

# Diploma in Service Management

No. 08 (2023 Intake)

## Course Modules:

### 1<sup>st</sup> 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

### 2<sup>nd</sup> 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

<i>Duration</i>	:	<i>1 Year</i>
<i>Application Fee</i>	:	<i>LKR. 1,500/= (Non-Refundable)</i>
<i>Course Fee</i>	:	<i>LKR. 95,000/=</i>
		<i>1<sup>st</sup> Instalment : LKR 50,000/=</i>
		<i>2<sup>nd</sup> Instalment: LKR 45,000/=</i>

*Medium : Bilingual (Sinhala & English)*

***Application Closing Date: 20<sup>th</sup> August 2023***

## Entry Qualification

- S/he has passed GCE (A/L) Examination in four (4) Subjects under the old syllabus  
OR
  - S/he passed GCE (A/L) Examination in three (3) Subjects under the new syllabus  
OR
  - S/he passed a Foundation Program equivalent to the GCE (A/L)  
OR
  - S/he passed GCE (O/L) Examination with accredited work experience or accredited prior learning followed by a relevant program of study equivalent to a minimum of 30 credits
- S/he has a good working knowledge field and potential for future career development;  
AND  
S/he has a good working knowledge of the language of instruction of the Diploma program.

*Contact Us...*

*[www.ihra.cmb.ac.lk](http://www.ihra.cmb.ac.lk)*

*0712 444 849/ 0701 172 537/ 0774 629 909*