

TABLE OF CONTENTS

FOREWORD	3
1. IHT HOTEL SCHOOL'S VISION AND MISSION	4
Vision Statement	4
Mission Statement	4
Language Policy of IHT Hotel School	4
COVID-19 on-campus protocols	5
2. ACCREDITATION	5
3. PROGRAMME OVERVIEW	6
Co-operative Learning Programme.....	7
Recognition of prior learning.....	8
Credit Accumulation and Progression	9
4. STUDENT SUPPORT AND COUNCELLING	9
5. POLICIES AND PROCEDURES	10
Campus and Class Times.....	10
E-Learning	11
Class Attendance and Professional Conduct.....	13
Dress code and Appearance.....	16
Conduct during Tests and Examinations	18
6. ASSESSMENTS AND MODERATION.....	20
Portfolio of Evidence.....	20
Assessment Standards.....	21
Plagiarism.....	22
Submission of Assessments	22
Formative Assessments	23
Summative Assessments.....	27
Student Progress	29
Assessment & Moderation	30
7. MISCONDUCT	32
Academic Misconduct.....	32
Behavioural Misconduct.....	32
Misconduct Procedures.....	33
Appeals Procedures	36
8. LEARNING CENTRE	38
9. PRINTING	38
10. PARKING	38
11. LOSS OF PROPERTY.....	39
12. ACCIDENTS	39
13. PRIVACY POLICY & CONFIDENTIALITY CLAUSE	39



14. CODE OF CONDUCT.....	40
15. AGREEMENT	41



FOREWORD

January 2022

Dear student,

We are indeed happy to welcome our students of IHT Hotel School to the new academic year! We know that this year will pose some challenges, but also know that you will learn and grow in the process and in the end, reap the rewards of what you have sown.

Many of the students who have just completed their final Work-integrated Learning placements conveyed their satisfaction with the education and training they received from IHT Hotel School as they were able to effortlessly move into supervisory and management positions within a few months of their placements. A few of them even assisted in training interns from other Hotel Schools having difficulties to adapt to their work loads and environments; and several of them have been offered permanent positions at the establishments they completed their placements in, with the rest spreading their wings to other establishments in the industry! This not only makes us proud, but reminds us of the responsibility we have in leading a diverse group of students to obtain the required knowledge, skills and attitudes to impact our industry in a positive way.

Apart from the intimate learning environment we create for our students at IHT Hotel School, our interactive events create the opportunity for students and staff to get to know each other better, forming the foundation of our family-orientated culture. We therefore urge you to take part in our 'Fun Day', our annual 'Student Formal', our fundraising 'Charity Events' as well as other on- and off-campus activities. At IHT Hotel School we strongly believe that hospitality leaders must be able to serve – not only in the working environment, but also in the community in which it is based. Our annual Charity events are organised in order to raise funds for Touching Lives, a non-profit section 21 organisation focusing on the provision of food, clothing and other basic necessities to centres caring for disadvantaged children in and around Cape Town. Understanding the importance of community service, together with the knowledge and skills gained through our unique and comprehensive learning programme, has placed our students in high demand in the hospitality, tourism and events industry of South Africa as well as abroad.

We invite you to add your uniqueness to ours so that IHT Hotel School can keep on providing students to an industry in need of outstanding leaders!

Be blessed!

Mrs. Kari Smith
Director of IHT Hotel School

1. IHT HOTEL SCHOOL'S VISION AND MISSION

VISION STATEMENT

The vision of IHT Hotel School (Pty) Ltd is to be a major education and training provider and role player that, through our programmes and courses offered, ensures access to lifelong learning opportunities for all our people groups who have a passion for the South African Hospitality and Tourism industry.

MISSION STATEMENT

IHT Hotel School strives to:

- Provide and promote, in co-operation with the private and public sectors, quality career education and development for future managers in the hospitality and tourism industries.
- Equip its students with knowledge, insight expertise and the right attitude required in order to provide excellent service in their industry and beyond.
- Provide its students as well as individuals from its related industry with the tools to continue intellectual development through life-long learning in order to contribute to the needs of an ever changing global landscape.
- Continue to design and develop curricula which are relevant and appropriate to the needs of the hospitality industry.
- Assist in redressing the imbalances of the past especially through appropriate equity policies.
- Provide its student body with opportunities to participate effectively in the society and culture in which they live thus cultivating social responsibility.

LANGUAGE POLICY OF IHT HOTEL SCHOOL

IHT Hotel School, in terms of the Constitution of the Republic of South Africa, recognizes that our cultural diversity is a valuable national asset and therefore we respect all languages used in the country, including South African Sign Language and that all the languages referred to in the South African Constitution, have equal status and should be treated as equal.

IHT Hotel School further recognizes the right of every individual to receive tuition at a tertiary institution via the medium of the official language or languages of his/her choice, to the extent that it is fair and feasible for the institute to provide tuition through the official language or languages concerned.

IHT also recognises the principle that a language policy may not cause any person to



be denied reasonable access to higher education. However, the Hospitality Industry as we know and experience it, mostly uses the English Language as a means of communication.

Bearing the above considerations and principles in mind, IHT proposes to, in conducting its business, make use of two official languages of South Africa, namely Afrikaans and English. The IHT training programmes will use English as the language of instruction and therefore all training material provided will be in English.

COVID-19 ON-CAMPUS PROTOCOLS

To ensure compliance with the regulations set for IHT Hotel School by the department of Higher Education and Health, COVID-19 protocols and procedures must be adhered to by students at all times. Non-compliance with any of the COVID-19 protocols or procedures set out by IHT Hotel School will be viewed as behavioural misconduct with subsequent penalties applicable.

A separate COVID-19 document detailing the protocols and procedures will be given to students along with training based on its content. This document must be signed by each student to confirm their responsibility to adhere to the requirements stipulated. A copy of the signed document will be handed to each student for future reference.

Please note:

No mask, no access. No sanitising, no access.

2. ACCREDITATION

IHT Hotel School (Pty) Ltd is incorporated under the Companies Act, 1973 (Act 61 of 1973). The school is registered as a private higher education institution by the South African Department of Education with: **Registration Certificate No. 2008/HE07008**. The Higher Education Quality Committee of the South African Council on Higher Education has accredited the Diploma in Hospitality Management, offered by IHT Hotel School.

The Diploma in Hospitality Management was further also registered on the National Qualifications Framework (NQF) by the South African Qualifications Authority (SAQA) with the **SAQA ID Number: 63169**.

It is part of the mission of IHT Hotel School (Pty) Ltd to provide quality career education to all students enrolled at this institution, while managing the institution according to the requirements of the Higher Education Act, 1997 (Act No. 101 of 1997) and according to the Regulations of the South African Department of Higher Education and Training.



3. PROGRAMME OVERVIEW

The academic programme of IHT Hotel School comprises of twenty two (22) modules, each providing its own learning outcome and assessment criteria that are aligned with the exit-level outcome of the programme. The programme is pitched on a Level 6 according to the National Qualifications Framework (NQF). The Diploma in Hospitality Management comprises of **360 credits** –breakdown of credits indicated in brackets below.

Diploma in Hospitality Management

Year I: 120 credits	Year II: 120 credits	Year III: 120 credits
Module 1: Hospitality Communication I: 1.1 Customer Relations and Communication -T (7) 1.2 Cultural Awareness -T (6) 1.3 Business Communication I -P (7)	Module 9: Hospitality Practice I -P (26 weeks Work-integrated Learning placement) (50)	Module 17: Hospitality Financial Management III: 17.1 Business & Cost Accounting -T (8) 17.2 Manage Financial Operations -T (12)
Module 2: Hospitality Business Technology I -P (6)	Module 10: Business Communication II -P (5)	Module 18: Hospitality Business Technology III -P (10)
Module 3: Food and Beverage Studies I 3.1 Beverage Studies –T (7) 3.2 Wine Studies – T (6) 3.3 Restaurant & Food Service Theory –T (6) 3.4 Restaurant & Food Service Practical –P (6)	Module 11: Hospitality Business Technology II -P (5)	Module 19: Hospitality Business Management III 19.1 Manage Physical Assets -T (7) 19.2 Entrepreneurship -P (12) 19.3 Business Relations & Service -T (8) 19.4 Human Resource Management -T (8)
Module 4: Culinary Studies 4.1 Culinary Studies Theory -T (7) 4.2 Culinary Studies Practical -P (10) 4.3 Nutrition -T (4) 4.4 Menu Planning -T (4)	Module 12: Hospitality Financial Management II -T (10)	Module 20: Hospitality Marketing II -T (10)
Module 5: Accommodation Services: 5.1 Front Office Procedures -T (6) 5.2 Micros Opera -P (3) 5.3 Housekeeping Operations -T (5)	Module 13: Hospitality Business Management II 13.1 Leadership -T (7) 13.2 Roster Staff -P (6) 13.3 Train Small Groups –P (7)	Module 21: Hospitality Law II -T (10)
Module 6: Hospitality Financial Management I -T (10)	Module 14: Hospitality Marketing I -T (10)	Module 22: Hospitality Practice II -P (22 weeks Work-integrated Learning placement) (35)
Module 7: Hospitality Business Management I -T (6)	Module 15: Hospitality Law I -T (10)	
Module 8: Hospitality Health and Safety 8.1 Hygiene -T (5) 8.2 Safety & Security -T (6) 8.3 First Aid -P (3)	Module 16: Food and Beverage Studies II 16.1 Event Planning -P (6) 16.2 Principles of Purchasing and Control -T (4)	

T: Theory Module / Module Unit. Summative assessments in the form of examinations require a 50% pass mark.

P: Practical Module / Module Unit. Summative assessments in the form of practical examinations / presentations / assessments require a 60% pass mark.



CO-OPERATIVE LEARNING PROGRAMME

The Diploma in Hospitality Management is a co-operative learning programme. This simply means that, apart from providing students with career-directed learning on campus, they also receive the opportunity to apply the knowledge and skills they gained on campus by completing two (2) **Work-integrated Learning (WIL)** internships at suitable hospitality establishments during their three years of studies.

The two (2) WIL internships form an integral part of the programme. It is therefore compulsory for students to complete this part of the learning programme successfully in order to obtain their Diploma in Hospitality Management. Marks obtained for these internships are reflected in the following modules and will be based on the students Industry Reports / Assignments to be submitted by the students during their internships:

- WIL I - Module 9: Hospitality Practice I (50 credits)
- WIL II - Module 22: Hospitality Practice II (35 credits)

Prior to their industry placements, a Work-integrated Learning Guide will be handed to all students. This guide outlines the process of placing students in industry as well as the requirements for successfully completing the work-integrated modules. The Work-integrated Learning Coordinator will assist students in preparing for interviews and ultimately their internships during Work-integrated Learning lectures.

The process of placing students in industry is managed by the WIL Coordinator. The placement process allows for students to indicate their preferences in placements. However, this does not guarantee that the student will end up in a placement of their preference. Many other role players, including IHT Hotel School, the hospitality establishments we have agreements with and factors such as the students' conduct, behaviour and attitude, might influence the success of a student's placement. IHT cannot guarantee that a student can be placed at an establishment of the students' choice.

The WIL Coordinator will, however, facilitate the process to afford students the opportunity to interview with at least two hospitality establishments. For the students' first internship, Module 9: Hospitality Practice I, the WIL Coordinator will arrange interviews for the students, in order to secure internships for them. For the students' second internship, Module 22: Hospitality Practice II, the students will apply for their own interviews and find their own placements that fit the IHT academic requirements, with guidance provided by the WIL Coordinator.

Successful placement of a student at an establishment is conditional upon the co-operation of the student during the interview process and IHT cannot be held responsible for any negative behavioural conduct including inappropriate dress code



or negative verbal conduct on the part of the student that could compromise the successful placement of the student.

IHT's WIL Coordinator negotiates for remuneration (at minimum wage) for internships on behalf of the students. However, IHT and the IHT WIL Coordinator cannot guarantee payment for the student as this factor is at the discretion of the hotel the student will be working for.

It can reasonably be expected of the student, during the WIL session/s, to work shifts in accordance with industry norms. Working hours and rosters will be determined and provided by the employer where the student completes his/her internship - students must abide by these at all times. As the hospitality industry is service driven, it is the norm to work shifts over weekends and public holidays. It can also be reasonably expected that the student will be required to work on Christmas Day and New Years' Day. Standard working hours are usually based on a 45 hour / week schedule. However, students might be expected to work more hours, as and when needed, in accordance with the Basic Conditions of Employment. In such a case, it is the employer's prerogative to either pay the student for the additional hours worked, or to give the student time off in exchange for the additional hours worked.

No direct communication between parents/legal guardians and the establishments where the student is doing his/her WIL internship is allowed under any circumstances. Parents/Legal guardians must direct all communication through the WIL Coordinator who conducts the communication on behalf of the students and IHT. If the WIL Coordinator is not available, the Academic Manager or Commercial Manager may be contacted via the contact details available on page six (6) hereof.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) refers to the formal identification, assessment and acknowledgement of the full range of an individual's skills, knowledge and capabilities irrespective of how and where they have been acquired. It is the acknowledgement of skills, competencies, knowledge and work ethos obtained through **formal or informal training / on-the-job experience and / or life experience.**

Therefore, those seeking admission into Higher Education, or to access the learning programmes of IHT Hotel School, may make use of the RPL process. The assessment methodologies that will be used by the RPL assessor in determining the competency of the candidate may include:

- **Submitting a Portfolio**, i.e. a record of the candidate's Evidence of Prior Learning, serving as proof of his/her academic records, as well as skills and knowledge gained from different sources.
- **Examinations** prepared specifically for the candidate by IHT to assess competency in any field.



- **Demonstrations** used to indicate the student's expertise in carrying out activities that proves mastery of a skill, in the presence of an assessor who uses a set of criteria against which the candidate is assessed.
- **Assignments** prepared specifically for the candidate after discussion with the IHT Academic Committee in order to determine the type of proof required.
- **Interviews** between the candidate and the RPL assessor in order to supplement any of the above methodologies.
- **Workplace assessments** offering a natural form of evidence of competence, to take place in the course of normal work.

CREDIT ACCUMULATION AND PROGRESSION

The accumulation of credits is a process whereby a student's achievements are recognised and contributes towards further learning.

Therefore, a student from another registered institution, offering similar accredited programmes, may present obtained credits from an incomplete qualification for recognition by IHT Hotel School towards its Diploma in Hospitality Management. However, only up to a maximum of 50% of the credits obtained from an incomplete different qualification from another institution, which meet the requirements of the Diploma in Hospitality Management, may be recognised as meeting part of the requirements of the Diploma in Hospitality Management.

4. STUDENT SUPPORT AND COUNCELLING

During your studies at IHT Hotel School you may at times experience some of the following feelings:

'I am not coping with the academic workload'

'I seem to have lost interest in my studies'

'Exams are coming up and I can't concentrate'

DON'T WORRY! YOU'RE NOT ALONE!

It is not unfamiliar for students at some stage during the academic programme to feel that the pressure of studies is too much and due to this, feel they cannot cope with, or even completely lose interest in their studies. When you experience these feelings, you are more than welcome to speak to your Class Guardian to receive advice and support on how to deal with these pressures - support is always available to students interested in improving their academic performance.

BUT WHAT IF CIRCUMSTANCES AFFECT MY WELL-BEING?

If you are experiencing more serious difficulties, feel welcome to make an appointment with the IHT counsellor, who will try to assist you to overcome what you are facing. We encourage you not to wait until your situation is desperate or the problems too overwhelming. Sometimes even small adjustments can make a huge difference. Just



to be able to share your problems with another person helps, not only in lightening the load, but it can also provide you with a different perspective and approach to your problem that you might have missed or of which you were not aware.

WHEN SHOULD I SEE THE COUNSELLOR?

Many factors may affect your ability to study and to succeed on your chosen career pathway. You may encounter:

- Difficulties at home influencing your performance
- Stress or Health problems
- Grievances pertaining to lecturers or fellow students
- Inability to cope with workload
- Harassment
- Inability to manage you own time

The counsellor on campus is **Mr Anton Smith**. Students are welcome to make an appointment to see him at a suitable time.

5. POLICIES AND PROCEDURES

It is the responsibility of all students to acquaint themselves with the policies, procedures, and organisational requirements of IHT Hotel School (Pty) Ltd. Students are required to sign *IHT HOTEL SCHOOL'S CODE OF CONDUCT, POLICIES, PROCEDURES, CLAUSES & AGREEMENT* attached to the back of this document as evidence that they fully understand and agree to the content thereof.

CAMPUS AND CLASS TIMES

IHT Campus hours

Monday – Thursday: 08h00 – 16h00
Friday: 08h00 – 15h00

The formal academic programme hours

Monday – Thursdays: 08h30 – 15h00*
Friday: 08h30 – 13h00

**From time-to-time academic sessions may be scheduled outside of these hours to accommodate certain classes – reasonable notice will be provided.*

A standard academic day's timetable consists of six (6) sessions of fifty (50) minutes each, with a ten (10) minute break between sessions. There is a forty (40) minute mid-day break. Timetables will be posted on our official *WhatsApp* communication platform on a week-to-week basis.

Some sessions on the timetable may require students to be on campus, but may not be earmarked for lecturing. Such sessions in which a lecture is not scheduled, will be



designated for use such as consultations, completion of work activities, or to study for upcoming tests / examinations.

IHT Student assistance from staff in the IHT office

Students are welcome to knock on the office door for assistance from lecturers and staff at the following times:

08:10 - 08:30 (before class)

12:20 - 13:00 (during lunch)

14:50 - 15:50 (after class)

Should a class end early for any reason whatsoever, please keep to the above times when needing assistance from office staff. When needing assistance from lecturers regarding the content or assessment of modules, the consultation board should be used to schedule times with lecturers according to their availability.

No student will be allowed to meet with office staff or lecturers in the IHT office – all meetings with lecturers should be held in the boardroom and other pause areas.

E-LEARNING

IHT Hotel School makes use of Online *E-Learning* platforms and tools to aid us in our programme offering, including but not limited to:

- IHT's web-based cloud space accessible to students via the Student Portal on our website.
- Zoom meetings used for online consultations.

The following *Process Flow for Online Learning* acts as a guideline every time the student needs to make use of any of our online e-learning platforms.

ONLINE LEARNING PROCESS FLOW FOR IHT STUDENTS

1. **Check Class Timetable** posted on your class's WhatsApp group to determine when Zoom video **online consultations** are scheduled for the irrespective modules.
2. **Download Assessments and other content** as communicated by irrespective lecturers from our web-based cloud space by logging in as a student via our website's student portal.
Class content will be uploaded to the cloud space by 09:00am the day BEFORE your scheduled class / consultation and deleted from the cloud space by 12:00pm the Friday OF / AFTER your scheduled class /consultation.
 - a. www.ihthotelschool.com
 - b. Student Portal
 - c. Student password: **IHT741**
3. Prior to classes and consultations, it is each **student's responsibility** to:



-
- Downloading all content loaded for the irrespective module.
 - Work through pages of the manual that will be covered in the class / consultation as indicated by the irrespective lecturer.
 - Look at the essential activities loaded.
 - Prepare questions to pose to your lecturer during your class / consultation.
4. **Download the Zoom app on your laptop** and test your video and audio settings. You are welcome to also download it on your phone, but you will have more functionality on your laptop allowing for better interaction in the Zoom meetings.
 5. **Attend Zoom consultations** according to your consultation roster.
 - a. Log into Zoom on your laptop
 - b. **Wait for the host** (lecturer) to let you know on the WhatsApp group that the meeting has started before joining with the ID and Password below.
 - c. **Enter the meeting ID and password** as follows
First Years: ID – 538 833 5749; Password – IHT741
Second / Third Years: ID – 714 898 6329; Password – IHT741
 - d. **Wait for the host** (lecturer) to let you into the meeting. If you are in the 'Waiting Room' for more than 2 minutes, WhatsApp the host (the relevant lecturer) to allow you access.
 - e. **Please be timely** in entering the meeting to minimise disruptions.
 - f. Once in the meeting, **check your audio and visual settings.**
Please make use of headphones / in-ears if you have as this helps to drum out background noise.
Join with Computer Video = Enabled
Mute Computer Audio = Disabled
Speaker vs Gallery view (depending on preference in viewing participants)
 - g. When you would like to speak, use the Zoom functionality to '**Raise your hand**' and then '**Unmute**' yourself. The host of the meeting (your lecturer) will then indicate when you can speak.
 6. **Complete Essential Activities and other class work provided.**
 7. **Submit Essential Activities (EA's).**
 - a. Submit your completed EA's (question and answer sheets) in your lecturer's pigeonhole by 08:30am on the day of submission. Normal rules for submission will apply, so if its late, its zero.



CLASS ATTENDANCE AND PROFESSIONAL CONDUCT

Class Attendance

Class attendance is **compulsory**. Students with a class attendance of less than 80% will not be allowed to write his/her final examination for the applicable modules/module units.

Class attendance also contributes towards students' formative assessments. Students accumulate marks for class attendance as follows:

Present and on time	3 marks
Present, but late	2 marks
Absent with doctors certificate, absenteeism form completed online	2 marks
Absent with doctors certificate, no absenteeism form completed	0 mark
Absent without doctors certificate and absenteeism form	0 marks

Professionalism

IHT students are going to work in an industry where professionalism is of great importance. The Merriam Webster dictionary defines Professionalism as: *the conduct, aims, and/or qualities that characterize a professional person*. It is thus important to take note of your verbal and non-verbal conduct, what you aim to achieve through it, as well as the qualities you portray in it, as this will characterise you as a person.

Conduct

A high priority is placed on being respectful in all verbal and non-verbal conduct. Students must behave in a manner becoming professionals in the Hospitality industry, taking note of their language, attitude, punctuality, preparation, and participation in classes; on campus; during class outings, field trips, and hotel site inspections; as well as while completing WIL in industry.

In addition, it is the responsibility of each student to sensibly use alcohol, when and if allowed, while partaking in IHT events and initiatives on and off campus, including but not limited to fun days, annual student formals, charity events and initiatives, class outings, field trips, and hotel site inspections. The student fully understands the dangers associated with alcohol abuse and personally accepts all risks accompanying the use of alcohol at any event or initiative hosted by IHT Hotel School. The student acknowledges that alcohol may impair his/her senses to assume risks associated with action and/or activities.

Students need to address all IHT Hotel School lecturers and staff with the respect they deserve as your superiors. Disrespectful behaviour towards a lecturer, staff member or other student, whether verbal or non-verbal and whether in person or using a different communication method, is regarded as misconduct and could lead to



disciplinary action. Disrespectful behaviour includes the recording of information belonging to a lecturer, staff member or other student without their knowledge and/or consent.

Upon a first offence a student will be given a **Verbal warning**. A second similar offence will justify a **Written warning**. If the student should commit the same offence again after these warnings have been issued, the student will be required to complete a **Behavioural misconduct form**.

The **severity of the offence** will determine whether warnings are issued before a *Behavioural misconduct form* needs to be completed.

Punctuality

A high priority is set on being punctual and prepared for all classes. Students are required to prepare for all classes scheduled on a particular day by reading through the content of the topic(s) indicated by the relevant lecturer as planned content for that particular day. **Students are also required to have the Module Reader(s) and Portfolio-of-Evidence file of all the modules/module units scheduled on a particular day with them on campus in order to allow proper facilitation of the classes.**

If a student is more than five (5) minutes late for a class, only two (2) marks will be awarded for 'Present, but late'.

A student who is more than thirty (30) minutes late is regarded as 'Absent'. and needs to complete an **Absenteeism form** available for download online. If a student submits the form he/she will be awarded with one (1) mark for class attendance. If a student fails to submit the form, a **zero (0)** mark will be awarded.

If a student is more than thirty (30) minutes late for a class, three (3) or more times during an academic term it will be regarded as behavioural misconduct and the student will be required to complete a **Behavioural misconduct form**.

Absenteeism

I will not be coming to class today, because I feel ill. What now?

An **Absenteeism form**, a single form listing all classes missed per day for each day you were absent, should be downloaded from IHT's Student Portal, completed and **emailed to your Class Guardian before 08h30** on the date of your return.

I was booked off by a doctor. What now?

An absenteeism form should be downloaded from IHT's Student Portal, completed and emailed to your Class Guardian before 08h30 on the date of your return. **A Doctor's certificate** should be scanned and **emailed to your Class Guardian along with the Absenteeism form**. If you do not have access to a scanner at home, the doctor's certificate can be scanned and emailed to your Class Guardian on the date of your return, making use of IHT's printer/scanner to scan the document.



If any student misses a class, it remains the responsibility of the student to enquire from the relevant lecturer what academic work / assessment was missed in order to catch up. No academic work / assessments will be given to fellow students to pass on to absent students – all work must be fetched directly from the relevant lecturer.

If a student submits a **valid Doctor's certificate** as well as an *Absenteeism form* for each day of class missed, he/she will be awarded with two (2) marks for class attendance. If a student submits a **valid Doctor's certificate** but fails to submit an *Absenteeism form* for each day of class missed, he/she will only be awarded one (1) mark for class attendance. If a student fails to submit the doctor's certificate as well as the absenteeism form, a **zero (0)** mark will be awarded.

If a student is absent without a *valid Doctor's certificate*, three (3) or more times during an IHT term it will be regarded as behavioural misconduct and the student will be required to complete a **Behavioural misconduct form**.

Students who fail to produce a valid doctor's certificate for classes missed, will not be provided the opportunity to complete any formative or summative assessments missed during their absence.

Stationery

Students need to bring their own stationery to all classes, in order to make notes and complete assessments as required. Distributing or sharing of stationery among students is disruptive and against the IHT Covid-19 protocol.

General stationery required for classes:

- Examination Pad
- Pens, Pencil, Eraser
- Highlighters
- Ruler
- Calculator (Suggested option: CASIO fx-82ZA PLUS)
- Laptop with minimum specifications: 8GB memory, Windows 10 and Office 2013
- Personal hand sanitiser or hygiene wipes

Cellular phones, laptops, tablets and other electronic devices must be on silent and out of sight during all classes. IHT creates an interactive learning environment in class and Cell phones, laptops, tablets and other electronic devices hinder this type of learning environment. The use of electronic devices is thus prohibited, unless otherwise indicated by the lecturer presenting the class.

Cell phones should also not be used as calculators, as it may not display values as accurately as a scientific calculator.



DRESS CODE AND APPEARANCE

Dress Code

It is compulsory for students to wear their prescribed IHT uniform to class.

Female uniform	Male Uniform
Black trousers / pencil skirt	Black trousers
White blouse	White collared shirt
Black jersey	Black jersey
Black blazer	Black blazer
Turquoise IHT scarf	Turquoise IHT tie
Blackmail stockings	Black socks
Formal black court shoes*	Formal black dress shoes
IHT Name badge	IHT Name badge
Black scarf permitted in cold weather	Black scarf permitted in cold weather

The uniform may be worn without the blazer, as long as the student is still wearing the black jersey along with their name badge. However, students must have their blazers with them at all times.

Only formal black court shoes may be worn as part of the IHT female uniform. A variation in heel height (40 to 50mm) and style is allowed, however the shoe must have a closed heel & toe; have a matt finish (no gloss effect) and have no embellishments (studs; zips and bows). **Female students may not wear 'Pumps' as part of their IHT uniform.*

Kitchen uniform	
White Chef's Jacket	Chef's Necktie
White T-shirt	Chef's Apron
Chef's Pants	Prescribed black kitchen shoes
Scull Cap	

The full chef uniform needs to be worn during all Culinary practical classes and assessments. No student will be allowed entry into the kitchen, and will subsequently miss class, if he/she is not wearing the full chef uniform.

Wednesdays are generally **Casual Days** at IHT Hotel School. *The Student Representative Council (SRC)* of IHT Hotel School charges R5 per student who chooses to wear casual clothes on 'civvie' days. Casual Days are not compulsory. Participation however, assists the SRC to raise funds that contributes to student events organised throughout the year.



To keep in step with the image our Hotel School upholds, students are required to dress modestly on Casual Days.

Keep the following in mind when choosing an appropriate outfit.

- Tights should not be worn as pants.
- Skirts or shorts: the “fingertip” rule applies. Shorts or skirts must reach to the fingertips of the extended arm.
- Crop tops are not allowed as it reveals the midriff.
- Any clothes that reveal underwear or cleavage.
- Any clothing items with provocative prints or disrespectful statements that could be seen as offensive to others.

A student not obliging to the IHT dress code, including the Appearance Guidelines, will upon a first offence be given a **Verbal warning**. A second similar offence will justify a **Written warning**. IHT also reserves the right to request a student to rectify the offence immediately if reasonably possible.

Should a similar offence be repeated by the student for a third time, after these warnings have been issued, the student will be required to ‘pay’ an **Appearance misconduct penalty** of two (2) hours service to the Academic Office. The service may be requested during office hours or at IHT events outside office hours. a **Behavioural misconduct** will also be filed against the student.

The above stated, the severity of the offence will determine whether warnings are issued before a *Behavioural misconduct form* needs to be completed.

Appearance/Grooming Policy

Purpose - This policy has been developed to ensure that all students understand the importance of appropriate grooming and hygiene on campus or when otherwise representing IHT Hotel School. The standards of grooming and hygiene outlined below set forth the *minimum requirements* to which all students are required to adhere. IHT Hotel School recognizes that the presentation of its students on campus contribute to a professional environment. Therefore IHT expects students to be well-groomed and professional in appearance when coming to class or engaging in IHT-related tasks off-campus.

- *Hygiene*: Every student is expected to practice daily hygiene and good grooming habits as set forth in further detail below.
- *Hair*: Hair should be clean, combed, and neatly trimmed or arranged. Unkept hair is not permitted. Sideburns, moustaches, and beards should be neatly trimmed. Non-traditional hair colours are not permitted.
- *Make-Up*: Make-up must be professional and conservative.
- *Nails*: Hands and nails should be clean and conservatively manicured.



- **Jewellery:** Sensible (including size and amount) earrings may be worn by females. No other visible body jewellery/body piercings may be worn while any student is in uniform.
- **Tattoos:** No visible tattoos or other body art (such as surgically implanted ball bearings, spikes, and the like) are permitted on campus or whilst in IHT uniform. Exceptions may be made for students who have small, non-offensive tattoos that cannot easily be covered by standard clothing (i.e., wrist, ankle and foot). All exceptions require written approval of IHT Hotel School.

Violations of this policy will result in disciplinary action (verbal and written), up to and including expulsion.

Students seeking an exception from any of the above standards should speak with their class guardian.

CONDUCT DURING TESTS AND EXAMINATIONS

At the commencement of each test and examination series, the assessment procedures will be read to the students by an invigilator to ensure appropriate conduct during these assessments. The following procedures must be followed by all students admitted to write tests and examinations:

- On the day of your assessment, your **Portfolio-of-evidence file** for the relevant module / module unit must be submitted in the relevant lecturer's pigeon hole outside the academic office
- No student may enter an assessment room without the invigilator being present. Students will be allowed to enter the assessment room **ten (10) minutes** prior to the start of the assessment.
- No student shall be admitted into an assessment room after the first **thirty (30) minutes** has lapsed.
- No extra time will be allowed for students who are late.
- **Students may only have pens, pencils, erasers, highlighters, rulers and a calculator (back cover removed)** with them at their desk in order to complete the assessment. No pencil cases, water bottles or writing paper other than the answer sheets issued by the invigilator is allowed on the assessment desks.
- No cellular phones are allowed on the desks while students are writing assessments. Cellular phones must be switched off / put on silent mode and placed in the front of the room for the duration of the assessment. **Cellular phones may NOT be used as backup for calculators** during tests and examinations.
- No 'smart watches' may be worn during tests / examinations, i.e. Apple Watches and Fitbit Devices.
- Once the students are seated per the test / examination seating plan, the assessment's answer sheet will be handed out. With examinations, students will



be allowed **ten (10) minutes reading time** before the commencement of the assessment. During this time, students will only have the question paper with them upon which they are allowed to make notes. Once the reading time concludes, the invigilator will issue the answer sheets to students to complete the assessment.

- Tests and examinations must be completed without any assistance from fellow students or lecturers in order to ensure **authenticity and integrity of assessment**. Students are expected to act in an honest manner when writing tests and examinations. The invigilator may move any student to another desk if they think it could contribute to honesty.
- **No student may directly or indirectly ask / give assistance or share information** with fellow students or lecturers.
- **No student may borrow items** from a fellow student during tests and examinations. Students need to prepare in ensuring they have sufficient writing supplies with them for tests and examinations.
- **No student may attempt to copy work** from another student.
- **No student may make use of notes, diagrams, formulas or examples of work** unless provided by the invigilator at the commencement of the assessment.
- Students may leave the assessment room to **use the bathroom, but only after sixty (60) minutes** of the assessment time has lapsed and only if accompanied by an invigilator.
- No student shall be permitted to submit their test or examination paper and leave the assessment room before half of the assessment time has lapsed.
- Upon submitting completed test / examination papers, each student must **sign his/her name** on the attendance register provided by the invigilator.
- No student shall be re-admitted to an assessment room after they have submitted their test / examination paper and left the room.
- No student shall be permitted to submit their test or examination paper and leave the test / examination room within the last **fifteen (15) minutes** of the assessment time. This is to ensure that students finishing off their papers are left undisturbed.
- If a student is absent for a test or examination, it is his / her responsibility to submit a **valid doctor's certificate** to the academic administrator, within two (2) working days of the assessment date. Only students who are able to provide a valid doctor's certificate as proof of absence will be allowed another opportunity to write the test/ examination missed.
- Students are encouraged to avoid placing themselves at risk of jeopardizing attendance to tests and examinations.
- A student who is detected committing, or apparently **committing a breach of one or more of the above procedures** must immediately submit their test / examination paper and will be dismissed from the assessment room. Committing a breach of test or examination procedures is regarded as Academic misconduct and will lead to disciplinary action.



The intention of examination rules are to maximize the authenticity and integrity of the assessment process and to give students the best opportunity to succeed in their assessments.

6. ASSESSMENTS AND MODERATION

The primary purpose of assessment and moderation in IHT Hotel School is to implement and sustain a **Quality Assurance System**, not only to ensure that the goals of effective and efficient delivery of education are achieved, but also to satisfy the external requirements of the *Higher Education Quality Committee*. It also serves to provide credibility to the certification of qualifications.

All students who are enrolled for programmes at IHT Hotel School will be assessed according to the prescribed module / module unit outcomes and in doing so comply with the norms and standards expressed by the *South African Qualifications Authority*. Assessments are structured processes whereby a student's performance is measured in relation to pre-defined criteria. Assessments take place on a continuous basis throughout the academic programme in the form of **Formative Assessments** and **Summative Assessments**.

The following assessment methods may be used:

- Class activities, case studies and tests
- Practical skills assessments
- Interviews, role-plays, scenario's
- Assignments, projects, reports
- Formal tests and examinations
- Any other assessment method that meets the requirements of the ***South African Qualifications Authority (SAQA)***.

All assessments are placed in individual student ***Portfolio-of-evidence (PoE)*** folders for each module / module unit.

PORTFOLIO OF EVIDENCE

Each module / module unit requires a dedicated colour-coded *Portfolio of Evidence (PoE)*. These files will be handed to students at the commencement of each module / module unit by the relevant lecturer.

Colour codes for PoE files

First Years	Yellow Portfolios
Second Years	Blue Portfolios
Third Years	Red Portfolios



Each PoE needs to include the relevant *Assessment Document*, acting as front page to the Portfolio of Evidence, along with the required dividers clearly marked as:

1. Examination
2. Assignment (if applicable)
3. Essential & Class Activities
4. Class Tests
5. Formal Tests

Assessment Documents are used to indicate the methods in which a module / module unit will be assessed as well as the dates on which it will be assessed. Marks obtained for formative assessments will be displayed on the *Assessment Document* on completion of the module / module unit and must be signed by the student as well as the lecturer / assessor. This indicates agreement with the marks reflected, by both student and lecturer, before Progress Reports are issued to students. Summative marks will also be indicated on the Assessment Document, but only upon completion of the module, i.e. *after* the student signs the document.

Great care should be taken in the handling of PoE files as these files act as evidence of work completed by students. Students must ensure that their PoE files are set up according to the prescribed format and that it contains *all* work / assessments and that it is neat and presentable. **If a student misplaces any assessment or document acting as evidence of work completed, he/she needs to complete an Affidavit from the local Police station to be submitted as evidence of the work in the relevant PoE.**

Students must also ensure to have the PoE files (and Module Readers) of all the modules/module units scheduled on a particular day with them in order to allow proper facilitation of the classes.

Prior to entering an assessment room, your PoE file for the relevant module / module unit must be placed in the pigeon-hole of the particular lecturer. **Access to the test or examination may not be granted unless your Portfolio is submitted.**

All PoE files are kept in storage for three years after a student completed a qualification from IHT Hotel School, in order to provide evidence during Quality Assurance Inspections from IHT Hotel School's Quality Assuror.

ASSESSMENT STANDARDS

All assessment requirements for a module / module unit are indicated on the *Assessment Document* of the relevant module / module unit. The relevant lecturer also formally discusses these requirements with the students when the module / module unit commences and again before the assessment is due, in order to ensure understanding and to provide the student with a fair amount of time to prepare for the assessment. That said, requirements for 'spot' class tests and activities does not have to be provided in writing and neither does it have to be formally discussed beforehand.



IHT Hotel School guarantees assessment standards by complying with requirements of its *Education and Training Quality Assuror (ETQA)*. Lecturers of IHT Hotel School have completed their training and education according to the unit standard *ID7978 – Plan and conduct assessment of Learning Outcomes*. This enables them to adhere to the *South African Quality Authority (SAQA)* requirements as set out in the relevant unit standard. The work of students will at all times be assessed against a list of valid criteria available to and verified by IHT Hotel School's Internal Moderator and benchmarked against a '*Guide to best practice*'.

PLAGIARISM

Information sourced may never be used 'as is' – this is plagiarism and is regarded as an extremely serious offence of **Academic Misconduct** for which serious penalties will apply as set out in Section 9: Misconduct below.

Plagiarism in IHT Hotel School is defined as:

- *Taking and using the ideas, writings, works or inventions of another as if they were one's own.*

It is thus of great importance for students of IHT Hotel School to avoid Plagiarism in all forms of assessment the student completes, including Essential Activities, Class Activities, Assignments and Research Reports. Avoiding plagiarism is discussed in detail during the Module 1.3: Business Communication I and Module 10: Business Communication II.

SUBMISSION OF ASSESSMENTS

All work and assessments that students submit for marking must be submitted in the relevant **Portfolio of Evidence files**.

Work must always be submitted in the relevant lecturer's pigeon hole outside the academic office by no later than 08h30 on the *submission due date*. **Be sure to allow enough time for printing** and submitting of work *before* classes commence. When submitting work, be sure to always include the assessment's instructional page as well as the student's answer page. **Without the submission of the instructional page indicating total mark achievable the student will not be awarded a mark for the assessment.**

Late submissions

Late submission of assessments is not tolerated and **penalties** will apply for both formative and summative assessments, as discussed below.

If a student is absent on a *submission due date*, a fellow-student is allowed to submit work on behalf of the absent student.



Only a **valid medical certificate** will allow absent students to submit assessments *on the first day returning to class*. In such a case, the student must ensure that he/she submitted the scanned copy of the medical certificate on the first day returning to class, as well as attach a copy of the medical certificate to the printed work submitted late.

If a student hands in **essential or class activities** any later than 08h30 on the *submission due date*, the assessment will not be marked and the student will receive a **zero (0)** mark.

If a student hands in an **assignments** or research reports any later than 08h30 on the *submission due date*, **penalties for late submission** will apply as follows:

- **10 %** deducted for submitting work (one) 1 day late
- **15%** deducted for submitting work (two) 2 days late
- **20%** deducted for submitting work (three) 3 days late
- **After** the third day the assignment will not be accepted for marking.

FORMATIVE ASSESSMENTS

Assessments done continuously throughout the programme are called **Formative Assessments**. Formative Assessment usually amounts to 60% of a module / module unit's assessment total and consist of:

	DHM: Year I	DHM: Year II	DHM: Year III	DHM: Year III <i>Business Plan Modules</i>	DHM: Year III <i>Entrepre- neurship</i>
Essential activities / Class activities / Class tests and Attendance	25%	25%	20%	15%	20%
Formal test	25%	20%	20%	15%	20%
Assignment / Report / Presentation / Practical Assessment*	10%	15%	20%	30%	-

**Some module units do not require the completion of an Assignment / Report / Presentation / Practical Assessment. For such modules, the weighting of formative assessments is adjusted to ensure the overall weighting of 60% is maintained.*

All Formative assessments for a particular module / module unit does not have to be submitted to achieve a pass mark for the module / module unit. As long as the overall required formative mark indicated below is achieved (along with the required summative mark) the student will be able to pass the module / module unit.



For Theory modules a student must achieve a **formative mark of at least 50%** in order to gain admission to write the module / module unit examination by which a *Summative mark* is achieved. If a student achieves a formative mark below 50% for a module /module unit, he/she will not be allowed to write the required examination and will subsequently fail the module.

For Practical modules a student must achieve a **formative mark of at least 60%** in order to gain admission to Summative Assessments. If a student achieves a formative mark below 60% for a module /module unit, he/she will not be allowed to complete Summative Assessments and will subsequently fail the module.

Marks achieved for Formative Assessments are communicated within the number of days indicated below, after the completion of the particular assessment.

Essential Activities, Class Activities and Class Tests

Essential Activities, Class Activities and Class Tests are used to continuously assess students' competence of the specific outcomes of modules / module units, throughout the module / module unit. Essential Activities and Class Activities may be assessed as group work or individual work, depending on the lecturer's instruction.

Activities are loaded on the student portal and explained in class for students to complete either at home or in class usually with **two (2) – three (3) days' notice** period, to ensure understanding and to give the student a fair amount of time to complete the assessment. Essential Activities, Class Activities and Class Tests may be marked either by the lecturer or in class, with the necessary guidance from the lecturer. Essential Activities assist students to revise work discussed in class, test competence of sections of the work, and count towards the student's *formative mark*. Marks achieved for Essential Activities and Class Activities are made available to students after **five (5) working days** after the hand-in date.

All Essential and Class Activities submitted for marking must be presented in the relevant **Portfolio of Evidence files**, in the relevant lecturer's pigeon hole outside the academic office by no later than 08h30 on the *submission due date*. When submitting Essential and Class Activities, be sure to always include the assessment's instructional page as well as the student's answer page. **Without the submission of the instructional page indicating total mark achievable the student will not be awarded a mark for the assessment.**

Students are only offered **one opportunity to submit Essential and Class Activities**. No secondary submissions, whether to achieve a pass mark for the assessment or to improve on the pass mark achieved will be allowed. **Late submission** of Essential and Class Activities are not tolerated and will result in a zero (0) mark awarded to the student for the assessment, unless a valid medical certificate is submitted as reason for absence / late submission. Only if a valid medical certificate is submitted *on the first day returning to class*, will a student be awarded



the opportunity to submit/complete the Essential / Class Activity or Class test he/she missed and subsequently receive a mark for the assessment.

Formal Tests

All modules / module units require a formal written test as formative assessment for which a mark of 50% (theory module) / 60% (practical module) is required to pass the module / module units.

Formal tests are used to assess students' overall comprehension of a specific modules / module unit and acts as an authentic evaluation of own work as formal tests are always conducted individually, without any assistance from peers or lecturers. Test dates are made available at least **two (2) weeks** before the test is scheduled, to provide students with a fair amount of time to prepare for the assessment. That said, the IHT test time table may be changed at any time due to unforeseen circumstances or if it is to the benefit of the student or IHT Hotel School.

Formal tests are marked according to a formal memorandum. Formal tests count towards the student's *formative mark*. Marks achieved for these assessments are made available after **ten (10) working days** to allow enough time for marking as well as moderating of the work.

Students are only offered **one opportunity to write formal tests**. No secondary assessments, whether to achieve a pass mark for the assessment or to improve on the pass mark achieved will be allowed. If a student fails a formal test, no supplementary test will be made available for the student to improve his/her mark in order to pass the formal test. The mark achieved, even if this mark is a fail, will count towards the student's overall formative mark for which he/she needs to achieve at least 50% in order to gain admission to the module / module unit's examination.

Assignments / Reports / Presentation / Practical Assessment

Most module units require submission of an assignment / research report and / or presentation / practical assessments as formative assessment for which a mark of 50% (theory module) / 60% (practical module) is required to pass the module unit.

Assignments, Reports, Presentations and other Practical Assessments are used to assess students' ability to research, investigate and apply knowledge of a specific module by formulating a report, presenting findings, or creating products. Assignments, Reports, Presentations and other Practical Assessments may be assessed as group work or individual work, depending on the lecturer's instruction. These assessments are handed out and explained in class with at least **one (1) months' notice** before the assessment needs to be submitted / completed, in order to ensure understanding and to provide students with a fair amount of time to complete the assessment / prepare to complete the assessment.

Assignments must always be set up according to IHT's guidelines for assignments as taught in Module 1.3: Business Communication I and Module 10: Business Communication II, including correct layout, font styles and required sections. A



template set up according to IHT's guidelines is available from the IHT Academic Office.

All assignments must consist of:

- a Front Page including the *Declaration of Authenticity*, signed by the student
- Executive Summary
- Table of Contents
- Introduction
- Body with in-text citations
- Conclusion
- Reference List
- Appendices

Assignments, Reports, Presentations and other Practical Assessments are marked according to a rubric. Assignments, Reports, Presentations and other Practical Assessments count towards the student's *formative mark*.

Marks achieved for these assessments are made available after **twenty (20) working days** (depending on the size and scope of the assessment) to allow enough time for marking as well as moderating of the assignment.

All Assignments students submit for marking must be submitted in the relevant lecturer's pigeon hole outside the academic office by no later than 08h30 on the *submission due date*. When submitting Assignments, be sure to always include the assessment's instructional page as well as the student's completed assignment. **Without the submission of the instructional page indicating total mark achievable the student will not be awarded a mark for the assessment.** Assignments do not need to be submitted in the relevant PoE file - assignments will be filed in the relevant PoE file after the process of marking and moderation has been completed.

Electronic copies of assignments must also be submitted via email to the relevant lecturer on the same date and time of submission, in order to be checked for plagiarism using a Plagiarism Detection Programme widely used by tertiary establishments. Please note that the emailed copy of your assignment merely serves as a check for plagiarism. No emailed assignments will be marked - only hard copies of assignments submitted according to the rules of submission outlined above will be marked. If an electronic copy is not submitted, the students mark for the assessment will not be released.

Late submission of Assignments is not tolerated. Unless a valid medical certificate is submitted as reason for absence / late submission, the following penalties for late submission will apply:

- **10%** deducted for submitting work one (1) day late
- **15%** deducted for submitting work two (2) days late
- **20%** deducted for submitting work three (3) days late



- **After** the third day the assignment will not be accepted for marking.

Students are only offered **one opportunity to submit assignments**. No resubmission of assignments, whether to achieve a pass mark for the assessment or to improve on the pass mark achieved will be allowed. The mark achieved, even if this mark is a fail, will count towards the student's overall formative mark for which he/she needs to achieve at least 50% in order to gain admission to the module / module unit's examination.

SUMMATIVE ASSESSMENTS

Assessments scheduled at the end of a module / module unit in order to test students' complete comprehension of the module / module unit are called **Summative Assessments**. Summative Assessments usually amount to 40% of a module / module unit's assessment total and consist of:

	DHM: Year I	DHM: Year II	DHM: Year III	DHM: Year III <i>Business Plan Modules</i>	DHM: Year III <i>Entrepre neurship</i>
Examination / Practical Examination	40%	40%	40%	40%	60%

Summative assessments for a particular module / module unit must be submitted in order to achieve a pass mark for the module / module unit. The required summative mark indicated below must also be achieved (along with the required formative mark) in order for the student to be able to pass the module / module unit.

For Theory modules a student must achieve a **summative mark of at least 50%** for the examination in order to pass the module / module unit. **Theory modules / module units require a 50% final year mark in order to prove competence and pass the module / module unit.**

Practical modules do not require the student to write an examination for the module / module unit. Practical Examinations and/or presentations and/or assignments act as Summative Assessments of these modules / module units. The student must therefore achieve a **summative mark of 60%** for the practical examination in order to pass the module / module unit. **Practical modules require a 60% final year mark in order to prove competence and pass the module / module unit.**

In accordance with IHT Hotel School's policies and procedures for the releasing of results, marks achieved for Summative Assessments are only communicated on students' Progress Reports sent out at the end of a semester.



Examinations

All theory modules / module units require a formal written examination as summative assessment for which a mark of 50% is required to pass the module / module units.

Examinations are used to assess students' overall comprehension of a specific module / module unit and acts as an authentic evaluation of own work as examinations are always conducted individually, without any assistance from peers or lecturers. The timetable for examinations is made available at least **one (1) month** before the examinations commence, to give students a fair amount of time to prepare. The examination timetable may however be changed at any time due to unforeseen circumstances or if it is to the benefit of the students / IHT Hotel School.

Examination Admission will be made available at least **one (1) week** before the commencement of the examinations. This mark is compiled from formative assessments a student obtained during the course of the module / module unit. A student with a formative mark below 50% will not be allowed to write the examination for the specific module / module unit and will subsequently fail the module. A student further needs an 80% class attendance record for a module / module unit in order to write the examination of the relevant module / module unit.

Examinations are marked according to a memorandum. Examinations count towards the student's *summative mark* and are therefore compulsory to complete. Failure to attend an examination at the set time and date without a valid medical certificate will result in a **FAIL** being recorded. If a student does present a valid medical certificate after being absent from an examination, he/she will be allowed to write the Supplementary Examination for the module / module unit.

Students are informed whether they passed or failed and need to write a Supplementary Examination after **fifteen (15) working days** in order to allow enough time for marking as well as moderating of the work. However, marks achieved will only reflect on students' progress reports sent out at the end of a semester.

Supplementary Examinations

If a student fails the examination with 10% or less than the required pass mark (theory modules: 50%; practical modules: 60%), the student will be awarded a **second opportunity to complete the assessment** in order to improve his/her mark and pass the examination. In such a case, the student will only be able to achieve a mark up to the required pass mark. Supplementary examinations are additional to IHT Hotel School's fee structure. Students will thus be **required to pay a R500 administrative fee** for Supplementary examinations.

It is the student's responsibility to ensure that they are prepared and available to write the examinations and supplementary examinations on the times and dates specified. Travel and holiday arrangements should only be made after the schedules



Supplementary Examination dates. Should a student need to write a Supplementary Examination and the student is not able to attend, he/she forfeits the opportunity of a Supplementary Examination and will subsequently fail the module / module unit.

If a student is absent from an examination, only a valid medical certificate will allow a student the opportunity to write the Supplementary Examination and subsequently receive a mark for the assessment. In such a case, the student will be able to achieve a mark up to the total mark of the assessment.

Should a student fail a Supplementary Examination they will subsequently fail the module / module unit. Students are only allowed to enrol for a module unit three (3) times, i.e., if the student fails a module unit, they have two (2) opportunities to re-enrol for that specific module unit. Thereafter IHT will not allow the student to re-enrol for that specific module unit, as competency could not be proven.

STUDENT PROGRESS

Progress Reports

After completion of an examination, students will be notified of their **Examination Outcome** (Pass/Fail) via the IHT Hotel School's official WhatsApp communication platform. These results will only indicate student numbers with the word: **Pass** or **Fail** next to it. There will also be an indication whether or not students who failed have gained admission to supplementary examinations. It remains the responsibility of students to check the WhatsApp group to be aware of any supplementary examinations they need to write.

On completion of an examination series scheduled at the end of a semester, students will receive a **Progress Report** reflecting the marks the student obtained. The Progress Reports are forwarded to the student as well as the parent / legal guardian of the student once assessments have been moderated and marks consolidated. Marks are only considered official once it has been moderated and endorsed by the Academic Committee of IHT Hotel School.

If a lecturer notices that a student experiences difficulty with his/her studies during the course of a module / module unit(s), the student may be requested to attend a **Review of Student Progress** meeting. Parents / legal guardians may also attend these meetings. Please note that this process may also be initiated by the student themselves if he/she feels that they are struggling with a certain module / module unit(s).

The review process is intended to assist in initiating strategies for improvement, together with a time frame, for subsequent performance improvements. A report containing the outcome of such a *Review of Student Progress* must be placed in the student's personal file.



Levels of distinction

The marks achieved on a student's final Progress Report for each academic year of the Diploma in Hospitality Management are added up upon completion of the Programme to determine the student's level of distinction in successfully completing the qualification. The level of distinction achieved will reflect on the student's Diploma in Hospitality Management certificate provided to students at their Graduation.

Levels of distinction are determined as follows:

Pass – 50% / 60%

- A student will receive a pass mark for a module / module unit if he/she achieves a pass mark of 50% or more for theoretical module(s) / module unit(s) and 60% or more for practical module(s) / module unit(s).
- A student will only pass the Diploma in Hospitality Management once he/she achieves a pass mark for all modules / module units forming part of the three year Diploma in Hospitality Management.

Pass with Distinction / Cum Laude – 80%

- A student will receive a distinction for a module / module unit if he/she achieves a final mark of 80% or more for the specific module / module unit.
- A student will receive a distinction for an academic year if he/she achieves an *average final mark of 80% or more for the specific year.
- A student will pass the Diploma in Hospitality Management with distinction / Cum Laude if he/she achieves an average final mark of 80% or more for each academic year of the three year Diploma in Hospitality Management.

**An average final mark for a year is calculated according to the number of credits awarded to modules / module units totaling to 120 credits per year and 360 credits over the three year Diploma in Hospitality Management.*

ASSESSMENT & MODERATION

IHT Hotel School is committed to a system of regular moderation procedures to ensure that:

- All assessment procedures are transparent to students.
- All assessments conducted by the assessors are fair, relevant, valid as well as realistic.
- A range of assessment tasks and methods are used ensuring that all types of learning outcomes are validly assessed.
- All assessments are aligned with the learning outcomes and set at appropriate levels.



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- Students are provided with information regarding requirements for assessment processes i.e. regulations on plagiarism; academic misconduct; terms of appeal, re-submitting of assignments, supplementary examinations, etc.
 - All assessments, together with memorandums and marking criteria are available to the moderator.
 - Students receive regular feedback on assessments.
 - All assessment decisions are recorded and documented accurately and systematically and are signed by the student.
 - Student Appeals Procedures are available and are explicit, fair, effective and handled in a timely manner.
 - All Examination papers of First and Second year students are moderated by an internal moderator.
 - All Examination papers of third year students are moderated by external moderators.
 - Reliability checks of 30% - 40% on the marking process of tests and examinations of First and Second Year students are done by internal moderators according to module / module unit outcomes.
 - Reliability checks of 30% - 40% on the marking process of tests and examinations of Third Year students are done by an external moderator according to module / module unit outcomes.

The internal as well as external moderators moderating assessments in IHT Hotel School are required to be experts in their field of moderation, having a registered SAQA unit standard qualification: ID 115759 – Conduct moderation of outcomes-based assessment.

Moderation findings must be recorded and feedback given to the assessors with recommendations for improvement. These records are to be kept in a safe and secure area for future verification by the *Higher Education Quality Committee*.



7. MISCONDUCT

Misconduct is committed when a student deliberately or negligently conduct themselves in a manner which is detrimental to, or could be detrimental to the good name and academic integrity of IHT Hotel School (Pty) Ltd; the maintenance of order and discipline in school; or the proper execution of the functions of the school.

IHT Hotel School classifies misconduct in the following categories:

- Academic misconduct
- Behavioural misconduct

ACADEMIC MISCONDUCT

A student is guilty of Academic Misconduct if the following was committed:

- *Breach of examination procedures*: Failure to comply with the procedures announced for the conduct of an examination.
- *Plagiarism*: The presentation of another person's work as the student's own, without proper acknowledgement of the source, with or without the source's permission, intentionally or unintentionally.
- *Collusion*: Collusion is a form of plagiarism. It is the **giving or receiving** of unauthorised assistance in the preparation or presentation of material submitted for assessment.
- *Falsification*: An attempt to present fictitious or distorted data, evidence, references, citations, or results, and/or to knowingly make use of such material.
- *Cheating*: Any attempt to obtain or to give assistance in an examination or an assessment. This includes submitting work which is not one's own.
- *Deceit*: Deceit is any attempt to deceive, create a false impression, falsely represent, or incorrectly document material for assessment (or when seeking assessment concessions – special privileges).
- *Impersonation*: The assumption of the identity of another person with intent to deceive or gain unfair advantage.
- *Re-use of submitted work*: The practice of re-submitting work that was previously submitted or assessed in the same or other modules / module units, seeking re-assessment and credit a second time.)
- *Any other infringement of academic propriety*: judged by the Academic Committee of IHT Hotel School as constituting academic misconduct.

BEHAVIOURAL MISCONDUCT

A student is guilty of Behavioural Misconduct if the following was committed:

- Disobeying any of the *IHT Hotel School Code of Conduct* policies and procedures as discussed in this Student Guide.



MISCONDUCT PROCEDURES

Academic Misconduct Procedures

The following are the steps followed in IHT Hotel School when investigating a case of Academic Misconduct, such as Plagiarism:

1. The lecturer reports the alleged Academic Misconduct by submitting a *Academic Misconduct Report Form AM.1A*.
2. The Academic Committee and the lecturer reporting the case investigates the allegation.
3. The student involved is notified and acknowledge receipt by signing the *Academic Misconduct Notification Form AM.1B*.
4. The student is invited to attend a meeting with the Academic committee to discuss the investigation and view the evidence if available.
5. The student views the evidence. The student may acknowledge the allegation to be true, or disagrees with the evidence of the allegation and request a formal disciplinary hearing to prove his/her innocence. The student will be required to sign an *Academic Misconduct Reply Form AM.1D* to indicate admittance / denial of the misconduct. The academic committee to complete an *Academic Misconduct Outcome Form AM.1E* for the student's record.
6. A formal disciplinary hearing takes place where both sides may present evidence.
7. If the student is found 'guilty' of the alleged misconduct, the Academic Committee will discipline the student fairly, through one of the Penalties described below.
8. If a student is found guilty and receives a sentence, he / she may submit an appeal *AM1F*.
9. Normal appeal procedures are followed.

Behavioural Misconduct Procedures for minor disciplinary misconduct

1. Upon first offence, a verbal warning will be issued. The student will be required to sign an *Acknowledgement of a Verbal Warning VW.A* acting as evidence of the warning issued.
2. Should the same offence be committed after a verbal warning, the student needs to sign a *Written Disciplinary Warning Form VW.B* in acknowledgement that a formal written warning was received.
3. Should the same offence for which a Written Warning was issued be committed, the relevant staff member/lecturer will complete a *Behavioural Misconduct Report Form BM.1A* and the student will be required to sign a *Behavioural Misconduct Notification Form BM.1B*. The student will be notified of a date on which he / she has to attend a Disciplinary Hearing with the Academic Committee.
4. At the Disciplinary Hearing, the student is required to appear before the Academic Committee to provide an explanation for the alleged behavioural



misconduct. All documents regarding the matter are documented in the student's personal file, including the *Behavioural Misconduct Outcome Form BM.1D* to be completed by the Academic Committee.

5. At the Disciplinary Hearing, the student will be required to sign a *Behavioural Misconduct Reply Form BM.1E* to indicate admittance / denial of the misconduct.
6. Both parties may present evidence at the hearing.
7. If the student is found 'not guilty' all evidence referring to the alleged misconduct is removed from the student's record.
8. If the student is found 'guilty' of the alleged misconduct, the Academic Committee will discipline the student fairly, through one of the Penalties described below.
9. If a student is found guilty and receives a sentence, he / she may submit an appeal.
10. Normal appeal procedures are followed.

Behavioural Misconduct Procedure for gross behaviour misconduct

1. The lecturer or any other IHT staff member reports the alleged Behavioural Misconduct by submitting a *Behavioural Misconduct Report Form BM.1A*.
2. The Academic Committee and the staff member reporting the case discusses the allegation.
3. The student involved is notified and acknowledge receipt by signing the *Behavioural Misconduct Notification Form BM.1B*, where after the student will be notified of a date on which he / she has to attend a Disciplinary Hearing with the Academic Committee.
4. At the Disciplinary Hearing, the student is required to appear before the Academic Committee to provide an explanation for the alleged behavioural misconduct. All documents regarding the matter are documented in the student's personal file, including the *Behavioural Misconduct Outcome Form BM.1D* to be completed by the Academic Committee.
5. At the Disciplinary Hearing, the student will be required to sign a *Behavioural Misconduct Reply Form BM.1E* to indicate admittance / denial of the misconduct.
6. Both parties may present evidence at the hearing.
7. If the student is found 'not guilty' all evidence referring to the alleged misconduct is removed from the student's record.
8. If the student is found 'guilty' of the alleged misconduct, the Academic Committee will discipline the student fairly, according to one of the penalties described below.
9. If a student is found guilty and receives a sentence, he / she may submit an appeal.
10. Normal appeal procedures are followed.



Penalties for Academic and Behavioural Misconduct

Penalties for Academic and Behavioural misconduct differ. Detailed description of each is available for perusal in the Academic Office. The following are shortened versions of the various penalties that could be imposed on a student when found guilty of misconduct:

Academic Misconduct:

- Revoking a student's appointment of any kind such as Class Representative, Student Council Representative, etc.
- A nil mark for the assignment / assessment with an opportunity to re-submit a new assignment for which only a pass mark can be achieved.
- A nil mark for the assignment / assessment with no opportunity to re-submit the assignment.
- A fail grade for the Module / Module Unit in which the academic misconduct occurred.
- Suspension / permanent suspension from the programme.

Behavioural Misconduct:

- Revoking a student's appointment of any kind such as Class Representative, Student Council Representative, etc.
- Administrative duties on a time (in or outside of business hours) for such a period as the Academic Committee may deem fit.
- Refusal of admission to tests /examinations / other forms of assessment, where after a later opportunity for assessment may or may not be granted.
- Suspension / permanent suspension from the programme.
- Any other penalty deemed equitable by the Academic Committee.

The Rights of Students

A student has a right to present evidence in his / her defence. A student has the right to be represented by any student or staff member of IHT Hotel School.

If a student wants to be represented by a person other than a student or staff member of IHT Hotel School, he / she must submit written representations no later than thirty-six (36) hours prior to the hearing, to the Academic Committee as to why he/she should be allowed representation by a person other than those persons designated above.

A student has the right to call witnesses to his/her defence in which case the student has to arrange for their presence at the hearing and also inform the Academic Committee of the names/identity of such witnesses and relevance of their presence prior to the Disciplinary Hearing.

Students are advised to read procedures in preparation for a Disciplinary Hearing in the Student Rules and Code of Conduct to apprise themselves with the proceedings.



A student has a right to an Interpreter; however, the Academic Committee must be advised at least forty eight (48) hours prior to the hearing, so that an interpreter can be arranged.

The Academic Committee of IHT Hotel School reserves the right to manage misconduct proceeding and the outcomes thereof using their discretion. Misconduct proceedings will always be managed according to the procedures set out to ensure a fair process is maintained.

APPEALS PROCEDURES

The following is the procedure to be followed by a student who wishes to appeal against either the outcomes of his / her assessment, the unfair treatment of the individual by his / her immediate assessor; or a misconduct verdict the student has been found guilty of:

Step 1

If the student is not satisfied with the assessment decision, the student must discuss it with the assessor. The assessor and student should try to work out a mutually satisfactory solution.

Step 2

If the student is not satisfied with the outcome of step 1, he / she can obtain an *Appeal Application Form* from the Academic Manager to be completed and returned to the Academic Manager on the next working day. The student must clearly motivate the reasons for the appeal.

Step 3

If the appeal is against an assessment mark, the Academic Manager will consult the assessor within ten (10) working days of receiving the appeal in order to determine the validity of the appeal, where after the Academic Manager will:

- ask another assessor to moderate the assessment paper the learner wrote (in the case of a theoretical assessment).
- ask another assessor to re-assess the learner (in the case of a practical assessment).

An administrative fee of **R250** will apply for the moderation of assessment papers as well as for the re-assessment of practical assessments.

If the appeal is against an assessor, the Academic Manager will call a meeting with the assessor and the learner within ten (10) working days of receiving the appeal. The Academic Manager may:

- ask the assessor to re-assess the learner
- ask the assessor to re-assess the learner with the Academic Manager present during the assessment
- ask another assessor to assess the learner



The outcome will be recorded on the Appeal form and placed in the student's personal file. A copy of this document will also be made available to the learner and the appropriate assessor.

If the appeal is against a misconduct verdict, the Academic Manager will call a meeting with the Academic committee and the learner within ten (10) working days of receiving the appeal in order to discuss a re-trial of the misconduct.

The outcome will be recorded on the Appeal form and placed in the student's personal file. A copy of this document will also be made available to the learner and the appropriate assessor.

Step 4

If the student is still not satisfied with the outcome of the appeal, a new appeals form, with a copy of the processed appeals form, may be submitted to the Academic Committee of the IHT Hotel School (Pty) Ltd.

The Academic Committee may:

- appoint an external assessor who, at a fee payable by the student, will assess the student
- ask the Academic Manager to assess the student
- ask the assessor to re-assess the student in the presence of the Academic Committee.

The decision made by the external assessor / Academic Committee will be accepted by all parties concerned as the final outcome and by signing the student guide all IHT students agree to this. The outcome will be recorded on the appeals form and kept on file with the other records of the learner.

Remember:

- The student must apply for an Appeals Form from the Academic Manager **within three (3) days** after the outcome of his / her assessment is known, or after the unfair treatment of the individual by his / her immediate assessor, has taken place.
- The Academic Manager must call a meeting within **ten (10) working days** after receiving an appeal.
- If a student appeals against a mark obtained for an assessment, an administrative fee of **R250** will be charged to view the assessment as well as to remark the assessment - fees are available from the academic office on request.

The Academic Committee of IHT Hotel School reserves the right to manage appeals and the outcomes thereof using their discretion. Appeals will always be managed according to the procedures set out above to ensure a fair process is maintained.



8. LEARNING CENTRE

It is compulsory for students to conduct research in order to complete assessments on the expected tertiary level of education offered at IHT Hotel School. Students will be required to conduct research for assignments and other assessments and thus need to familiarise themselves with the process of researching information from both physical sources such as text books and journals, as well as electronic sources such as online books, journals, articles and extracts.

IHT's Learning Centre offers Library facilities with text books and journals which students are welcome to use to do research on campus – **no text books or journals may be removed from the Learning Centre.** IHT's campus also has wireless internet that students are able to connect to in order to conduct research from electronic sources, easily found on Google Scholar.

The following rules apply regarding the use of IHT's Learning Centre:

- Students are allowed to use the Learning Centre for research purposes as well as studying purposes.
- Wireless internet access will be available to students for research purposes.
- No text books or journals may be removed from the Learning Centre. Students are, however allowed to copy required information from IHT's text books and journals at their own cost.
- ***Absolutely no eating or drinking*** is allowed in the Learning Centre.

9. PRINTING

Students, who do not have access to a printer, may print their documents on campus.

The costs for printing and binding are as follows:

- | | |
|---------------------------|-------------------------|
| - Single page: | R1.00 per page |
| - Colour page: | R6.00 per page |
| - Binding of material: | R10.00 per binding comb |
| - POE File with dividers: | R20.00 each |

10. PARKING

Students are kindly requested to only park in the designated parking areas. Parking is available on a first come first serve basis.

Please ensure that you leave nothing of value in your vehicles and that it is always locked. IHT Hotel School cannot be held responsible/ liable for theft, damage or loss of personal property/ items from your vehicles while parked on IHT property.



11. LOSS OF PROPERTY

IHT Hotel School (Pty) Ltd cannot be held responsible/ liable for any theft, loss of or damage to property/ items belonging to a student/ parent/ legal guardian of IHT Hotel School.

Should students lose any equipment or material belonging to IHT Hotel School, it is a requirement that the lost item(s) be replaced at the student's expense. Should a student leave some of his/her possessions on IHT Hotel School's premises, IHT cannot be held responsible/ liable for items lost. Lost items found by staff of IHT Hotel School will be kept in the IHT office. Items will be kept for sixty (60) days where after it will be donated to charity.

12. ACCIDENTS

IHT Hotel School (Pty) Ltd cannot be held responsible/ liable for any injury or loss to an IHT student/ parent/ legal guardian resulting from an accident while on or off campus.

In the event of any accident, immediately report it to the Safety and Security Officer of the campus. A First Aid Kit is available and a trained person will assist you. No medication may be dispensed to any student.

Information on who your Safety and Security Officer is, where the First Aid Kit can be located, or any other information regarding safety while on campus appears in prominent areas on the campus.

13. PRIVACY POLICY & CONFIDENTIALITY CLAUSE

IHT Hotel School (Pty) Ltd is sensitive to privacy issues and recognises the importance of safeguarding all information we receive from our students and parents/ legal guardians. Information provided by students and/ or their parents/ legal guardians are used to aid us in offering a sound educational service and experience, including the ease of communication between IHT and its students/ alumni/ parents/ legal guardians. IHT will make sure that all personal information is treated in accordance with the Protection of Personal Information Act and privacy legislation.

IHT Hotel School (Pty) Ltd is also sensitive to the privacy and safeguarding of information collected by IH Hotel School and will treat all matters relating to an individual student's admission, assessment, progress, course completion, learning difficulties, personal needs and any discussions or negotiations concerning such matters, in confidence. Information reflecting in a student's record, including progress results and misconduct records will be kept discreet. However, IHT Hotel School reserves the right to release this type of information to hospitality establishments and tertiary establishments who request information in support of a referral regarding the



student. IHT also reserves the right to use photos of students/ alumni for marketing purposes, including posting of photos on social media and using of such images in marketing material.

IHT Hotel School strives to meet the needs of students regardless of gender, ethnicity, age, disability, or background, without divulging personal details or negotiations concerning such matters, unless written consent is obtained from the student/ parents /legal guardians or compelled to do so under the law.

Students of IHT Hotel School are expected to display the same respect for the privacy and confidentiality of IHT Hotel School and its students /parents /legal guardians. Students are not allowed to share any personal or contact information of any fellow students/ parents/ legal guardians without their written consent.

Students are also expected to use their discretion when working with information obtained from IHT Hotel School – all learning material, guides, readers, assessments, letters, documentation, and other forms of information made available to students/ parents/ legal guardians by IHT Hotel School or any of its directors, members, employees or student representatives remains IHT Hotel School’s intellectual property and may only be used for the purpose of aiding students in their studies at IHT Hotel School. No IHT Hotel School learning material, guides, readers, assessments, letters, documentation, or other forms of information of any kind may be shared without the written consent of IHT Hotel School.

14. CODE OF CONDUCT

As a student of IHT Hotel School, your conduct and behaviour, both on and off campus, sets the reputation of the school and its entire student body. Maintaining a respectful image and positive relationship with the industry and community IHT Hotel School operates in, is of utmost importance to the school. It is expected that students act accordingly, in order to present IHT Hotel School and its student body as well mannered, polite and respectful of the industry and community we live and work in.

Students are therefore requested to observe the ethics traditionally expected in an academic institution. IHT Hotel School expects its students to:

- Be punctual for all classes.
- Wear the prescribed uniform.
- Be committed to learning and manage their learning effectively.
- Be respectful of the rights of others to learn.
- Always exhibit good manners.
- Be respectful of the environment by placing all cigarette butts and other trash in the bins provided.
- Contribute to the learning environment in a constructive manner.
- Follow proper protocol in class as required by the lecturer.



- Follow declared rules and regulations as well as learning-related policies and procedures.
- Refrain from dishonesty and misconduct.
- Meet deadlines for tasks, assignments, and other work.
- Seek learning assistance when required.
- Communicate any teaching and learning issues to IHT Hotel School.
- Actively participate in events presented by IHT Hotel School including IHT Hotel School 'Open Days', 'Charity Events' and 'Student Formal'.
- Be protective of property and equipment of IHT Hotel School, refraining from vandalizing any property or equipment.
- Take responsibility for the safety and security of themselves and others on IHT Hotel School's premises.
- Never to smoke near entrances or in areas determined as non-smoking areas on IHT Hotel School's premises.
- Never to abuse alcohol or use dagga/cannabis on IHT Hotel School's premises or during any IHT Hotel School events.
- Never to use, or have in possession, substances regarded as unlawful by South African Law authorities.
- Conform to **ALL** the policies and procedures of the IHT Hotel School (Pty) Ltd, particularly those that relate to COVID-19, Occupational Health & Safety, Sexual Harassment, Discrimination, Privacy and Confidentiality.

15. AGREEMENT

I, _____ ,
acknowledge that I have received the *IHT HOTEL SCHOOL (Pty) Ltd STUDENT GUIDE*
with *CODE OF CONDUCT, POLICIES, PROCEDURES, CLAUSES & AGREEMENT* .

I agree that:

- It has been fully discussed and explained to me.
- I understand and agree to be bound by the content thereof.
- I will adhere to the Code of Conduct at all times.
- I will adhere to all policies, procedures, rules and regulations.
- I accept the consequences of misconduct.
- I have the right to appeal.

Signature: _____ Date: _____