

Programme Handbook

for

**DIPLOMA IN HOTEL
MANAGEMENT (DHMN)**

School of Hospitality
(SOHOS)

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1. ACADEMIC REGULATIONS

Students of the School of Hospitality are subjected to the College Regulations, which are applicable to all students enrolled in INTI International College Subang. In the event of any substantive discrepancy between this document and the College Regulations, the latter shall be considered as authoritative.

As a student you can expect:

- To receive a copy of the current School of Hospitality regulation at enrolment
- To find a copy of the current regulation in the School of Hospitality
- The regulation to be updated annually

This regulation, once revised, applies to all students enrolling or re-enrolling in that academic year.

As a student you are expected to:

- Keep your copy of these regulations
- Acquaint yourself with the regulations
- Not wilfully disregard the regulations

The College's Academic Board periodically monitors, revises and approves the regulations for the forthcoming academic semesters.

The following sectors illustrate regulations pertaining to:

1. Performance
2. Examination
3. Teaching and Learning

1.1 TRANSCRIPTS

Students' academic records are maintained at the Office of Admissions and Records. Each student is entitled to have two copies of transcripts free of charge; subsequent copies will be issued only upon the written request of the student concerned with appropriate payment remitted. Transcripts should be requested well in advance of the date desired to allow for processing time and possible mail delay. The College will not assume responsibility for transcripts that are delayed because they have not been requested in time or the student has an outstanding debt with the College. Transcripts of work at other institutions or test scores submitted for admission or evaluation of credit cannot be copied or reissued by the College.

1.2 GRADE APPEAL PROCEDURE

A student has reason(s) to believe that he or she did not receive the grade that was deserved in a course has three weeks at the beginning of the next semester in which the student is enrolled to initiate an appeal of the grade. Reasons for appeal are to correct an actual error in computation, or in transcribing the report, or in cases where some parts of the student's have been unintentionally overlooked. The first step in the procedure is informal consultation between the lecturer and student; the student may also seek the advice of the Head of Programme or

Dean concerned. A formal appeal may be made to the Program Office according to the procedure prescribed by the Program Office.

1.3 RESIT EXAMINATIONS

A student who obtains a grade C- in any subject will be eligible to resit for that particular subject. However this is at the discretion of the Examination Board. Students who did not attend resit will be automatically getting RF in their transcript. Resit students will have to pay a resit fee before he/she is allowed to resit for the particular subject.

Resit exam to be done by week 2 of the new semester, the same time as the makeup exams.

The Resit policy will be for all students with C-, if they choose to do the Resit; especially for final semester students. It will not include the coursework and the grade for Resits will follow the current format of Resit Fail/Pass. Student can inform their HOP if they wish to Retake instead of Resit.

1.4 REPEAT COURSES

A student may repeat any course in which a failing grade is received and only allowed to make a maximum of three attempts at a particular course to achieve a pass grade.

1.5 REPEAT INSTEAD OF RESIT

Students can appeal for repeat instead of resit if they don't want to sit for resit

1.6 EXAMINATION

All examinations will be held during the examination period or in the re-sit examination period. Students shall be responsible for obtaining examination schedules published and displayed by the Program Office. The examination period will be set aside exclusively for the conduct of examinations and students' private study.

1.7 SPECIAL PROVISION

A student requiring special provision for his/her examinations shall submit a written application to the Head of Programme/Dean. The application shall be supported by documentary evidence. The Head of Programme/Dean is permitted to disregard requests for special provision if not supported by appropriate documentary evidence.

Special examination provision may be considered for circumstances including dyslexia, visual impairment, hearing impairment and physical impairment from writing a script.

1.8 USE OF AUTHORISED MATERIALS

All texts and/or other material approved by the College's Academic Board for use in examinations shall be subject to scrutiny by invigilators.

1.9 SPECIAL CIRCUMSTANCES

A student shall report in writing any special circumstances which may have an effect on his or her performance in any examination, class test or coursework assessment to the lecturer concerned or the Head of Programme/Dean as soon as the circumstances arise. The report shall be supported by documentary evidence.

2. TEACHING AND LEARNING

2.1 DOCUMENTATION TO BE ISSUED TO STUDENTS BY ACADEMIC SCHOOLS

The lecturer shall inform students at the beginning of each session of the information related to the subject to be covered based on approved Course Structures. Such pertinent information may include:

1. Course code and title
2. Session
3. Prerequisite
4. Course description
5. Course objectives
6. Course format
7. Student evaluation
8. Final examination format
9. Grading scale
10. Basic texts
11. References
12. Class syllabus

Description of Courses

Curricular and courses listed in this Handbook are subject to change through normal academic channels.

2.2 FULL TIME STUDENT

It is imperative that a full time student at INTI International College Subang does at least 18-20 credit hours in a long semester and 9-10 credit hours in a short semester.

2.3 REGULATIONS ON ATTENDANCE

1. Attendance is compulsory. Students with unsatisfactory attendance may be barred from the final examinations. As per the attendance policy of INTI, a student must have a minimum of 80% attendance. Failing which, you will be barred from taking the final examination or submitting the final project coursework for the module/subject. A barring letter will be issued when this happens.
2. If a student cannot attend class due to valid reasons, he/ she **MUST** apply for **LEAVE OF ABSENCE** before the intended leave. The forms are available at the Program Office. Application and approval of the leave has to be done before the intended leave.
3. The **LEAVE OF ABSENCE** form must be accompanied by any documentary proof where appropriate. If a student is ill, he/ she **MUST** submit a medical certificate to the respective lecturers. For humanitarian and other reasons, supporting documents (e.g. letter from parent/guardian) must be submitted to the head of programme/dean at the earliest possible moment. Students are accountable for any work missed during the period of absence.

4. The form is then submitted to the Head of Programme/Dean who may or may not approve the application.
5. Actions will be taken against students if they fail to do so.
6. When a student stops attending class or fail to attend the Final Examination but does not officially withdraw from that class, the student is awarded a failed grade for the course involved.

2.4 LEAVE OR ABSENCE

A student who intends to apply for leave must obtain approval from the relevant lecturers by completing the "Leave of Absence from Class" form, (available at the Program office). The form is then submitted to the Head of programme/Dean who may or may not approve the application.

2.5 DISMISSAL FROM THE PROGRAMME

Students failing all courses enrolled for the semester or failed a subject for three consecutive occasions are advised / counselled to change course or programme. They are normally not allowed to enrol for the following semester. They may appeal to the Head of Programme/Dean.

2.6 SUSPENSION/EXPULSION FROM COLLEGE

Disciplinary action will be taken against students for any misconduct and academic dishonesty such as cheating in an examination, plagiarism or falsification of any document. Students are warned that such proven misconduct will be noted in the student's record and they may be liable to suspension or expulsion from the College.

2.7 DISMISSAL FROM COLLEGE

Students can be dismissed from the college under the following conditions:

1. Repeated a subject or semester for more than three times.
2. Directed by the Disciplinary Committee as a result of misbehavior in the college or cheating during an examination/test/assignment.

2.8 WITHDRAWAL

Students wishing to terminate their enrolment in the College should make an appointment with the Head of Program/Dean to complete the appropriate forms (refer to the student withdrawal form).

2.9 ADDING OR DROPPING A SUBJECT

Students wishing to add or drop a subject should make an appointment with the Head of Program/Dean to complete the appropriate forms (refer to the Add/Drop form). Any student wishing to add a subject must do so before week 2.

As for students wishing to drop a subject, they must do so before Academic Week 3.

2.10 LEAVING COLLEGE WITHOUT FORMAL WITHDRAWAL

A student who leaves the college without formal withdrawal will be deemed to have withdrawn automatically after one calendar year. The student will be informed of this, and that he/she may collect his or her deposit. If the deposit is not claimed within 7 years, it will be sent to the treasury.

2.11 EARLY WARNING NOTIFICATION

An early warning notification procedure is to alert students of poor academic performance in time for them to take corrective measures. Lecturers are encouraged to identify students who are performing at the 'D' and 'F' levels. These deficiencies are reported to the students so that they can seek special help from the lecturer and Head of Program/Dean

2.12 STUDENT EVALUATION

In all our activities the School strive to promote quality of education experience within the College. One way is through online student evaluation of learning. This is conducted once every semester, usually during Week 4 till Week 6 in short semester and Week 8 till Week 13 in long semester, for all lecturers. The evaluation takes approximately 15 minutes. Each student will be notified via Blackboard and IICS Student Email.

The evaluation is based on a set of questions which are classified under different headings. The same questions are used for all lecturers. The students are to choose one answer from multiple choice option ranging from 'Strongly Agree' to 'Strongly Disagree' to the course/subject/class. Students can also write their comments, if any, in the comments section provided. Feedback received from these evaluations is used to improve the quality of teaching and facilities offered.

3 ACADEMIC PROGRESS

DIPLOMA IN HOTEL MANAGEMENT (DHMN)

Curriculum Content & Structure

Classification of subjects (Provide information where applicable in Table 1):

Table 1: Components of the programme and its value

No	Subjects Classification	Credit Value	Percentage
1.	Compulsory modules (MPU)	9	10%
2.	Core/Major/Concentration: <ul style="list-style-type: none">• Course/modules• Projects/thesis/dissertation	71	79%
3.	Optional/elective courses/modules		
4.	Minor courses/modules		
5.	Industrial Training	10	11%
6.	Practicum		
7.	Others (specify)		
	Total Credit Value	90	100%

Programme Aim

This Programme aims to nurture the next generation of adaptable entrepreneur and high level management in the hospitality industry to support institution vision of reinventing education for the dynamic leaders of the future in line with making Malaysia as an attractive tourist destination and centre of commerce and trade under the Malaysia Tourism Plan.

Programme Educational Objective

- PEO1** To produce graduates who apply fundamental knowledge and skills in hospitality and tourism industry to support their career advancement and the industry (Skill 1, Skill 3)
- PEO2** To produce graduates who demonstrate ability to assume the role of a reliable team member and lead through effective communication, interpersonal and problem-solving skills in the hospitality settings (Skill 2, Skill 4, Skill 5, Skill 8)
- PEO3** To produce graduates who are self-initiators by being creative and innovative entrepreneur in managing information and resources (Skill 9, Skill 10)
- PEO4** To produce graduates who operate professionally while being highly ethical, digitally savvy and logical thinkers (Skill 6, Skill 7, Skill 11)

Programme Learning Outcome (PLO)

Upon completing the programme students will be able to:

- PLO1** Apply knowledge and skills with clear understanding of responsibilities of various departments in hotel operations areas including food and beverage, kitchen, room's division and housekeeping as well as other areas.
- PLO2** Assess situations and problems in order to acquire critical solutions to solve problems in areas such as food safety, hygiene, security, theory, sanitation and other relevant contexts.
- PLO3** Display practical prowess in all operation areas of hotel operation including food and beverage, kitchen, room's division, housekeeping and other relevant work skills.
- PLO4** Demonstrate social skills in wide variety of situations in response to customer in the operational areas of hospitality departments and surrounding community.
- PLO5** Justify the ability to communicate ideas effectively in both written and oral form to a given audience.
- PLO6** Display the skills to obtain, use and manage information both effectively and ethically using digital and/or information technologies
- PLO7** Solve assignments, tasks or projects using basic numeracy skills.
- PLO8** Follow responsible behaviour when working as part of a team or when leading a team.
- PLO9** Demonstrate personal management skills and positive attitude towards lifelong learning.
- PLO10** Demonstrate entrepreneurial skills in a variety of assignments, tasks and projects.
- PLO11** Demonstrate professionalism and ethical values in carrying out assigned tasks and engaging with peers and stakeholders.

4. OVERALL FORMAT AND STRUCTURE

In general, institutions of higher education in Malaysia operate on two long and one short semester.

Short semester

- The programme is modular, full time and operates within 9-week semesters. 7 weeks are designated for teaching, 1 week break and another 1 week for examinations.
- The short semester student workload is a minimum of **3 credit hours** to a maximum of **10 credit hours** for short semester.

Long Semester

- The programme is modular, full time and operates within 17-week semesters. 14 weeks of each semester are designated for teaching, the remaining week for mid term break, study break and examination.
- The long semester student workload is a minimum **15 credit hours** up to a maximum of **20 credit hours** for long semester.

4.1 ASSESSMENT & STUDENT EVALUATION

4.1.1 Examinations

The examinations, class tests and assignments/projects/term papers for all courses are indicated in the detailed course structures. The student course evaluation consists of continuous assessments (CA) during the semester and one final written examination at the 9th week of the short semester or 17th of the normal semester.

There are various components in the continuous assessments; tests, quizzes, assignments, term papers, as listed in the detailed course structures. Students are entitled to know the CA marks achieved for these components.

4.1.2 Course Assessment

Grades are awarded for the purpose of recognizing different levels of achievement in the pursuit of course objectives. Different subjects may have different evaluation scheme and the students should consult the course structure for details.

In general, unless otherwise stated in the course structure, each course assessment consists of the following evaluative components::

- 60% assessed coursework;
- and 40% final examination

The assessed coursework (tests, assignments) may be in the form of essays, projects, research papers, problem solution etc. relevant to the course syllabus. The final examination covers the entire course syllabus and the format for the examination papers is specified in the course structure for each academic subject.

Exam results are normally released prior to the commencement of the new semesters. Failed scripts are renewed by students to enable them to resit / retake the subjects.

The gradings are as follows:-

Grade Symbol	Range of weighted scores (Coursework + Final) 60% + 40%	Grade Status	Grade Points
A+	90 – 100	Pass	4.00
A	80 – 89	Pass	4.00
A-	75 – 79	Pass	3.67
B+	70 – 74	Pass	3.33
B	65 – 69	Pass	3.00
B-	60 – 64	Pass	2.67
C+	55 – 59	Pass	2.33
C	50 – 54	Pass	2.00
C-	45 – 49	Fail	1.50
D	40 – 44	Fail	1.00
F	0 – 39	Fail	0.00
	(Resit only)		
RP	50 – 100	Pass	2.00
RF	0 – 49	Fail	1.50

Notes:

1. A student must get a combined 50% from the continuous and final assessment components to pass, AND
2. For both continuous and final assessment components, a student must achieve a minimum score of 40%.

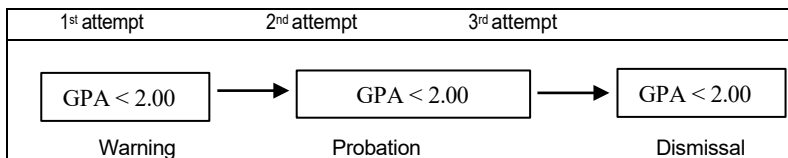
PENALTY FOR LATE SUBMISSION

- i. If you hand in your assignment late, without a valid reason, your mark will be deducted in line with the College's penalties scheme (10%) for late submission of coursework.
- ii. A further deduction of 5% shall be imposed on each of the next subsequent working days; For example, where a deadline is 14:00 on Wednesday, a 10% penalty shall be deducted at 14:01 on Wednesday, and a subsequent 5% shall be deducted at 14:01 on Thursday;
- iii. Any piece of work submitted on THREE(3) or more working days after the expiry of the deadline will not be accepted and to be graded "0", zero.

The classification of the diploma will be based upon the following criteria

- Good Standing : GPA ≥ 2.00
- Warning : GPA < 2.00 for any one semester
- Probation : GPA < 2.00 for any two consecutive semesters
- Dismissal : GPA < 2.00 for any three consecutive semesters

Students who achieved a GPA of less than 2.00 will be allowed to repeat the subject 3 times. After which, the student will be asked to leave the program. The status of the student's attempt will determined as follows:



4.2 ACADEMIC PROGRESS AND INTERVENTION POLICY AND PROCEDURE

4.2.1 PURPOSE

The purpose of this procedure is to ensure:

- Students are identified at risk for not making satisfactory course through unsatisfactory academic performance and/or 'at risk' of not making satisfactory course progress indicators;
- Students may be suspended or have their studies deferred due to poor academic output;
- Students progress through their course in accordance with legislative requirements;
- Students study may be extended where it's clear that the student will not complete their course within the expected duration,
 - Compassionate or compelling circumstances (illness where medical certificate states that the student was unable to attend classes)
- Students are advised of academic progress and are supported regarding this process; and
- Students are reported to the relevant government department if there is a breach of legislative requirements.

5. EXAMINATION REGULATIONS

5.1 EXAMINATION REGULATIONS FOR STUDENTS

5.1.1 Before the Examinations

1. Thoroughly check through the examination time-table displayed on the notice board outside the Program Office / Unit and ascertain the examination date, time and venue. Wrong reading of the time-table will not be accepted as a reason for being absent from an examination. ***STUDENTS ARE ADVISED TO BOOK THEIR FLIGHT TICKETS (IF APPLICABLE) ONLY AFTER THE RELEASE OF THE FINAL VERSION OF THE TIME-TABLE.***
2. **REPORT TO THE EXAMINATIONS CENTRE / UNIT ANY CLASHES** (3 subjects in one day or 2 subjects at the same time slot) first draft latest by the EIGHTH week of the semester (for long semesters) and by the THIRD week of the semester (for short semesters) and second draft latest by TWELVETH week of the semester (for long semesters) and by the SEVENTH week (for short semesters).
3. If students have to sit for two subjects, which, are offered at the same time slot, they will be **QUARANTINED**. The candidates must ensure that they receive the quarantine schedule from the Program Office / Unit. Non-compliance of the quarantine rules may cause the candidate to lose the chance to sit for the Examination paper(s). The details are given under "Quarantine regulations during Final, Resit and make-up Examinations".
4. Candidates must ensure they have brought their student ID to be eligible to sit for their exams. In the event that they have forgotten, they must go to the Office of Admissions and Records to get a temporary ID.
5. Candidates cannot leave the Examinations Venue for the **first half hour**.
6. Only materials permitted by the Exams Centre will be allowed to be brought into the Examinations venue. **Hand phones will not be permitted into the Exams venue.**
7. Follow the instructions of the invigilator carefully in filling up the attendance slip and signing the declaration on the front page of the answer booklet.
8. A candidate who arrives more than **half an hour** late will not be allowed to sit for the examination, unless the management through the Program Office /Unit grants permission.

5.1.2 During the Examinations

1. Candidates are to remain silent during the entire duration of the examination.
2. If a candidate has any queries or questions concerning the examination, he or she should raise the hands to get the attention of the invigilator and tell his or her problem.
3. Candidates should not keep pieces of notes in their immediate vicinity while taking the Exams. If found out, the student may have to face disciplinary action.
4. If a candidate needs to use the washroom, he or she should raise the hands and inform the Chief Invigilator. The candidate will then be designated to a washroom and **MUST** be accompanied by an invigilator.
5. Candidates are not allowed to leave the examination venue during the **last half hour** of the examination.

5.1.3 At the End of the Examinations

1. When the invigilator announces the end of the examination, candidates **MUST** stop writing immediately and continue to observe silence.
2. Candidates should tie up the answer scripts and wait for them to be collected.
3. No unused examination materials or papers used for rough work should be taken out from the examination room.
4. Candidates should leave the Examination Venues in an orderly manner after being released by the invigilator.

5.1.4 Absent from Final Examinations

A student who did not sit for a subject in the final examination may be given a resit/make-up examination provided the following conditions are fulfilled:

1. The student has informed the Program Office/Unit of his/her absence WITHIN 72 HOURS after the scheduled examination for that particular subject.
2. For absence due to valid reasons such as serious illness or bereavement, etc. proper documents (medical certificate, etc) are to be presented to the Program Office / Unit before any resit / make-up examination is granted.
3. The student has fill up the make-up form and returned to the Program Office WITHIN 72 HOURS after the scheduled examination.
4. The respective Head of Program/Dean must recommend the resit examination to the Chairman of the Examinations Board for approval. The list of students eligible for resit examinations will be displayed on the Program Office before the commencement of the Resit Examinations.

5.1.5 Resit Examinations during the Resit Exams week

1. All dates of resit examinations will be displayed on the Program Office Notice Boards.
2. Students are encouraged to come to the Program Office /Unit for verification if they have any queries.

5.1.6 Semester Grade Report

All students will receive the official copy of their semester grade report via their IICS Student Email account.

5.1.7 Verification of previous Grades

In the event that students need verification of previous grades, they must do so within the time period of ONE YEAR after the release of that grade concerned after which, the given grades will remain as they are.

5.2 QUARANTINE REGULATIONS DURING FINAL, RESIT AND MAKE-UP EXAMINATIONS

1. Students with two (2) subjects in the same time slot or three (3) subjects in one day are required to sit for the examinations in the Quarantine Room (determined by the Program Office / Unit). The relevant information will be pasted on the Program Office Notice Boards before the final exams period. Students are required to check and to inform the Program Office / Unit at least ONE week before the start of the final exams period if their names are not listed.
2. Students must report to the Quarantine Room 15 minutes BEFORE THE START of the examinations.
3. Students cannot leave the Quarantine Room without the permission of the Invigilator and/or the Exams Officer.
4. Students will take both the "clashed" subjects in the Quarantine Room.
 - Students are required to bring their lunch packs and have their food in the Quarantine Room itself from 11am - 12noon.
 - An invigilator must escort any student who would like to go to the washroom.
5. The invigilators will collect all question papers and materials.
6. Any student caught passing information to other students will be subjected to disciplinary action, including dismissal, if found guilty.
7. The quarantine students MUST NOT leave the quarantine room even though they have finished their examination earlier than the scheduled time. Students who leave the quarantine room without authorization MAY BE disqualified from their examinations.
8. Revision or reading is allowed during the break time.

6. GUIDELINE TO PRESENTATION OF WRITTEN WORK

Assignment should be:

- typed
- pages numbered
- sources of information clearly acknowledged in the text and detailed in the bibliography or reference sections.

Overall, the report should be organised and professionally presented. It must be clean, categorised, properly paragraphed, equipped with good spelling, punctuation and grammar, so as to make it easy to read and mark. Wide margins and double or one-and-half-spacing, typed work will further make the report easier to read and for the examiner to add comments.

6.1 SUGGESTED FORMAT

The following suggested format may help to present a consistent framework for the report:

TITLE PAGE: should include the Title or Question, the student's name, the course and module to which it refers and the lecturer's name.

EXECUTIVE SUMMARY: only necessary for an exceptionally long assignment (5,000+ words)

CONTENTS LIST: framework of assignment.

PAGE NUMBERING: essential as your lecturer may drop the assignment on the floor.

MAIN BODY: this includes the introduction, problem identification (where appropriate), analysis, discussion and use of theoretical concepts, critical evaluation on main theories and viewpoints, discussion of alternative scenarios and solutions, application and relevance to management, conclusions and possible recommendations. References in the text should use the author-date system e.g. **Drucker (1987) defines efficiency as...** or after a specific quotation, which should be inverted, e.g. **Efficiency can be defined as "doing things right" (Drucker, 1987).** The full citation of the reference should appear in the References table and NOT in the main text.

APPENDICES: if required, use Roman Numerals.

REFERENCES: make sure all citations and sources of references made are given in full details as explained above.

BIBLIOGRAPHY: a list of books consulted by the writer. The usual way of setting this out is in alphabetic order by author the title, edition, publisher, date, place of publication, volume (if applicable) e.g. **Cooper, B.M., 1983, Writing Technical Reports, 3rd edition, Penguin.**

7. FEES

Tuition fees are based on the number of subjects taken and students must fulfil the minimum credit hours stipulated by the National Accreditation Board.

7.1 Finance

Information on student fees and refund of fees is contained in the relevant Program Brochure. Students are required to follow the rules and regulations regarding fees at INTI International College Subang.

7.2 Fee Payment

The tuition fee for each program is billed each semester/teaching period.

The program fees are payable every three or four months prior to the commencement of the relevant semester / teaching period. Note that all fees are subject to review and may be changed from time to time.

7.3 Refunds

You may be eligible for refunds in certain circumstance, however fees paid are not refundable once classes have commenced.

7.3.1 Partial Refund

Partial refund of tuition fees will be made according to the following guidelines:

- Where a student, after accepting an offer of a place, withdraws before the commencement of the term, tuition fees paid are refundable less a charge make for administration fee.

7.3.2 No Refund

No refunds are given for program or course withdrawals made after the commencement of classes.

8. ACADEMIC AND GENERAL MISCONDUCT

As a student enrolled in the School of Hospitality program you are expected to conduct yourself in accordance with the rules and regulations relating to proper behaviour, both academically and generally. Conduct that is considered prejudicial to the good order and discipline of INTI International College Subang, or is likely to bring INTI International College Subang into disrepute will not be tolerated. Misconduct can be categorised as academic misconduct (such as cheating in an examination or plagiarism) or general misconduct (such as unruly or threatening behaviour) and may result in you being failed and/or excluded from the program.

8.1 ACADEMIC MISCONDUCT – CHEATING AND PLAGIARISM

Cheating at examinations constitutes academic misconduct.

1. It is an offence in an examination to have unauthorised materials or equipment that might be used for cheating, even if brought by accident.
2. Providing assistance to another candidate during an examination room is authorised. Where any such misconduct occurs INTI International College Subang may convene a disciplinary board to review the case and academic penalties may be applied.

Plagiarism is a form of cheating in assessment. Plagiarism is the presentation of the work, idea or creation of another person, without appropriate referencing, as though it is your own. Plagiarism is not acceptable and is considered to be academic misconduct. If you are unsure about what constitutes plagiarism please ask your lecturer to explain.

If you are suspected of academic misconduct or cheating in an exam or test, you will be required to appear before the Head of School or their nominee to examine the details of the charge/s. You will be contacted in writing at least 10 working days prior to the scheduled hearing to outline the details of the process.

At the scheduled hearing, if the Head of Program, or their nominee, is satisfied that the student is not guilty of the charge/s no further action is required. If the Head of Program, or their nominee, is satisfied that the student is guilty of the charge/s the Head of Program, or nominee, may impose a penalty on the student.

Penalties may include but are not limited to:

- A reprimand
- A fine
- Failure of assessment module/s
- Failure of course/s
- Cancellation of program/s
- Suspension
- Exclusion
- Expulsion

Details of the penalty imposed will be recorded in the student's record. A student may appeal the decision.

8.2 QUALITY ASSURANCE

For the program to run smoothly students are encouraged to provide feedbacks via the student survey forms (SAO) or via the student's evaluation conducted on the 10-12th academic week. You are also invited to participate in Student-Staff Consultative Meetings.

8.2.1 Student feedback

We believe students have a very real role to play in the ongoing of lifelong learning education program as well as evolution of higher education. Student feedback is an important component in the overall success of SOHOS programs. Student feedback processes include, but not restricted to those outlined below.

8.2.2 Student-Staff Consultative Meetings

A student-staff consultative meet is a group of students' representatives that meet periodically to identify and discuss any issues that are of interest or concern to students, with the Principal or his representative. Student representatives are nominated by the student body and all student cohorts should be represented. Meetings are usually open to students. Staff representatives include the program secretary or coordinator who shall minute the meeting.

8.2.3 Student surveys at course and program level

It is a requirement of the Hotel Management course that students have the opportunity to comment directly on their learning experience and as a result student surveys at both the course and program level are conducted on the 10-12th Academic week every semester.

8.2.4 Program quality review

Program quality assurance reporting and reviews will be undertaken to ensure the competency of the program and to ensure students meet the job market demands and requirements.

8.2.5 Student's complaints

Procedures exist for dealing with academic matters (e.g. appeals against assessment, exclusion etc.) and matters of discipline. Student complaints are not used for such matters.

INTI International College Subang is committed to maintaining a positive relationship between the students and the teaching faculty. Where a student has a concern or a complaint they will attempt to resolve the matter initially through meetings and counseling.

9. GRADUATION

Students who have fulfilled the requirements of their respective programmes and have completed their studies are eligible for graduation. Program Office will send necessary graduation information once your final semester result is confirmed. Students who are unable to attend the formal graduation ceremony, can apply for their certificate to be mailed to them (request through OAR). All information can be obtained at the Program Office.

10. ALUMNI

INTI International College Subang has a Career Service Department that oversees the Alumni Association. Students are required to be part of the Alumni. An application form (FOC) will be given to you before your graduation for you to fill in your particulars so that you will be part of a group of students who will continue to receive information from the College. Through this membership, you may also benefit by participating in social and career networking activities, which may help in your career goals.

11. ACADEMIC DISHONESTY

Definition: Using someone else's work, ideas, answers, etc. and claiming it as your own original work, ideas, answers, etc. in an academic setting. (knowingly or unknowingly)

There are other cases of academic dishonesty besides the usual cheating during formal exams, tests, quizzes by copying, bringing in notes/answers, working with or helping friends. Other examples of academic dishonesty include the following, but not limited to only these examples:

Plagiarism : using another person's work as your own work (knowingly or unknowingly) without acknowledging the source properly.

To avoid plagiarism, you must always include proper referencing and citations for all the material you used in completing your assessments (coursework, assignments, projects, take-home tests/exams and open book tests/exams) You need to state clearly exactly what words or ideas have come from which source if they are not your original ideas.

Such material can be published or even unpublished sources. It can be a textbook, magazine, newspaper, online or other electronic media, lecture slides, notes, class hand-outs, other students' work, work from friends, relatives and family. This includes using your own work from another class, college or even from the same class, which you may be repeating. (Resubmitting the same work upon request from lecturer is not counted here)

Besides words, it can also be pictures, graphics, computer code, math or scientific working, etc. If you are unsure, always check back with your lecturers.

It is also considered plagiarism if you use software or other online resources to help you deliberately avoid plagiarism and also translating a source from another language and not citing the source properly.

Other forms of academic dishonesty include:

Collusion: helping your friend with the answers intentionally or unintentionally.

Common examples are when you share the softcopy of your work, a classmate copies your work from your laptop/flashdrive without your knowledge, letting others take a photo/screenshot of your work to help them.

If they submit the whole or even part of your work, both you and your friend will be considered to be guilty of collusion.

NEVER give your friends a copy (softcopy or hardcopy) of your work, tests, etc. until AFTER the submissions are closed. Ideally you should only let them see it after the lecturer has marked and returned it to you.

Contract Cheating: getting someone else to do the whole or a part of your assessments (coursework, assignments, projects, take-home tests/exams and open book tests/exams).

This also includes going to online sites to buy an assignment, paying someone to do it for you, or even getting a friend or relative to help with the assessment for you.

Falsification: Making up or changing data, information, results, claiming to have completed experiments, interviews which you haven't done and using this in your assessments. This also includes making up fake citations and references.

IICS Library has resources to assist you in doing proper referencing. You can always see your lecturer or consult the Teaching & Learning dept for help.