



IHRA

UNIVERSITY OF COLOMBO

HIGHER DIPLOMA IN SERVICE MANAGEMENT

HOW TO APPLY

Application form should be submitted online. Please log into <https://forms.gle/N5LTB1s2pMYEbcme7> to fill the online application or scan the QR below.

Program Duration: 12 Months

Program Medium: Sinhala and English

Program Schedule: On weekends

Program Delivery: physical and online

Entry Qualifications

Possesses at least one of the following educational qualifications ;

Passed GCE (A/L) Examination in one sitting with two years work experience.

OR

Accredited prior learning following a relevant programme of minimum of 30 credits and two years work experience

AND

Demonstrated competence in the relevant field and potential for future career development ;

AND

Has a good working knowledge of the language of instruction of the Higher Diploma program.

OUTCOMES

- Provide students with a comprehensive understanding of the principles, theories, and best practices in service management.
- Equip participants with the necessary skills to effectively manage service operations, ensuring efficient and customer-centric service delivery.
- Foster critical thinking and problem-solving abilities to address the challenges and complexities faced by service-oriented businesses.
- Develop leadership and managerial competencies specific to the service industry, preparing students for supervisory and managerial roles.
- Enhance students' knowledge of customer relationship management, enabling them to create and maintain strong customer relationships.

APPLICATION FEE (RS.) 2,000/-
COURSE FEE (RS.) 125,000/-



Apply online with

Apply on or before 8th of August 2025

more information



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