

FAKULTI PENGURUSAN DAN PERNIAGAAN

PELAN PENGAJIAN

PROGRAM: SARJANA MUDA PENGURUSAN PERKHIDMATAN PELANGGAN (KEPUJIAN) - BA234

STRUKTUR : E-PJJ

BERMULA PADA SEMESTER MAC 2022 (20222)

Semester	Keperluan	Kod Kursus	Nama Kursus	Jam Kredit	Final Exam	Pra-Syarat
1	Universiti	TAC401/TMC401	INTRODUCTORY ARABIC I / MANDARIN I	2	Tiada	Tiada
	Fakulti	MGT420	PRINCIPLES AND PRACTICE OF MANAGEMENT	3	Tiada	Tiada
	Fakulti	MKT420	PRINCIPLES AND PRACTICE OF MARKETING	3	Tiada	Tiada
	Fakulti	CSM452	CUSTOMER SERVICE PRINCIPLES	3		Tiada
Jumlah				11		
Semester	Keperluan	Kod kursus	Nama kursus	Jam kredit	Final Exam	Pra-Syarat
2	Universiti	TAC451/TMC451	INTRODUCTORY ARABIC II / MANDARIN II	2	Tiada	TAC401
	Fakulti	ECO415	ECONOMICS	3		Tiada
	Fakulti	ASM452	END USER APPLICATIONS	3	Tiada	Tiada
	Fakulti	HRM533	INTRODUCTION TO HUMAN RESOURCE MANAGEMENT	3	Tiada	Tiada
Jumlah				11		
Semester	Keperluan	Kod Kursus	Nama Kursus	Jam Kredit	Final Exam	Pra-Syarat
3	Universiti	TAC501/TMC501	INTRODUCTORY ARABIC III / MANDARIN III	2	Tiada	TAC451
	Fakulti	ACC407	FUNDAMENTAL FINANCIAL ACCOUNTING & REPORTING	3	Tiada	Tiada
	Fakulti	OPM530	INTRODUCTION TO OPERATIONS MANAGEMENT	3	Tiada	Tiada
	Elektif	MKT511	LEISURE AND LIFESTYLE MARKETING	3	Tiada	Tiada
Jumlah				11		
Semester	Keperluan	Kod Kursus	Nama Kursus	Jam Kredit	Final Exam	Pra-Syarat
4	Universiti	CTU552	PHILOSOPHY AND CURRENT ISSUES	2	Tiada	Tiada
	Fakulti	ENT530	PRINCIPLES OF ENTREPRENEURSHIP	3	Tiada	Tiada
	Fakulti	LAW416	BUSINESS LAW	3		Tiada
	Fakulti	CSM401	PERSONALITY ENRICHMENT	3	Tiada	Tiada
Jumlah				11		
Semester	Keperluan	Kod Kursus	Nama Kursus	Jam Kredit	Final Exam	Pra-Syarat
5	Universiti	ELC501	ENGLISH FOR CRITICAL ACADEMIC READING	2	Tiada	Tiada
	Fakulti	FIN420	FINANCIAL MANAGEMENT	3	Tiada	Tiada
	Fakulti	MGT555	BUSINESS ANALYTICS	3	Tiada	Tiada
	Elektif	PRO410	PRINCIPLES OF PUBLIC RELATIONS	3		Tiada
Jumlah				11		
Semester	Keperluan	Kod Kursus	Nama Kursus	Jam Kredit	Final Exam	Pra-Syarat
6	Universiti	ELC590	ENGLISH FOR ORAL PRESENTATIONS	2	Tiada	Tiada
	Fakulti	CSM501	MARKETING IN CUSTOMER SERVICE	4	Tiada	Tiada
	Fakulti	CSM502	CONTACT CENTER MANAGEMENT	4		Tiada
	Elektif	SMG501	ORGANIZATIONAL BEHAVIOUR	3		Tiada
Jumlah				13		
Semester	Keperluan	Kod Kursus	Nama Kursus	Jam Kredit	Final Exam	Pra-Syarat
7	Universiti	CTU554	VALUES AND CIVILIZATION II	2	Tiada	Tiada
	Fakulti	CSM503	LEADERSHIP IN CUSTOMER SERVICE	4	Tiada	Tiada
	Fakulti	CSM551	SERVICE MANAGEMENT	4	Tiada	Tiada
	Elektif	UBM599	DIGITAL WORKFORCE	3	Tiada	Tiada
Jumlah				13		
Semester	Keperluan	Kod Kursus	Nama Kursus	Jam Kredit	Final Exam	Pra-Syarat
8	Fakulti	CSM552	MANAGING CUSTOMER KNOWLEDGE AND RELATIONSHIP	4	Tiada	Tiada
	Fakulti	CSM554	CONFLICT MANAGEMENT AND NEGOTIATION STRATEGIES	4	Tiada	Tiada
	Fakulti	CSM602	QUALITY IN CUSTOMER SERVICE	4	Tiada	Tiada
	Fakulti	CSM605	ISSUES IN CUSTOMER SERVICE	4	Tiada	Tiada
Jumlah				16		
Semester	Keperluan	Kod Kursus	Nama Kursus	Jam Kredit	Final Exam	Pra-Syarat
9	Fakulti	CSM604	STRATEGIC CUSTOMER MANAGEMENT	4		Tiada
	Fakulti	MGT648	RESEARCH METHODS	4	Tiada	Tiada
Jumlah				8		
Semester	Keperluan	Kod Kursus	Nama Kursus	Jam Kredit	Final Exam	Pra-Syarat
10	Fakulti	MGT666	INTERNSHIP	12	Tiada	Tiada
Jumlah				12		

37	Universiti	HBU111 (DIKECUALIKAN)	NATIONAL KESATRIA I (BOLEH REG DARIPADA BAHAGIAN 6)	1		Tiada
38	Universiti	HBU121 (DIKECUALIKAN)	NATIONAL KESATRIA II (BOLEH REG DARIPADA BAHAGIAN 6)	1		Tiada
39	Universiti	HBU131 (DIKECUALIKAN)	NATIONAL KESATRIA III (BOLEH REG DARIPADA BAHAGIAN 6)	1		Tiada

Elektif

S3	HTM400	FUNDAMENTALS OF HOSPITALITY AND TOURISM INDUSTRY
	SED551	Sport Activity: Individual
	ENV425	Occupational Ergonomics
	CSC413	Introduction to Interactive Multimedia
	SPS262	CONDITIONING FOR SPORT
	PRO410	PRINCIPLES OF PUBLIC RELATIONS
	NAD407	PRINCIPLES OF NUTRITION
	UHS403	FOOD, NUTRITION AND HEALTH
S5	CSC413	INTRODUCTION TO INTERACTIVE MULTIMEDIA
	INC410	PRINCIPLES OF INTERPERSONAL COMMUNICATION
	SED551	Sport Activity: Individual
	SPS262	CONDITIONING FOR SPORT
	NAD407	Nutrition and Health
	CSC413	Introduction to Interactive Multimedia
S6	COM651	MASS MEDIA AND SOCIETY
	CSC413	INTRODUCTION TO INTERACTIVE MULTIMEDIA
	FAR658	ZAKAT ACCOUNTING
	SED551	Sport Activity: Individual
	SPS262	CONDITIONING FOR SPORT
	HTT451	PRINCIPLES OF TOURISM
S7	ENT555	Digital Entrepreneurship
	MKT559	Digital Marketing Essentials
	IBM530	INTRODUCTION TO INTERNATIONAL BUSINESS
	HRM546	HUMAN RESOURCE DEVELOPMENT