj Khanna
Value Centre Manager
Thistle Hotels

“PH Hotels training strategy supports the development of colleagues at all Levels of the business, we aim to provide our colleagues with the appropriate skills and knowledge to achieve excellence in their role. HOSPA is our preferred training provider as they provide us with professional training and qualifications to support our in house training. Finance and Revenue management are essential disciplines to a successful business and PH Hotels recognise by investing in our teams there are tremendous benefits for both our business and our colleagues by way of professional career development and progression and colleague engagement”

Recipient of the HOSPA Commitment to Professional Development Award 2015
Gail Hunter, Group HR Director, Principal Hayley Hotels

Visit <http://www.hospa.org/en/education/careers/learner-profiles/> to read some of our graduate profiles to see how the HOSPA Revenue Management programme has helped career aspirations in the past.

FAQS

1. If I complete all three Levels what does this lead to?

On successful completion of all three Levels, you will be awarded Certified Associate RM membership status of HOSPA and will be able to use the letters AHOSPA Cert RM after your name.

2. How long does it take to complete the course?

There are three Levels to the course, each taking five months to complete.

3. How is the course structured?

Each Level consists of two to four Modules of study, coursework assignments and, for Levels 1 & 2, an examination. Level 3 is assessed by course work assignments only (no examination). The number of assignments varies from Level to Level. The examinations are taken towards the end of each Level in January and July each year.

4. When does the course start?

The course starts twice each year – in March and September. For example, learners starting on Level 1 in March will submit assignments for Modules 1, 2, 3 and 4 in April, June, July and August respectively and sit the exam in July. They can then go on to study Level 2 in September and Level 3 the following March.

5. I have studied some aspects of Revenue Management before, does that mean I can go straight in at Level 2 or 3?

Yes, dependent on your experience and/or qualifications, you can choose the Level to suit you.

6. How many hours per study should I be doing?

This depends on the individual, but on average you should allow 4 to 6 hours of study per week.

7. What materials and resources are available to Learners?

At the beginning of the course, learners are sent their course pack and text books with details of how to access to the online classroom for ebooks and further resources.

Additionally, learners and HOSPA members have free access to EBSCO Publishing's online database Business Source™ Corporate which provides full text articles from over 2,700 quality business journals covering management, economics, finance, accounting, international business and much more. Full details of how to log-in and search for journals and articles is provided for all learners.

All HOSPA learners have complimentary access to the ejournal – Revenue & Pricing Management

Additional resources are also uploaded to our “online classroom” ~ a virtual meeting point for all learners to chat online, discuss assignments with tutors and download interesting articles and revision papers.

8. What is the online classroom for?

The online classroom is a forum for learners to communicate with other learners on their course and with their tutors. Learners can post questions as well as view useful documents to help with their studies – such as revision papers and copies of useful articles and features.

9. What recognition do I receive for completing each Level?

On successful completion of each Level you receive a certificate recording your result – either a Pass, Merit or Distinction.

The programme is also awarded with the Quality Mark from People 1st - the skills and workforce development charity for employers in the hospitality, tourism, leisure, travel, passenger transport and retail industries. The award is based on a thorough review of the design and content of training programmes, taking into account how they will help individuals contribute to the overall improvement of the sector's skills and standards.

10. How do I get help from a tutor?

A tutor is assigned to each Level of study and can be contacted by posting a message on the online classroom.

11. What happens if I can't meet an assignment deadline?

We appreciate that it is not always possible to stick rigidly to the submission deadlines. If you think you do not have sufficient time to complete your assignment on time, contact the Course Tutor so that a new submission date can be agreed. Provided you do this, you will not be penalised in your marks.

12. What happens if I don't manage a Pass or above in one of my assignments?

Depending on the circumstances, the Board of Examiners will determine what next steps are required.

13. Will I be able to continue to the next Level if I don't pass the examination?

Provided you have passed all the Module assignments you will be allowed to continue on to the next Level of study and will be given the opportunity to re-sit the examination at the next available sitting (either January or July). All examinations must be successfully completed in order to receive Certified Associate membership status.

14. What if I need to take a break in my studies?

It is possible to defer your studies to a new programme start date. All assignment grades achieved to date will be held so will not need to be repeated. There is a small deferral fee to cover administration costs.

15. What is your cancellation policy?

All payments must be received prior to the course commencing. Refunds cannot be made once a course commences.

For further information about the course please contact:

education@hospa.org

Tel 01202 889 430 or

click to: <http://hospa.org/en/education/rm/>