

➤ **Diploma in Service Management**

Course Modules:

1st Semester

DSM 1001 – Principles of Management	03
DSM 1002 – Fundamentals of Marketing	03
DSM 1003 – Business Communication	03
DSM 1004 – Information Systems for Business	03
DSM 1005 – Comprehensive Examination I – Case Based	03

2nd Semester

DSM 2001 – Introduction to Services and Service Management	03
DSM 2002 – Fundamentals of Customer Care and Customer Relationships	03
DSM 2003 – Operation Management in Services	03
DSM 2004 – Managing Service Quality	03
DSM 2005 – Comprehensive Examination II- Case Based	03

Total Number of Credits: 30

Application Fee – LKR – 1,500/=

Course Fee: LKR 90,000/=

1st Instalment – LKR 50,000/=

2nd Instalment – LKR 40,000/=

Closing Date: 13/08/2022

Medium – Bilingual (Sinhala & English)

Duration – 1 Year

Entry Qualification

- Three Passes in the GCE (A/L) Examination or an equivalent examination
or
- Six passes with three credits at the GCE (O/L) Examination or an equivalent examination, and two years working experience with active involvement in related fields
or

Any other qualification and/or working experience approved by the IHRA