



KOLEJ ANTARABANGSA INOVATIF
INNOVATIVE
INTERNATIONAL COLLEGE



PROGRAMME HANDBOOK

DIPLOMA IN HOTEL MANAGEMENT (WORK-BASED LEARNING)

KPT: R/811/4/0113 MQA: MQA/FA 1843

A WORD FROM PROGRAMME LEADER

In the name of Allah, most Gracious, most Compassionate.

Greetings from Faculty of Hotel at Innovative International College, thanks be to Allah SWT the Almighty, for it is by His will and blessing that we are given the opportunity to continue our pursuit of success this new year.

I would like to welcome all our new and existing students to this faculty and I want you to know that you are indisputably at the center of our work. I would like to encourage you to continue your education and reach your goals since I believe education is one of the pathways that can truly transform lives. Education provides the tools for achieving our biggest dreams and empower us to be a better person. Education also contributes to social justice, but even more importantly, it contributes to the achievement of one's full potential. Education unites opportunity with excellence.

From the Faculty of Hotel, we always examine ourselves to determine what we can do better. The increased visibility requires us to be very clear about who we are and what we do. We understand that true equity only comes when every student has the opportunity for education and we have put solutions in place to address the gaps.

I am very proud to be part of this Innovative International College and I hope that all our students are the same. I also hope that by the time you leave this college, you will be ready and willing to embark on your own unique journey.

I wish you guys a successful journey ahead.



NUR ATHIRAH BINTI A. AZIZ
Programme Leader of
Diploma in Hotel Management (WBL)

A WORD FROM PROGRAMME LEADER

Greetings from us, Program Leaders of Diploma in Hotel Management (Work-Based Learning). Welcome to our Faculty of Hotel Management, Innovative International College.

At Innovative International College, we strive to provide the best quality of education and training to all our DHM-WBL students. We are committed to providing excellence in teaching by delivering education that keeps pace with changing industry requirements and society's progressive development. We provide the best possible education and training by combining theory and knowledge with long term practical experiences. Our students gain hands-on experience in the classroom and through industry experience.

The hospitality industry is among the hardest hit by COVID-19 pandemic. As the industry is recovering, we at IIC welcome our friends from the industry to share our knowledge to help the industry to gain their competitive advantages as before. With the range of expertise from the Hotel Management Faculty, we are always ready to be a part of the industry to provide and share the outcomes with the industry.

Join us now! If you are looking for a career in the hotel industry, we are here to provide you all with necessary knowledge and training to make your career ready. Let us work together to bring our industry to the highest level, no matter where you are.



Muhammad Jefferson Empaling bin Jonathan Jana
Nur 'Afini binti Zamri
Coordinator of Industrial Affairs & Alumni
Diploma in Hotel Management (WBL)

Table of Contents

INTRODUCTION TO THE INSTITUTION	4
VISION	4
MISSION	4
PHILOSOPHY	4
VALUES	4
CORPORATE ORGANIZATION CHART	5
DIPLOMA IN TOURISM MANAGEMENT ORGANIZATION CHART	5
MEMBERS OF DEPARTMENT	6
MALAYSIA EDUCATION BLUEPRINT 2015 -2025	8
ABOUT PROGRAMME	9
PROGRAM EDUCATIONAL OBJECTIVE (PEO)	9
PROGRAMME LEARNING OUTCOME (PLO)	11
PROGRAMME STRUCTURE	12
PATHWAY	14
ACADEMIC PATHWAY	14
CAREER PATHWAY	15
MALAYSIA EDUCATION BLUEPRINT 2015 -2025	16
ACADEMIC CALENDAR	17
ACADEMIC STRUCTURE, REGULATIONS AND PROCEDURE	18
REGISTRATION	18
Late Registration	18
Add /Drop a course	18
Attendance	19
Study Leave	19
Sick Leave	19
Emergency Leave	20
Appeal against Debarring	20
Grading System	20
FACILITIES	23
LIBRARY	23
COMPUTER LAB	24

INTRODUCTION TO THE INSTITUTION

Innovative International College (Innovative) was established in 1999 to provide quality and innovative education to students from various walks of life, both local and international.

Approved by the Ministry of Higher Education, Innovative programmes have been accredited by the Malaysian Qualifications Agency (MQA).

Innovative is set up to provide students with the opportunities to improve themselves academically, especially by creating various career pathways including study opportunities with other leading higher education institutions and universities.

Our high quality and challenging programmes not only keep pace with the global education but also equip the students with knowledge, skills and practical experiences to face the working world.

VISION

To evolve into a full-fledged university, recognized and respected in business and industry.

MISSION

Innovative is committed to produce individuals who are multi-taskers and resilient with professional skills and knowledge to effectively function in business and industry.

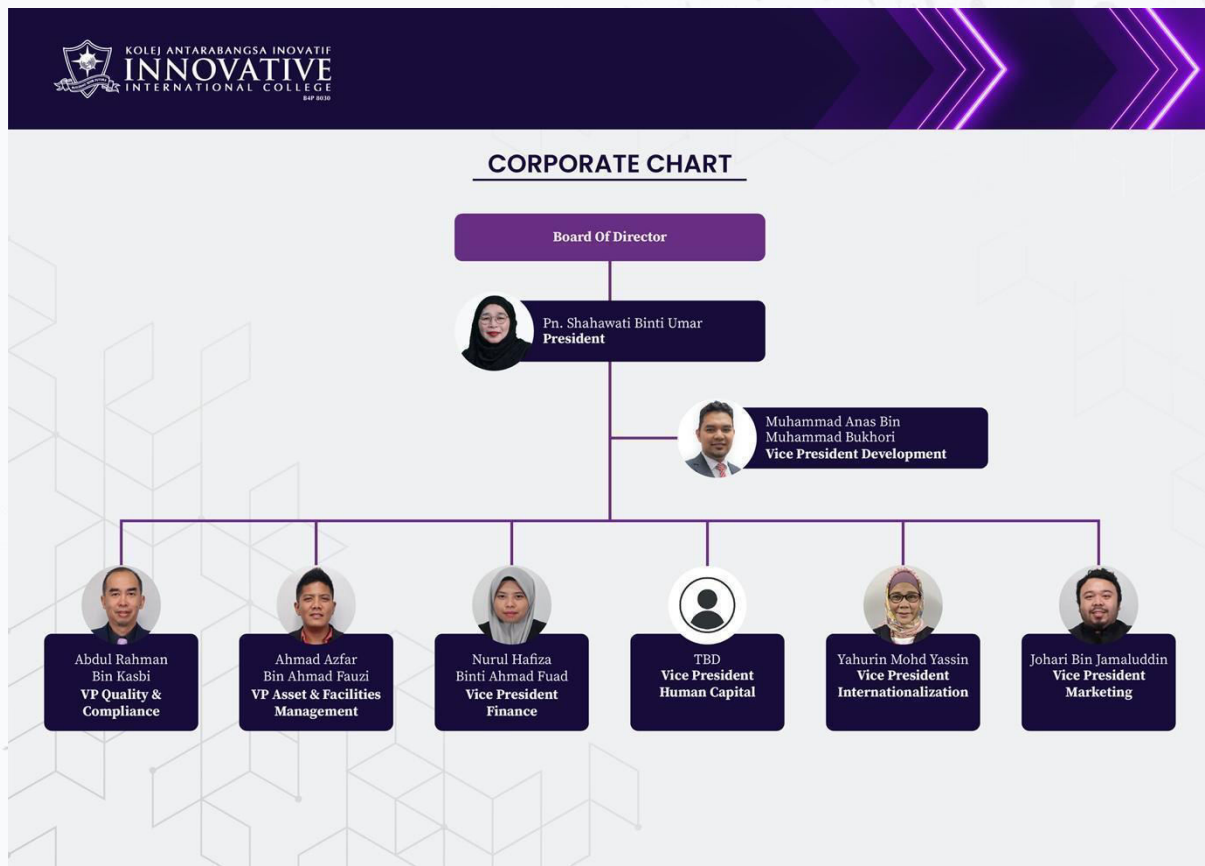
PHILOSOPHY

Innovative stands by the belief that all individuals, of every color or creed or economic background, given the opportunity with proper guidance and education, can be molded into respectable individuals who will make a positive contribution to the well-being of the society.

VALUES

Innovative encourages the highest standard of integrity and ethics in the process of creating a challenging work culture to deliver value to the students. Our employees at Innovative work together as a team to build a better future for our students.

CORPORATE ORGANIZATION CHART



DIPLOMA IN HOTEL MANAGEMENT (WBL) ORGANIZATION CHART



MEMBERS OF DEPARTMENT



NUR ATHIRAH BINTI A.AZIZ

Master in Hospitality Management (Ongoing)
Bachelor of Science (Hons.) Hotel Management

✉ athirah.aziz@innovative.edu.my ☎ 017-6710624

Programme Leader Certificate of Hotel Operation,
Diploma in Hotel Management & Diploma in Hotel
Management (WBL)



MUHAMMAD JEFFERSON EMPALING BIN JONATHAN JANA

Masters in Hospitality Management
Degree in Hotel Management

✉ jefferson@innovative.edu.my ☎ 013-9001259

Coordinator of Industrial Affairs and Alumni



NUR 'AFINI ZAMRI

Master in Hospitality Management
BSc (Hons) Hotel Management

✉ nurafinizamri@innovative.edu.my ☎ 0132461812

Program Leader Diploma Hotel Management (WBL)



NUR IZZATI BINTI AHMAD TAJUDIN

Master of Hospitality Management
Bachelor in Hotel Management

✉ ztydn@innovative.edu.my ☎ 018-7725921

Lecturer



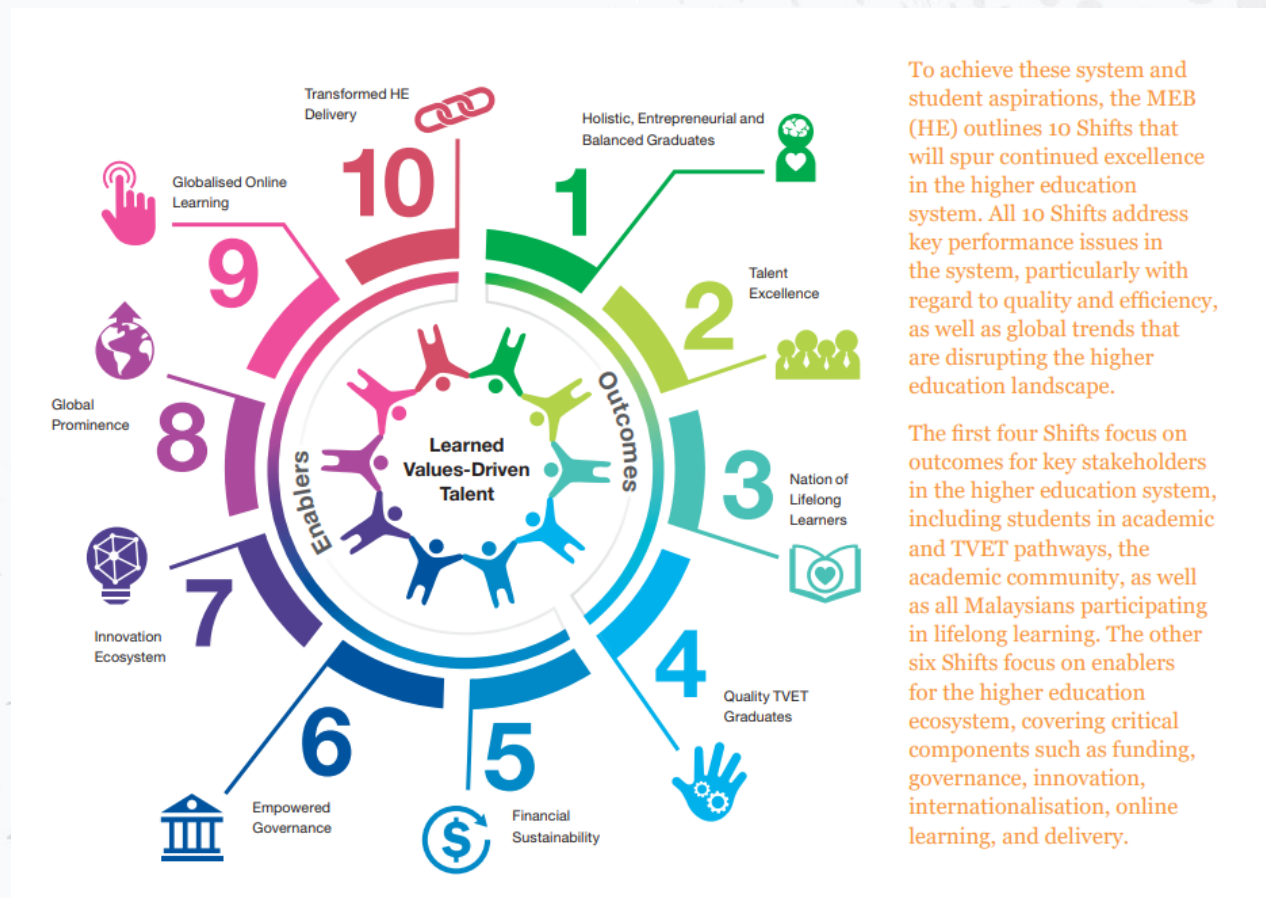
**SOFIA SARMIMI BINTI
SARIPIN**

Master in Hospitality Management
Bachelor of Hotel Management

✉ sofiasaripin@innovative.edu.my ☎ 014-5741030

Lecturer

MALAYSIA EDUCATION BLUEPRINT 2015 -2025



To achieve these system and student aspirations, the MEB (HE) outlines 10 Shifts that will spur continued excellence in the higher education system. All 10 Shifts address key performance issues in the system, particularly with regard to quality and efficiency, as well as global trends that are disrupting the higher education landscape.

The first four Shifts focus on outcomes for key stakeholders in the higher education system, including students in academic and TVET pathways, the academic community, as well as all Malaysians participating in lifelong learning. The other six Shifts focus on enablers for the higher education ecosystem, covering critical components such as funding, governance, innovation, internationalisation, online learning, and delivery.

Source:
Malaysia Education Blueprint 2015-2025 (Higher Education)

ABOUT PROGRAMME

In today's fast paced world, the hotel industry is a major blooming industry. The Diploma in Hotel Management program at Innovative International College will prepare students with the skills they need for a successful career in this industry. Students will enjoy an unrivaled real life learning environment with Innovative's exclusive collaboration with 5-star Hotels around Malaysia.

Students will be given the opportunity to combine management skills with practical knowledge such as front office, restaurant operations, housekeeping and food & beverage services in order to fast track their careers in the hotel industry.

PROGRAM EDUCATIONAL OBJECTIVE (PEO)

PEO1: To provide learners with broad knowledge of the general theories and principles of hotel management discipline.

PEO2: Able to demonstrate skills in focused area of the hotel management discipline.

PEO3: Enable the graduate to undertake specialized work leading to a career path in the hotel management discipline.

PEO4: Express interest in pursuing further education.

PEO5: Show commitment for appropriate ethical behavior and develop awareness of national aspirations within the global perspective.

PROGRAMME LEARNING OUTCOME (PLO)

PLO1: Demonstrate understanding of a broad range of complex technical and theoretical knowledge to effectively manage operations and services in the area of hotel management.

PLO2: Apply general concepts and principles of hotel management to identify and solve problems.

PLO3: Apply a range of practical skills, essential tools, methods and procedures to perform required task and use a range of digital and numeracy skills.

PLO4: Communicate effectively orally and in writing with leadership autonomy and responsibility.

PLO5: Use relevant information to further education and engage in activities relating to entrepreneurship.

PLO6: Demonstrate the ability to understand and comply with organizational and professional ethics in the work environment.

DURATION

2 years 6 months

ENTRY REQUIREMENT

Pass in SPM or equivalent with 3 credits including a credit in Bahasa Melayu and pass in History

PROGRAMME STRUCTURE

DIPLOMA IN HOTEL MANAGEMENT (WBL)					
Semester 1, Year 1					
No	Subject Name	Subject Code	Classification	Credit Hour	Department
1	English Proficiency I	ENG 1113	Major	3	
2	Basic Computer Concept	DIT 1123	Major	3	
3	Introduction of Hospitality Industry	DHM1134	Core	3	
4	Fundamentals of Food	DHM1143	Core	3	
5	Principles of Management	DPBA150	Major	3	
6	Penghayatan Etika dan Peradaban (Local Students)	MPU2183	Compulsory	3	
	Bahasa Melayu Komunikasi 1 (International Students)	MPU2133			
Credits Semester 1				18	
Semester 2, Year 1					
7	English Proficiency II	ENG 1213	Major	3	
8	Principle of Accounting	DHM1313	Major	3	
9	Public Relation	DHM1243	Major	3	
10	Principles of Marketing	DPBA200	Major	3	
11	Human Resource Management	DHM2543	Major	3	
12	Bahasa Kebangsaan A*	MPU2212	Compulsory	2	
	Business Etiquette	MPU2222			
Credits Semester 2				17	
Semester 3, Year 1					
13	Business Communication in Hospitality Industry	DHM1323	Major	3	
14	Hospitality Accounting	DHM2553	Major	3	
15	Legal Aspects in Hospitality Industry	DHM2623	Core	3	
16	Hospitality Marketing	DHM2513	Core	3	
17	Food Hygiene & Sanitation	DHM1223	Core	3	
18	Professional Ethics in Malaysia	MPU2312	Compulsory	2	
Credits Semester 3				17	
Semester 4, Year 2					
19	Room Division Management	DHM1234	Core	4	
20	Food and Beverage Cost Control	DHM2423	Core	3	
21	Menu Planning and Merchandising	DHM2523	Core	3	
22	Food and Beverage Management	DHM1253	Core	3	
23	Event Management/Community Service	MPU2422	Compulsory	2	
Credits Semester 4				15	

Semester 5, Year 2 (WBL)						
24	Restaurant Operation	DHM2444	Major	6		
Credits Semester 5				6		
Semester 6, Year 2 (WBL)						
25	Housekeeping Management	DHM2414	Core	6		
26	Front Office Management	DHM2434	Core	6		
Credits Semester 6				12		
Semester 7, Year 2 (WBL)						
27	Food Production	DHM2614	Core	6		
Credits Semester 7				6		
Total Credits to Graduate				91		

PATHWAY

ACADEMIC PATHWAY



CAREER PATHWAY



ACADEMIC CALENDAR

ACADEMIC CALENDAR

JAN SESSION (SHORT SEMESTER)

ACTIVITY	DURATION
First week of class (short semester)	7 week
Enrollment of semester two (2) and above (Existing students)	2 week
Add & Drop Subject	2 week
Enrollment of students with penalty charges	1 week
Study week	1 week
Final Exam	1 week
Semester Break	4 week

MAY AND SEPTEMBER SESSION (LONG SEMSTER)

ACTIVITY	DURATION
First week of class (long semester)	14 week
Enrollment of semester two (2) and above (Existing students)	2 week
Add & Drop Subject	2 week
Enrollment of students with penalty charges	1 week
Study week	1 week
Final Exam	2 week
Semester Break	4 week

*The date stated above are subject to change

ACADEMIC STRUCTURE, REGULATIONS AND PROCEDURE

REGISTRATION

Students must register for their subjects within the timeframe allocated for semester enrolment. The registration dates are published via Innovative Management System (IMS).

Late Registration

The last day for semester registration is stated in the Academic Calendar. **Failing to do so, students will be charged with a penalty, which is RM10 per day.**

Students are responsible to verify the correctness of their registered subjects and keep a copy of the semester enrolment form.

Add /Drop a course

A student can add a course if:

- a) The total credit hours registered for a particular semester do not exceed the maximum credit hours allowed (20 credits for long semester and 10 credits for short semester).
- b) Application to add a course is done within the timeframe allocated in the Academic Calendar.
- c) Approval is granted by the Programme Leader/Head of School.

A student can drop a course if:

- a) The total credit hours registered for a particular semester do not exceed the minimum credit hours allowed (12 credits for long semester and 6 credits for short semester).
- b) Application to drop a course is done within the timeframe allocated in the Academic Calendar.
- c) Approval is granted by the Programme Leader/Head of School.

If students wish to carry an extra load, or to reduce the total credit hours more than is allowed, they can appeal to the Programme Leader/Head of School.

Important note:

If students do not register their current semester during the permitted time, the student status shall be automatically classified as having deferred their study for the current semester. Generally, students are permitted to defer their study for a maximum of two times only. As a consequence of failure of students to register themselves for the current semester after having deferred their study twice, the students shall be automatically terminated.

Attendance

Students must fulfill the attendance requirements as set by both the institution and the Ministry of Higher Education.

Students must attend a minimum of 80% of overall attendance. **Failing to do so will result in being barred from sitting for final examination.**

For international students who fail to fulfill the attendance requirements, a report to the Immigration will be lodged. This will result in termination of the student's visa.

A formal warning letter will be given to students whose attendance is below satisfactory. Table 8 shows the absenteeism procedure.

Certificate	Diploma	Remarks
Absent for 2 times	1 st Absenteeism	Counselling by respective Programme Leader & lecturer & MOU
Absent for 4 times	2 nd Absenteeism	1 st warning Letter and Counselling by Programme Leader
Absent for 6 times	3 rd Absenteeism	2 nd Warning Letter and Counselling by Academic Director
The next absenteeism	The next absenteeism	To be barred from sitting for final examination (Following 80% attendance rules from the Ministry of Higher Education)

Study Leave

Students are required to apply for study leave if they need to be absent for a valid reason. Supporting documents must be submitted to the Programme Leader. A study leave must be approved by the Programme Leader & endorsed by the Head of Academic; otherwise, the student is considered to be absent.

Sick Leave

A Medical Certificate (MC) must be submitted to the Programme Leader within 72 hours. Else, the student will be treated as absent.

Emergency Leave

Supporting documents (e.g. Death Certificate, Police report and etc) must be submitted to the Programme Leader within 72 hours. Else, the student will be treated as absent.

Appeal against Debarring

Students can appeal against the school's decision on debarring from sitting for the final examination and appeal must be submitted 1 week before the examination. They must fill out the appeal form. The form must be submitted to the Programme Leader together with supporting documents. Decision will be made known to the student & decision made is FINAL.

Grading System

A student's performance in a subject is reflected by the grade received. The relationship between the grade and the point value is standardized for all courses in all programmes as shown below:

Grading System for Certificate, Diploma and Degree Programme.

The grading system used is as follows:

MARKS	GRADE	GRADE POINT	STATUS
90-100	A+	4.00	DISTINCTION
80-89	A	4.00	
75-79	A-	3.67	
70-74	B+	3.33	PASS
65-69	B	3.00	
60-64	B-	2.67	
55-59	C+	2.33	
50-54	C	2.00	
47-49	C-	1.67	CONDITIONAL PASS
44-46	D+	1.33	
40-43	D	1.00	
0-39	F	0.00	FAIL

For Compulsory courses (MPU2163, MPU2133, MPU2212, MPU2222, MPU2412 and MPU2422), the grading system is shown below:

Marks	Grade / Status
75 – 100	A
65–74	B
50–64	C
0-49	Fail

GPA & CGPA

The Grade Point Average (**GPA**) is calculated by dividing the total number of grade points earned by the total number of credit hours attempted. GPA may range from 0.0 to 4.0.

$$\frac{\text{Total Number of Grade Points for one semester}}{\text{Total Credit Hours for one Semester}}$$

The Cumulative Grade Point Average (**CGPA**) is defined as the calculation of the cumulative grade point average value obtained by students in all subjects. The grade points obtained in all subjects are calculated along with the total number of credit hours' students have attempted.

$$\frac{\text{Total Number of Grade Points for all semesters}}{\text{Total Number of Credit Hours taken}}$$

Repeating & Re-sitting Criteria for Diploma Programmes

Students who failed a subject are required to repeat the failed subject during their study. To be eligible to re-sit an examination, a student must achieve between **35** to **39** marks.

The grading system used for re-sit examination is shown below:

MARKS	GRADE	GRADE POINT	STATUS
47-49	C-	1.67	CONDITIONAL PASS
44-46	D+	1.33	
40-43	D	1.00	
0-39	F	0.00	FAIL

FACILITIES

LIBRARY

IIC Library offers an excellent collection of materials in a conducive and vibrant ambience for the library users to indulge in a wider scope of reference for study and research. Students are allowed to borrow 2 books for 2 weeks. The IIC Library is responsible for determining the rules and regulations for user behavior and conduct in the library. It is to enable the best distribution of resources and facilities for all.

These rules are intended to;

- Protect the rights of users, the use of library materials and facilities.
- Protect the rights of library employees to conduct their work well.
- Preserve library materials and facilities from damage.
- Ensure the safety of library users and staff.

Students should know the due dates of borrowed items checked out in their names, and to return them on time. Students also may renew loans twice only. Lost material charges will be based on the cost of the book plus processing fees of RM 30.

IIC Library Rules and Regulations

- a) Library opening hours during semester is 9:00 a.m. to 6:00 p.m. daily except Saturday, Sunday and Public Holidays.
- b) Students must be formally and decently attired as defined in the college dress code.
- c) Only reading and writing materials can be brought into the library. Other materials such as bags, umbrellas, parcels, crash helmets, etc., are not to be brought into the library.
- d) Students are required to conduct themselves properly and cooperate fully with the staff to create a pleasant atmosphere in the library conducive for study and research.
- e) Silence is to be observed in the library.
- f) Damaging or stealing library materials/properties will lead to strict disciplinary action.

- g) Students are not allowed to remove or change the placement of chairs, tables or any other furniture in the library.
- h) The library accepts no responsibility for loss of personal belonging(s) left unattended.
- i) The library staff on duty has the authority to ask any student who causes disturbance in the library to leave the premises.
- j) Students may be required to show all books and items they carry for inspection before leaving the library.

COMPUTER LAB

Computer Lab Rules

General

All computer users (staff, students, and others) are expected to be responsible for their own behavior on the computer system, including the Internet, just as they are anywhere else in the college. Users are reminded that their actions can represent the entire college community. This includes materials they choose to access, language they use, ideas they express, and other actions which they take.

Uncertainty

If you are unsure of what to do, for instance in the case of an error message, a website offer, a strange email, a hardware malfunction, etc., ask a lab supervisor. It is better to wait and ask than to take an action by yourself that would compromise the computer, or the network.

No Noise

Noise must be kept to a minimum to avoid causing distraction of concentration. Please do not let your phone ring, and do not have conversations, or listen to music without headphones in the lab. Students are not allowed to access the computer lab when they are scheduled to have other classes.

Air Conditioning

Because the labs are air conditioned, doors and windows must be kept closed. This is also to prevent the insects which can damage the computers.

Equal Access

It is common that there are not enough computers for the number of people who want to use them (more users than computers). In order to ensure that everyone has some opportunity to use the computers, please limit computer use to one hour, if there are people waiting.

In order to manage this process, please observe the following:

- Add your name to the bottom of the list if there is a computer free and note the time you begin using the computer.
- If you are waiting, check if there is someone who has been using the computer for more than one hour. If there is, you may ask this person to leave and if they should leave, then you can use the computer (note the time in the list).
- When you leave, please note the time you had finished. If no one is waiting, you may use the computer for more than one hour.
- When you are asked to leave, you may add your name to the list again if you want to continue using the computer. Please be respectful of your fellow students and help ensure that everyone has a fair chance to use the computers.
- **Broken Equipment** - Do not try to repair the equipment yourself. If you encounter problems with equipment, you should report this to the lab supervisor.
- **Cleanliness** - Smoking, drinking, or eating in the lab can damage the equipment and attract insects or rodents and these actions are strictly prohibited. Please keep the lab neat; clean up any mess, use rubbish bins, and leave equipment and furniture properly arranged.

Inappropriate Content

Controversial content (e.g. pornography) is not appropriate in an academic setting. Users should expect that their browsing history will be recorded, and might be examined by system administrators. For more details, see the ICT Policy and sections below on Web and E-Mail Usage.

Account Usage

Each user must have his/her own account. Accounts are not to be shared. This is for accountability and security. You must log out when you leave. Users should not access other people's files unless permission has been given by the owner of the file.

Programs (e.g. Yahoo Chat) may NOT be downloaded and installed from the internet. If you are unsure whether a web page is downloading a program, please ask a lab supervisor. This is for security and uniform lab maintenance. Personal program files may NOT be installed. This is for licensing and security reasons.

Personal work files, such as documents, may be brought into the lab, but must be scanned for viruses prior to use, to prevent system infection. Ask a lab supervisor for details. Hacking (attempting to gain unauthorized access to secured content, violating system policies and/or permissions, creating viruses or propagation, etc.) is prohibited.

Web Usage

Computer users browsing the World Wide Web are expected to avoid offensive materials. Should any user encounter any such material accidentally, they should report immediately

to an instructor. Users should expect that their browsing history will be recorded, and might be examined by system administrators.

Users should note that the internet is available to all kinds of people, and that there are many scams and otherwise illegal or immoral activities on the internet. They should be just as cautious of information on the internet as they should be in the streets. Bandwidth is a limited resource. When throughput is slow, you may be asked to cease high-bandwidth activity (e.g. music downloading). to an instructor. Users should expect that their browsing history will be recorded, and might be examined by system administrators.

Users should note that the internet is available to all kinds of people, and that there are many scams and otherwise illegal or immoral activities on the internet. They should be just as cautious of information on the internet as they should be in the streets. Bandwidth is a limited resource. When throughput is slow, you may be asked to cease high-bandwidth activity (e.g. music downloading).

E-Mail Usage

Computer users should realize that, in their on-line communications, their actions may be interpreted to represent the college community. Therefore, users should not use any rude language, or communicate any offensive ideas.

Users should again note that the internet is available to all kinds of people, and there are many scams and otherwise illegal activity perpetrated through email. Email from unknown persons should be received very cautiously. You are cautioned against giving out your personal information (such as name, phone, and address). It is forbidden to forward chain letters/e-mails. These are defined as any e-mail which states that it should be forwarded to others. These especially include warnings of viruses, worms, security warnings, etc. Such warnings will be sent by system administrators only.

WHY WE CHOOSE INNOVATIVE?

I am happy with the lecturers as they are concerned about their students. They teach us in an easy language and it is easy to understand.

Daaniyah Abdul Aziz, Diploma in Business Management

IIC really cares about us as they provide free accommodation & transport. A plus factor for students from outstation

Shanta, Diploma in Information and Communication Technology

All the lecturers are very nice and helpful. Their explanation in class are very clear and easy to understand

Noor Syazwani Nabila, Diploma in Business Administration



Disclaimer:

Innovative International College may change, move or delete portions of, or may add to this handbook from time to time.

The rules and regulations are effective unless you have decided to withdraw from the College.

I have read, understood and agreed on the rules and regulations outlined in this student handbook. Should I fail to follow Innovative rules and regulations, I shall take full responsibility for the consequences without any disagreement to the final decision made by Innovative.

(Student's Name)

(Student's IC/Passport No.)

(Student's Signature)

(Date)

***Kindly tear this portion and return to Registry**

Verified By

Nur Athirah binti A. Aziz

13/9/2022

(Programme Leader's Name)

(Date)



(Signature)

Unit GL35, Main Lobby, Block C, Kelana Square,
Jalan SS7/26, 47301 Petaling Jaya, Selangor Darul Ehsan.
[+603-2726 2436](tel:+603-27262436) | info@innovative.edu.my

   [@innovative.my](https://www.instagram.com/innovative.my)

 [@innovative_my](https://twitter.com/innovative_my)

 www.innovative.edu.my