

# **Programme Handbook**

for

## **CERTIFICATE IN HOTEL OPERATIONS (CHO)**

**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 do not 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

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### 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.
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.

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

3. 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 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.

## **2.5 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).

## **2.6 ADDING OR DROPPING A SUBJECT**

Students wishing to add or drop a subject should make an appointment with the Head of Program/Dean for consultation and 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.

## 2.7 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.

## 2.8 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.

## 2.9 STUDENT EVALUATION

In all our activities the School strive to promote quality of education experience within the College. One way is through student evaluation of lecturers. This is conducted once every semester, usually during the 8<sup>th</sup> week of long semester, 4<sup>th</sup> week during short semester for all lecturers.

The evaluation is based on a set of questions which are classified under different headings. Feedback received from these evaluations is used to improve the quality of teaching and facilities offered.

## 3. ACADEMIC PROGRESS

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### CERTIFICATE IN HOTEL OPERATIONS (CHO)

#### Curriculum Content & Structure

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

Table 1: Components of the program and its value

No	Subjects Classification	Credit Value	Percentage
1.	Compulsory modules (MPW)	9	15%
2.	Core/Major/Concentration:	41	68%



	<ul style="list-style-type: none"> <li>• Course/modules</li> <li>• Projects/thesis/dissertation</li> </ul>		
3.	Optional/elective courses/modules		
4.	Minor courses/modules		
5.	Industrial Training	10	17%
6.	Practicum		
7.	Others (specify)		
	<b>Total Credit Value</b>	<b>60</b>	<b>100%</b>

### PROGRAM EDUCATIONAL OBJECTIVES

The objectives of the program are to:

**PEO1** To produce graduates who apply fundamental knowledge and skills in the areas of food and beverage, kitchen, front office and housekeeping services to support their career advancement and the industry

**PEO2** To produce graduates who can alternately assume the role of a reliable team member and team lead through effective communication, interpersonal and problem-solving skills in the hospitality setting

**PEO3** To produce graduates who are self-initiators by being creative and innovative in managing resources and information

**PEO4** To produce graduates who are ethical, digitally savvy and logical thinkers

### PROGRAM LEARNING OUTCOMES

Upon completion of this program, student should be able to:

**PLO1** Illustrate basic knowledge and skills in prescribed areas of food and beverage, kitchen, front office and housekeeping services.

**PLO2** Assess situations in order to assist in providing solutions to problems primarily in the areas of safety, security, hygiene and sanitation

**PLO3** Display the ability to apply service skills in the various aspects of the hotel operations including the food and beverage, kitchen, front office and housekeeping areas

**PLO4** Demonstrate social skills in a variety of situations to respond to customer needs and operational tasks in the hospitality setting, as well as the wider community.

**PLO5** Demonstrate required basic communication skills in the hospitality setting

- PLO6** Display the skills to obtain, use and manage information both effectively and ethically using digital and/or information technologies
- PLO7** Solve basic numeracy equation when carrying out assigned tasks or projects
- PLO8** Demonstrate responsible behaviour whilst working as a member of a team or leading a team
- PLO9** Demonstrate confidence, good personal management skills, independent learning and keen interest in life-long learning
- PLO10** Initiate basic entrepreneurship skills and mindset within the hospitality setting
- PLO11** Demonstrate positive professional work ethics and service culture through practical work

Table 2: List of course/module offered in the program

CODE		CREDIT HOURS	R E M A R K S		
			Co / Pre- Requisite	Ex am	C/w ork
<b>Semester 1</b>					
(Apr-Aug20)					
CHO1000	Introduction to Hotel Operations	3		30	70
MPU1223	Study Skills for Certificate Level	3			100
CHO1008	Housekeeping Operations	4		30	70
CHO1002	Food and Beverage Service I	3		30	70
CHO1001	Basic Cookery I	3		30	70
CHO1009	Dessert and Pastry	4		30	70
		<b>20</b>			
<b>Semester 2</b>					
(Aug-Dec20)					
MPU1153	Pengajian Malaysia (L)  <b>or</b>	3		30	70
MPU1133	BM Komunikasi 1A  (I)			30	70
ENL1000	English Skills I	3		40	60
CHO1003	Food Studies	3		40	60
CSC1012	Basic Skills in Office Software Application	3			100
CHO1006	Basic Cookery II	4	CHO1001		100
CHO1005	Food and Beverage Service II	4	CHO1002		100
		<b>20</b>			
<b>Semester 3</b>					

(Jan-Mar21)					
ENL1001	English Skills II	3	ENL 1000	40	60
MPU1313	Introduction to Malaysian Culture	3			100
CHO1004	Front Office Operations	4		30	70
CHO1998	Internship Workshop	2			100
		<b>12</b>			
<b>Semester 4</b>					
(Apr-Aug21)					
CHO1999	Internship Practical	8	CHO1001 CHO1002 CHO1005 CHO1006 CHO1009		100
		8			

#### 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 finalwritten/practical examination at the end of the 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 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%-70% assessed coursework;
- and 30%-40% final examination
- 100% coursework

The assessed coursework (tests, assignments) may be in the form of essays, projects, research papers, problemsolution 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 released prior to the commencement of the new semesters.

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

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**

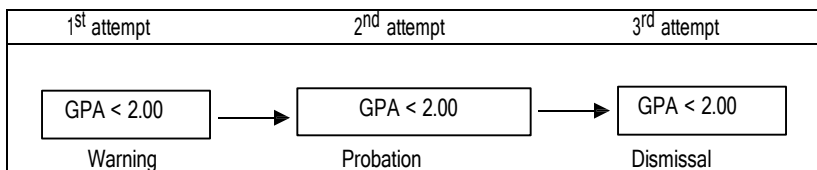
- i. If you hand in your assignment late, without a valid reason, your mark will be deducted in line with the College's penalties scheme (10%) for late submission of coursework.
- ii. A further deduction of 5% shall be imposed on each of the next subsequent working days; For example, where a deadline 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  $\geq$  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,
  - o 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).
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 Exam Unit 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.
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/Exam 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 /Exam Unit before any resit / make-up examination is granted.
3. The student has filled up the relevant form and returned to the Program Office/Exam Unit WITHIN 72 HOURS after the scheduled examination.
4. The approval of resit paper is subject to Exam Board approval.

### **5.1.5 Resit Examinations during the Resit Exams week**

1. All dates of resit examinations will be displayed INTI International College Subang Jaya website.
2. Students are encouraged to proceed to Exam Unit if they have any queries.

### **5.1.6 Semester Grade Report**

All students will receive semester grade report through student INTI e-mail.



## **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 Exam Unit).
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
  - 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, to make it easy to read and mark.

### **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**

**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.

**APPENDICES:** if required, use Roman Numerals.

**REFERENCES:** make sure all citations and sources of references made are given in full details

## **7. FEES**

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### **7.1 Finance**

Students are required to follow the rules and regulations regarding fees at INTI International College Subang Jaya.

### **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 made 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**

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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 Jaya, or is likely to bring INTI International College Subang Jaya 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, the College 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.

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.



## **9. QUALITY ASSURANCE**

For the program to run smoothly students are encouraged to provide feedbacks via the student survey forms, student- staff consultative meeting or Faculty Townhall.

### **9.1 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.

### **9.2 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. Staff representatives include the program secretary or coordinator who shall minute the meeting.

### **9.3 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.

### **9.4 Student's complaints**

Procedures exist for dealing with academic matters (e.g. appeals against assessment, exclusion etc.) and matters of discipline.

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.

All Certificate in Hotel Operations (CHO) students are to collect your course completion certificate in person from Office of Administration and Records (OAR) located in Block A, Level 2.

**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.