

Programme Handbook

For

***Licence Professionnelle Métiers Des Arts
Culinaires Et Des Arts De La Table
(Bachelor of Food Service Management
with Culinary Arts (Honours)) 3+0 in
collaboration with CY Cergy Paris
Université, France***

School of Hospitality (SOHOS)

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THE SCHOOL OF HOSPITALITY (SOHOS)

GENERAL INFORMATION

Established in 2010, the School of Hospitality embodies the founding vision of INTI International College Subang to meet the growing talent demands of the Hospitality and Foodservice industry through excellence in teaching, research and industry collaboration. SOHOS currently offers five programs which include Certificate in Hotel Operations (CHO), Certificate in Food and Beverage Services (CFBS), Diploma in Hotel Management (DHM), Diploma in Culinary Arts (DCA) and Bachelor in Food Service Management (BIFSM). His vision has been systematically brought to life by the dedicated academic and support staff who are committed to delivering a positive and enriching learning experience for all students, particularly those in the BIFSM program.



ABOUT THE PARTNER UNIVERSITY

CY Cergy Paris University, in the Academy of Versailles, was created in January 2020. It was the result of a merger of several academic institutions: the University of Cergy-Pontoise, EISTI School of Engineering, Paris Seine University, and the close partnership of ESSEC Business School.

The university has five graduate schools: CY Tech, a high school in science, engineering, economics and management resulting from the merger with EISTI; the graduate school CY Arts and Humanities; the graduate school CY Education; graduate school CY Law and Political Science and Graduate School in Management conducted by ESSEC Business School.

PROGRAM DESCRIPTION

1. MQF level: 6 (Bachelor Degree)
2. Language of instruction: English
3. Mode of study: Full-time
4. Method of learning and teaching: Lecture, Tutorial, Project, Industrial Training and Blended learning
5. Duration of Study:

	Full-Time	
	Long Semester	Industrial Training
No. of Weeks	15	15
No. of Semesters	6	3
No. of Years	3 years	

Note: Number of weeks include study and exam weeks.

THE PROGRAM EDUCATIONAL OBJECTIVES (PEO)

PEO 1 Foodservice Professionals who are able to demonstrate knowledge, digital, analytical, and conceptual skills relating to food service/culinary industry.

PEO 2 Foodservice Professionals who are technically competent and practice professionalism with ethics and social responsibility.

PEO 3 Foodservice Professionals who demonstrate exemplary teamwork, growing professionally and able to increase their level of responsibility as well as authority in foodservice/culinary industry.

PEO 4 Foodservice Professionals with entrepreneurial competency who can lead and engage in teams for problem solving task through effective communication to explore new business opportunity in the foodservice/culinary industry.

THE PROGRAM LEARNING OUTCOMES (PLO)

- PL01** Apply in depth knowledge and skills in the prescribed areas of foodservice management.
- PL02** Demonstrate ability to assist in decision making pertaining to safety, security, hygiene and sanitation in the context of foodservice operations, through professionalism in accordance with ethical and legal practices.
- PL03** Display creativity and innovativeness aligned with the depth of practical skills in the operational areas of foodservice management.
- PL04** Show teamwork skills when associating with a variety of situations in the operational areas of foodservice, as well as with other stakeholders.
- PL05** Able to communicate as well as informing by conveying out of the box ideas and transcribe information effectively.
- PL06** Use a broad range of information, media, and technology applications to support study and in the current digitalization implication in the foodservice industry.
- PL07** Use numeracy skills in carrying assigned tasks or projects to seek and analyse information in yield management from the context of foodservice management.
- PL08** Demonstrate initiation of being responsible and vigilant attitude when completing assigned tasks.
- PL09** Demonstrate managerial attributes, teamwork, interpersonal, and social skills good in adopting independent learning when completing assigned tasks.
- PL010** Apply leadership and entrepreneurship qualities ethically; in a variety of situations to extend managerial capabilities when managing a restaurant in the foodservice context.
- PL011** Displaying a nurture intellectual and professional growth through

lifelong learning activities which are relevant towards in the foodservice industry.

GRADUATES CAREERS OPPORTUNITIES

Graduates of this program can pursue careers across five key areas:

1. Professional kitchen & culinary arts
2. Food service management
3. Entrepreneurship
4. Alternative food industry roles
5. Further education & specialization

ACADEMIC REGULATIONS

Students at 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 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 willfully 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. 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.

1.1 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.

1.2 RESIT EXAMINATIONS

There is NO resit examination for this program.

1.3 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.

1.4 REPEAT

Based on the annualisation accumulative grades, if the student did not achieve the benchmark, therefore has to repeat the cluster of the subject which student has failed.

1.4 EXAMINATION

All examinations will be held during the 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.

1.5 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.

1.6 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.

1.7 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

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 17 credit hours in each semester.

2.3 REGULATIONS ON ATTENDANCE

1. Attendance is compulsory. Students with unsatisfactory attendance risk disciplinary action.
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 must 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 attached with the leave of absence form at the earliest possible moment. Students are accountable for any work missed during the period of absence.
4. The completed form must be submitted to the Program Officer/ Program Executive for record purposes.
5. Actions will be taken against students if they fail to do so.
6. When a student stops attending classes or fail to attend the Final Examination but does not officially withdraw from that course, the student

will be 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 completed form must be submitted to the Program Officer / Program Executive for record purposes.

2.5 DISMISSAL FROM THE PROGRAMME

Students failing to meet the required passing grade for the semester will be advised / counselled. They may appeal to the Head of Programme / Dean which decision will be deliberated with Partner University.

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:

12. Repeated a year of study for three times.
13. 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 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 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 on-line student evaluation of lecturers via ‘SEOL’ portal. This is conducted once every semester, usually during the 7th or 8th week of the semester, for all lecturers. The evaluation takes approximately 15 minutes. Each student will be notified via their IICS Student Email.

The evaluation is based on a set of questions which are classified under different headings. However, these headings are not printed on the questionnaire given to the students. The same questions are used for all lecturers. The students are to choose one answer from A to D with ‘A’ as ‘Always’ and ‘D’ as ‘Rarely’ applicable to the course/subject/class. Students can also state their comments if any. Feedback received from these evaluations is used to improve the quality of teaching and facilities offered.

3. ACADEMIC PROGRESS

3.1 CURRICULUM CONTENT & STRUCTURE

Classification of subjects is indicated on Table 1 which includes components of the programme and its value.

Classification	Programme	
	Credit	Percentage (%)
Compulsory subject	14	11.5
Common Core	16	13.1
Discipline Core	40	40.2
Placement/Internship	21	17.2
Elective/Minor/Specialization	22	18.7
Jumlah	122	100

Table 1: Classification of subjects

3.2 STUDY PLAN

The tables below indicate the subjects to be completed on each academic year.

Year 1

CODE	SUBJECTS
EU 1 (Economics, Law and Marketing)	BIFS2208 Tourism Economics BIFS2240 Principle of Marketing 1 BIFS2308 Hospitality Law
EU 2 (Management tools and Techniques)	BIFS2400 Hospitality Accounting Management
EU 3 (Business Communication and HRM)	BIFS2222 Teams Management I BIFS2223 Project Management and Monitoring
EU 6 (Professional Techniques)	Basic Professional Restaurant Techniques 1
EU 4 (Languages)	BIFS2229 Communication Skills I BIFS2230 Sales & Commercialization in English I BIFS2301 French 1 BIFS2302 Sales & Commercialization in French I
EU 5 (Applied Science & Restaurant Engineering)	BIFS2601 Food Safety and Hygiene BIFS2603 Restaurant Engineering I
EU 6 (P) (Culinary Arts & Restaurant Service Practical)	BIFS2200 Basic Professional Restaurant Techniques I BIFS2604 Basic Professional Restaurant Techniques II BIFS2606 Terroirs: Food History, Heritage & Locavorism I

	BIFS2607 Beverage knowledge & Techniques I
MPU	MPU3183 Penghayatan Etika dan Peradaban (Locals) or MPU3143 BM Komunikasi 2 (Internationals)

Year 2

CODE	SUBJECTS
EU 1 (Economics, Law and Marketing)	BIFS3241 Principle of Marketing II BIFS3501 Business Law
EU 2 (Management tools and Techniques)	BIFS3222 Principle of Management BIFS3223 Analysis of company performance
EU 3 (Business Communication and HRM)	BIFS3224 Project Monitoring and Project Report (International Mission) BIFS3225 Teams Management II
EU 6 (Professional Techniques)	BIFS3602 Intermediate Professional Restaurant Techniques 1
EU 4 (Languages)	BIFS3229 Communication skills II BIFS3301 French II BIFS3302 Sales & Commercialization in French II
EU 5 (Applied Sciences, Restaurant Engineering)	BIFS3603 HACCP (Hazard Analysis Critical Control Point) BIFS3604 Restaurant Engineering II BIFS3605 International Mission

EU 6 (P) Culinary Arts & Restaurant Service Practical	BIFS3606 Intermediate Professional Restaurant Techniques II BIFS3609 Beverage knowledge & Techniques II BIFS3610 Terroirs: Food History, Heritage & Locavorism II
EU 7 (Work Integrated Learning)	BIFS2888 Work Integrated Learning
EU 1 (Economics, Law and Marketing)	BIFS3241 Principle of Marketing II BIFS3501 Business Law
EU 2 (Management Tools and Techniques)	BIFS3222 Principle of Management BIFS3223 Analysis of company performance
EU 3 (Business Communication and HRM)	BIFS3224 Project Monitoring and Project Report (International Mission) BIFS3225 Teams Management II
EU 6 (Professional Techniques)	BIFS3602 Intermediate Professional Restaurant Techniques 1

EU 4 (Languages)	BIFS3229 Communication skills II BIFS3301 French II BIFS3302 Sales & Commercialization in French II
EU 5 Applied Sciences, Restaurant Engineering	BIFS3603 HACCP (Hazard Analysis Critical Control Point) BIFS3604 Restaurant Engineering II BIFS3605 International Mission
EU 6 (P) Culinary Arts & Restaurant Service Practical	BIFS3606 Intermediate Professional Restaurant Techniques II BIFS3609 Beverage knowledge & Techniques II BIFS3610 Terroirs: Food History, Heritage & Locavorism II
MPU	MPU3353 Corporate Social Responsibility and Community Engagement
EU 7 (Work Integrated Learning)	BIFS3888 Work Integrated Learning II

Year 3

CODE	SUBJECTS
EU 4 (Languages)	BIFS4301 French III BIFS4229 Communication Skills III BIFS4210 Business Communications

EU 2 (Management and Marketing Tools)	BIFS4233 Marketing Applied to Food & Beverage BIFS4600 Management Applied to Food & Beverage
EU 1 (F&B Industry and Sustainable Development)	BIFS4602 F&B Industry – Professional Seminars
EU 6 (Professional Techniques)	BIFS4603 Advance Professional Restaurant Techniques I
MPU	MPU3193 Philosophy and Current Issues (Local and International)
MPU	MPU3253 Design Thinking or MPU3213 Bahasa Kebangsaan A
EU 4 (Tutored Project)	BIFS4604 Tutored Project
EU 8 (International Food and Beverage Business)	BIFS4605 Global Trend and World Culinary Culture BIFS4606 Current trends in World Tourism & Global Food Industry BIFS4607 Multicultural in Food & Beverage
EU 5 (Applied Sciences, Restaurant Engineering)	BIFS4321 Marketing tools for restaurant BIFS4609 Restaurant Management BIFS4611 F&B Manager: Advanced Professional Knowledge
EU 6 (P) (Culinary Arts & Restaurant Service Practical)	BIFS4613 Advance Professional Restaurant Techniques II

MPU	MPU3422/ MPU3442 Integrity and Anti-Corruption/ Community Service
EU 7 (Work Integrated Learning)	BIFS4888 Work Integrated Learning III

4. OVERALL FORMAT AND STRUCTURE

In general, institutions of higher education in Malaysia operate on 3 long semesters.

- The programme is modular, full-time and operates within 15-week per semester. 13 weeks of each semester are designated for teaching, 1 week each for mid-term break and final examination.
- Each semester, the student workload is up to a maximum of **18 credit hours**.

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 on the 15th week of each semester.

There are various components in the continuous assessments; tests, 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 Assessment Rules

- i. Students must attempt all assessment events. Non-submission/completion of an assessment task will result in an 'F' result for the unit.
- ii. Failure to correctly submit an assessment constitutes a non-submission and a zero grade will be recorded for a non-submission.

- iii. Students must obtain an aggregate mark greater than >50% in order to pass any unit.
- iv. For all applied units, students must pass (>50%) of the applied assessment components and achieve an overall aggregate mark of >50% to pass the unit.
- v. For all undergraduate Industry Placement units Work Integrated Learning I, II and III (Internship), students must successfully complete all assessments and 600 hours industry placement and a Pass (Non-graded) result will be recorded.

4.1.3 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:

- i. 60% assessed coursework
- ii. and 40% final examination
- iii. or 100% coursework (depending on the subject offer)

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 will be released prior to the commencement of the new semesters.

4.1.4 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.

4.1.5 TURNITIN

The accepted TURNITIN percentage is **below 25%**. The School reserves the right to conduct Academic Dishonesty hearing in the event plagiarism percentage is 25% or higher. The following will apply for TURNITIN report that shows 25% or more similarity;

- i. 25% - 45% similarity - deduction of 50% of marks awarded,
- ii. more than 45% similarity- 0 marks

The gradings are as follows:-

The French Grading System works on the scale of 20 marks. The 50 % passing marking is therefore 10 marks upon 20.

Table 1. Distinction Scale

Grades' range / 20	French Distinctions	English Equivalent
16 to 20	Très bien	Very Honourable with Congratulations
14 to 15.99	Bien	Very Honourable
12 to 13.99	Assez bien	Honourable
10 to 11.99	Passable	Pass
Below 10	Ajourné(e)	Fail

Conditional Pass: In a situation where a student reaches a mark very close to the passing mark (9.75 onwards), a request for a conditional pass may be submitted to the Examination Board. The Examination is granted privilege to upgrade, or not, the student's mark to 10/20 (passing mark) after careful collegial review of the student's file, including academic performance, absenteeism and attitude in class.

4.2 CONDITIONS FOR GRADUATING

Within the European "LMD" (*Licence-Master- Doctorat*) framework, a bachelor's degree is worth 180 ECTS (European Credits Transfer System), 125 credit hours (MQA). Students must accumulate 180 ECTS/125 credit hours over three years of studies.

4.3 SEMESTER EXAMINATION

Each academic year comprises three (3) semesters. The third semester of every year is dedicated to Work Integrated Learning, or Internship Period. Candidates must acquire the required number of credits per semester in order to cumulate (according to study plan) at the end of year academic year, in order to progress to the following year.

4.4 ANNUALISATION

Students' academic performance is reviewed after the second semester (semester 2) of each year. However, students will receive the results provided by INTI of each semester. The annualisation is tabulated by averaging the ECTS for both semesters of each year (semester 1 & 2 Year 1, semester 1 & 2 Year 2, semester 1 & 2 Year 3).

Students must achieve at least 10/20 on an average semester in order to proceed to the semester of Work Integrated Learning. If a student is unable to fulfill the requirements, therefore the student will need to retake the cluster of the lowest grade to fulfill the credit hours assigned in the study plan.

4.5 COMPENSATION

Compensation within UE

Each UE (Unite d'Enseignement or Subject Cluster) comprises of several EC (Element Constitutif or Subject Chapter).

Grades that fall below 10/20 in a particular EC can be compensated (average out) by a grade of another UE within the same semester.

Compensation Between UE

Grades that fall below 10/20 in a particular UE can be compensated (average out) by a grade of another UE within the same semester.

4.6 ACADEMIC PROGRESS AND INTERVENTION POLICY AND PROCEDURE

4.6.1 PURPOSE

The purpose of this procedure is to ensure:

1. Students are identified at risk for not making satisfactory courses through unsatisfactory academic performance and/or 'at risk' of not making satisfactory course progress indicators;
2. Students may be suspended or have their studies deferred due to poor academic output.
3. Students progress through their course in accordance with legislative requirements.
4. Students study may be extended where it's clear that the students will not complete their course within the expected duration.
5. Compassionate or compelling circumstances (illness where medical certificate states that the student was unable to attend classes).
6. Students are advised of academic progress and are supported regarding this process.
7. 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 timetable.**
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 Semester).
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 Officer 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 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 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

There is NO resit paper for this course

5.1.6 Semester Grade Report

All students can obtain a copy of their semester results through email by the Exam Office.

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 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

6.1 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.

6.2 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.**

6.3 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.

6.4 TURNITIN

The accepted TURNITIN percentage is **below 25%**. The School reserves the right to conduct Academic Dishonesty hearing in the event plagiarism percentage is 25% or higher. The following will apply for TURNITIN report that shows 25% or more similarity;

- i. 25% - 45% similarity - deduction of 50% of marks awarded,
- ii. more than 45% similarity- 0 marks.

7. FEES

Tuition fees are based on the number of total credit hours 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 Metropolitan College.

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 circumstances, however fees paid are not refundable once classes have commenced.

i. Partial Refund

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

1. 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.

ii. 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 SOHOS 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 Committee, or their nominee, is satisfied that the student is not guilty of the charge/s no further action is required. If the Committee, or their nominee, is satisfied that the student is guilty of the charge/s the Committee, 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.

i. 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.

ii. 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 Dean of School and representatives. Meetings are open to students. Staff representatives include the program secretary or coordinator who shall minute the meeting.

iii. Student surveys at course and program level

It is a requirement of the BIFSM 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.

iv. 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.

v. 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

You are required to apply to graduate through the process outlined below,

- i. Graduation is not automatic and should be applied for midway through the final semester of your program. Final results will be checked shortly before the Graduation and any students who have not satisfactorily completed their program will not be eligible to graduate.
- ii. Students can apply to graduate at a formal graduation ceremony, or graduate "in absentia" where their tetramer (certificate) will be mailed to them.
- iii. Alternatively, you can choose to be conferred in absentia and not

attend the ceremony. All information can be obtained at the Program Office.

10. ALUMNI

INTI International College Subang has an Employer Relation Office that oversees the Alumni Association. Students are required to be part of the Alumni. An application form (FOC) will be given to you before you graduate 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.