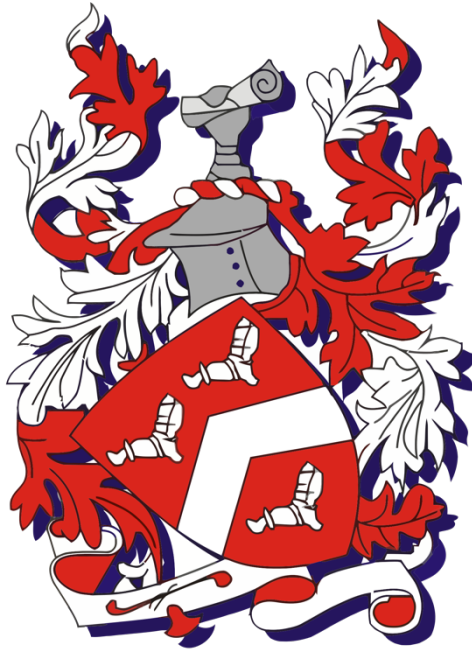


2018



HTMi
*Hotel and Tourism
Management Institute
(Singapore)*

STUDENT HANDBOOK

HTMi Hotel and Tourism Management Institute
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Welcome Note

If you are a new student, welcome to HTMi (Singapore). If you are a returning student, welcome back. Please read this handbook carefully within the first days of the course and keep it for future reference. This handbook is designed to guide you through rules, procedures and other information necessary for an enjoyable and successful period of study.

The Handbook starts from the table of contents, which comprises an alphabetically ordered listing of rules, procedures and other information on services and facilities, both academic and social, as well as specifically with career work experience.

As with any group of individuals studying, learning and socializing in a community, it is necessary to observe certain rules and regulations in order to promote harmony and respect for others. This is particularly true in a community where staff and students originate from a variety of social and cultural backgrounds. For students, rules and regulations support respect for individual identity while promoting appropriate levels of empathy, integration and co-operation. A positive and professional conduct is an absolute necessity for future hospitality, events and tourism managers whose favorable impression on their customers and staff will be a core asset in career development. Follow the simple but essential 'Principles of Hospitality' and you are guaranteed to maximize your professional and personal development during your time at HTMi (Singapore).

Enjoy your studies and best wishes for the time you are with us!

Managing Director

Mr. Ian Larmour

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Vision: To be a Leading Hotel Management Institute in Singapore

Mission: “Come as a Student, Become a Manager”

To help achieve this mission, the focus of HTMi (Singapore) is to provide high quality education, search for excellence in everything that happens within the Institute and to provide an organization that meets the contemporary needs of the international hotel and tourism industry.

HTMi (Singapore) Values are based upon the principles of hospitality, necessary to achieve the mission: **“Come as a Student, Become a Manager”**.

The Values: of HTMi are derived from the principles of being successful in the hospitality industry: greeting and hosting people; being courteous and polite; being well groomed with proper deportment; being able to integrate with many different cultures; effective communication and use of common language; respect and integrity; being a lifelong and active learner; reflection and self – improvement; and striving for excellence.

A key part of the student-centered approach to the mission “Come as a Student, become a Manager” and the HTMi (Singapore) values is the instilling of professional behavior and attitude skills. This is highly valued by employers of students and future graduates, as essential to success in the hospitality industry. Professional behavior and attitude is monitored and graded by the staff team, and is part of the overall student marks.

The Values of HTMi (Singapore) – For Students, Staff and Managers are outlined in the following table:

ELEMENTS	WHAT / WHO DOES THIS COVER?	WHAT DOES THIS MEAN?
GREETING & HOSTING	Interacting with all guests Interacting with all faculty and staff Interacting with all your peers	- Proactively saying <input type="checkbox"/> Good Morning <input type="checkbox"/> Good Afternoon <input type="checkbox"/> Good Evening - Making people welcome and feel valued
COURTEOUS & POLITE MANNER	Always be polite Always be courteous Always be friendly Always help others Always be on time	- A smile is essential and costs nothing - Being punctual and attending all classes and events - Having and displaying a positive attitude - Act as an ambassador for the Institute

GROOMING & DEPARTMENT	Look smart and professional. Create a good impression. Maintain your self-respect	- Better to be overdressed than underdressed
CULTURAL INTEGRATION	With Singapore multi culture With other national cultures	- Make the most of HTMI (Singapore)'s varied international culture - Value everyone equally - Promote and celebrate diversity - Understand differences
COMMUNICATION	With all nationalities in English In the foreign language you are learning	- Communication and languages are vital if you want to succeed in the hospitality industry - Communicate clearly and be supportive
RESPECT & INTEGRITY	Respect yourself and everyone around you and your environment - for example, switch off lights when not in use, no loud noise, pick up litter, etc.	- Respect others and earn their respect in return - Respect the Institute and all staff - Respect the HTMi (Singapore) brand - Be Honest and transparent
LEARNING	To take ownership and responsibility for your own learning and actions	- Life-long learning is the key to success - Commit energy and enthusiasm to learning development
REFLECTION & SELF IMPROVEMENT	Routinely and actively reflect on your motivation, performance, achievements and challenges	- Personal and professional development (PDP) is a process of continuous improvement
EXCELLENCE	Endeavour to be the best you can and strive for excellence	- Commit to working hard - Strive to do more - Set high challenging expectations - Be well prepared and engaged - Act with integrity

The hospitality industry is the HTMi (Singapore) role model for what it means to be a professional in this Institute. The following are our Lifelong Golden Commitments and Lifelong Passion Charter that we instill into each and every HTMi (Singapore) family member.

HTMi (Singapore) Lifelong Golden Commitments

Totally committed at all times to your HTMi (Singapore) brand, team and organization.

Totally committed to being neat, tidy, well-groomed and with proper deportment.

Totally committed to professional behavior and attitude towards those around you

Totally committed to 'service with a smile', at all times.

Totally committed to continuous personal development of skills and knowledge for high quality guest service and advancing hospitality business.

How will you continue to become a top and leading hospitality professional? ...

HTMi (Singapore) Passion Charter

Be excellent every day in every way.

Go the extra mile and then some.

Be empowered to delight those around you.

Treat others better than the way you would wish them to treat you.

Lead don't follow, create don't copy.

Get the best results.

About HTMi (Singapore)

1. Brief School History

HTMi (Singapore) is a branch institute of HTMi Switzerland. We offer HTMi Hotel and Tourism Management Institute education and training from Switzerland in Singapore. HTMi (Singapore) Vision is to be Leading Hotel Management Institute in Singapore. Our mission is **“Come as a Student, Become a Manager”**.

2. School Facilities

HTMi (Singapore) is delighted to create its new city concept at 51 Cuppage Road, off the shopping belt of Orchard in Singapore. The location is ideal to access for students with an abundance of nearby shopping, cafes, restaurants, and banks with convenient access to the MRT train, bus and taxi transportation links. HTMi Hotel and Tourism Management Institute, currently occupies 6550 square feet of space with a very modern and stylish teaching and learning environment. The facilities include 4 classrooms, 1 seminar room, a Learning Resource Centre with books and reading materials, a Front office training / Housekeeping training room, Swisstouches Cafe for Food and Beverage service training which also serves as the student café / lounge, a reception lounge area and 3 offices rooms.

3. Management Team and Organizational Chart

HTMi (Singapore) management team structure consist of

1. Mr. Ian Larmour – Managing Director
2. Mr. Rohit Bhatia – Managing Director
3. Mr. Vinoth Prakas – Director
4. Siti Aishah – Deputy Director
5. Mr. Bernie Quinn – Academic Dean

Key department and department heads support them.

The Organization Chart can be viewed at www.htmi.sg.

Click the tab “HTMi” and scroll down to “Organization Structure.

Admission Policies and Procedures

4. Courses –Diploma & Higher Diploma

1. Diploma in International Hotel & Tourism Management.
2. Higher Diploma in International Hotel & Tourism Management

5. Student Selection and Course Admission Criteria

Diploma:

Local students:

- At least 2 passes in GCE 'A' Level, a Diploma from local polytechnics or PEI's PP
- At least C6 in GCE 'O' level English or minimum of band 5.0 IELTS or equivalent.
- Age 16 and above
- No requirement on prior work experience
- Applicants must be sincerely interested and committed to a career in international hotel and tourism industry.

International students:

- HTMi (Singapore) will assess qualification equivalent to GCE "A" level examinations
- Age 16 and above
- English proficiency level TOEFL 450 or IELTS 5.0 or equivalent
- English Placement test and interview may be required (case by case)
- No requirement on prior work experience
- Applicants must be sincerely interested and committed to a career in international hotel and tourism industry.

Higher Diploma:

Local students:

- Diploma in International Hotel & Tourism Management or Diploma in a Hospitality related programme.
- Age 17 and above
- At least C6 in GCE 'O' level English or minimum of band 5.5 IELTS or equivalent.
- No requirement of prior work experience
- Applicants must be sincerely interested and committed to a career in international hotel and tourism industry.

International students:

- Diploma in Hospitality & Tourism Management or any Diploma in relation with Tourism and Hospitality sectors
- Age 17 and above
- English proficiency level TOEFL 450 or IELTS 5.5 or equivalent.
- English Placement test and interview may be required (case by case)
- No requirement of prior work experience
- Applicants must be sincerely interested and committed to a career in international hotel and tourism industry.

Placement test might be administered prior to admitting any students if deemed necessary by the Academic Manager

6. Recommended Pathway for Students



7. Course Completion Criteria and Award

For the award of the Diploma & Higher Diploma, students must:

- Have 60% on each module.

7.1 Career Work Experience (CWE)

In accordance with the Vision and Mission of HTMi (Singapore) and in line with developing you as hospitality professionals, all students are encouraged to have completed at least 6 months of Career Work Experience (CWE) during their studies in Singapore. Please note that HTMi Switzerland require a minimum 6 months of CWE prior to joining the final year of the Bachelor degree.

8. Contractual Commitment

Student will be issued with:

- a) A letter of offer (LOO) together with details of the student information, course, timeframes, and payment.
- b) A student contract which is the agreement that is signed to accept the offer, this is to be signed by the student and return it to HTMi (Singapore). An invoice will also be issued to pay a first payment to HTMi (Singapore).
- c) On receipt of the signed contract and the required fee payment is received, HTMi (Singapore) will issue the Letter of Acceptance (LOA), used to apply for the Visa to Singapore (for international students).

9. Course Fee and Fee Protection Scheme (FPS)

	Domestic student	International student
Total Payable Fees*	6,000	11,300

* Subject to change

Total Payable Fees includes:

- Fee includes tuition fee, e-books, e-journals, class materials handed out in class.
- GST
- First installment SGD2000 (if required by student request)
- Admin fees all students: Fee Protection Scheme (FPS), which is paid by HTMi (Singapore).
- International Students: ICA registration; medical insurance during course semesters

FPS is applicable to all students (regardless of nationality and the type of passes, i.e. dependent's pass, student's pass, work permit etc.). This insurance covers and protects student fees in any event that the course cannot continue for a reason.

10. Medical Insurance

Medical insurance is included in the school fees for international students.

Local students will have to prove that they are covered for medical insurance. Proof is to be given to HTMi (Singapore) HR & Admin Department.

Note: For Pt. 8 and Pt.9 – kindly refer to www.htmi.sg for the Insurance Provider information.

11. Refund Policy and Withdrawal Procedure

Summary of the refund policy:

- a) HTMi (Singapore)'s Management Team shall ensure a fair and reasonable refund policy is detailed for any payments made.
- b) Time taken to process all refund requests will be done within 7 working days, from the date the Refund Request Form issued by the HR / Admin Department is completed, signed and handed back by the student.
- c) The Institute adopts the Refund Policy as per the Standard Student Contract as set out by CPE (Council for Private Education, Singapore). This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas: -
 - Refund for Withdrawal Due to Non-Delivery of Course
 - Refund for Withdrawal Due to Other Reasons
 - Cooling off Period

Summary of the withdrawal policy:

A student can decide to withdraw from a course prior to its completion. HTMi (Singapore) will process withdrawal applications within 2 weeks unless otherwise indicated below. Once the cancellation is approved the student visa will be cancelled and the student will be notified. This policy applies to each of the withdrawal options.

Cooling off period

All students have a cooling off period of 7 working days from the date on which they sign their contract with the school. Students will receive the highest percentage, which is stated in the student contract of the fees, which is already paid, if the student submits a written notice of withdrawal to HTMi (Singapore) within the cooling-off period.

Refund for Withdrawal Due to Non-Delivery of Course:

HTMi Hotel & Tourism Management Institute will notify the Student within three (3) working days upon knowledge of any of the following:

- It does not commence the Course on the Course Commencement Date;
- It terminates the Course before the Course Commencement Date;
- It does not complete the Course by the Course Completion Date;
- It terminates the Course before the Course Completion Date;

The Student should be informed in writing of alternative study arrangements (if any), and be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.

Refund for Withdrawal Due to “Other Reasons”:

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the standard student contract, HTMi (Singapore) will, within seven (7) working days of receiving the Student’s written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of the standard student contract.

Refund Table:

% of [the number of fees paid under Schedules B and C]	If Student’s written notice of withdrawal is received:
100%	More than 90 days before the Course Commencement Date
50%	90 days and less, and more than 30 days before the Course Commencement Date
25%	30 days and less, before the Course Commencement Date
0%	After the Course Commencement Date

Refund Policy

Summary of refund procedure:

1. Any Student requesting a refund are required to fill in the Refund Request Form and submit to HR & Admin Department for processing.
2. Upon receiving the refund form with supporting documents from student, HTMi (Singapore) shall proceed on processing the refund. HR & Admin shall acknowledge receipt of the refund request by signing on the form and will contact the student for further information if required.
3. Students requesting for any refund through withdrawal or transfer at their own initiative, Sales & Marketing Manager will have an interview with the student for the reason on withdrawal and refund. Parent or Guardian will be consulted for students under 18 years of age.
4. Upon interview, HR & Admin Department will process the form and inform the student on the availability of the refund with Managing Director approval.
5. All refund amounts will strictly adhere to the Refund Policy as stated in the Student Contract.
6. Student shall acknowledge receipt of Refund Amount in the Refund Request Form.

7. The duration on refunding the fees will be 7 working days from the date of Refund Request Form been received.

Refund Timeframe:

All refunds will be processed within 7 working days from the date of Refund Request form been receipt.

12. Industry-Wide Course Fee Insurance Scheme (IWC)

The Industry-Wide Course Fee Insurance Scheme (IWC) is administered by CPE under the Enhanced Registration Framework (ERF). The purpose of IWC is to protect the unconsumed course fees paid by student.

HTMI (Singapore) has put in place the Industry-Wide Course Fee Insurance Scheme (IWC) that ensures the unconsumed course fees paid by students are insured and has appointed Liberty Insurance for the Industry-Wide Course Fee Insurance Scheme (IWC). The IWC is a group-based insurance policy that provides coverage to students studying with HTMI (Singapore).

The Industry-Wide Course Fee Insurance Scheme (IWC) protects the students against the loss of paid course fees arising from the following events:

- 1) Insolvency of the school
- 2) Regulatory Closure of the school
- 3) Direction issued by the Council for Private Education (CPE)

For more information on Protection of Course Fees, please refer to CPE's website: <https://www.cpe.gov.sg/for-peis/protection-of-course-fees>.

13. Student Privacy Policy

Personal information supplied to HTMi (Singapore) will be handled in accordance with HTMi (Singapore)'s Privacy Policy. The information may be provided to other areas of the Institute and to third parties for administrative and legislative purposes (under the Private Education Act 2009 and the Private Education Regulation 2009). This includes other academic institutions to verify qualifications; and our fee protection and medical insurance providers.

14. Transfer Policy and Procedure

HTMi (Singapore) Transfer Policy

- A student who requests for an internal course transfer within the HTMi (Singapore) must have their existing contract terminated. A new student contract will be signed based on the procedures for executing student contracts.
- A student who transfers from his/her current course to another course within HTMi (Singapore) shall be deemed to have withdrawn from the course and the Refund Policy shall apply unless as otherwise agreed between HTMi (Singapore) and the Student.
- The student must also fulfill all the admissions criteria of the new course and will be subjected to the HTMi (Singapore) student selection and admission procedures.

Conditions for granting of Transfer and Withdrawal:

- All outstanding fees must be settled prior to request for transfer.
- Student to fill in Course Withdrawal/Transfer Request Form, including submission of any supporting documents and adhering to the process as stated in the Course Transfer Procedures.

Conditions for Refund

- The HTMi (Singapore)'s Refund Policy shall apply for all qualified refunds. Students are to refer to the Institute's Refund Policy and the Standard Student Contract for further details.

Student Pass Status

- For Course Transfers
For Student's Pass holder, course transfer is subject to ICA's approval of the new Student's Pass. In the event that an application pertaining to transfer is rejected by ICA, the student is required to cancel his current Student's Pass within 7 days.

Timeframe for assessing and processing transfer cases

The entire transfer process, from point of application to the final outcome, should not be more than 4 weeks. If the final outcome is not in favor of the applicant, respective staffs are to handle each situation according to the HTMi (Singapore) dispute resolution policy and procedure.

15. Deferment Policy

Students wishing for deferment needs to take note of the course completion timeline. Students need to ensure there is sufficient time for completion of their studies within the timeline. Student may apply for deferment of a module in a semester only ONCE and deferment of course is also ONCE only.

Note : Students need to contact the Academic Department for further assistance.

Admission of International Students Information

16. Immigration and Checkpoints Authority (ICA) Rules and Regulations

In accordance with the Immigration Regulations, a foreigner who wishes to study in a Government / Government-aided / Independent School requires a Student's Pass, unless he / she is a holder of a Dependent Pass (DP) or an Immigration Exemption Order (IEO).

Follow these 4 steps for student pass and visa applications:

Step 1: HTMi (Singapore) Sales and Marketing Department will send the Agent/ Student, the Student Pass Application Forms to fill out, sign, and return with any supporting documents to info@htmi.sg

Step 2: Submit all the completed documents to HTMi (Singapore). HTMi (Singapore) will apply for the Student Pass online with Immigration & Checkpoints Authority (ICA), Singapore, and if approved in principle, will receive and send an IPA Letter to the Agent/ Student. This IPA letter is used to enter Singapore.

For further information please directly refer to ICA website.

Note:

The general processing time for a new application is 2 to 4 weeks. Some applications may take a longer time to process.

Malaysian Nationals apply for the Student Pass after entering Singapore, and they do not need to apply for a visa before entering Singapore. Student pass holders are not to be engaged in any form of employment or in any business, profession or occupation in Singapore whether paid or unpaid, without a valid work pass issued by Ministry of Manpower.

Your Student Pass Card is your primary identification in Singapore and it is very important to carry it on your person at all times. Students should take good care of the Student's Pass Card and prevent loss through negligence.

If you lose your Student's Pass Card in Singapore or overseas, please follow the proper procedures below:

1. Make a police report with the local police in Singapore.
2. Submit the police report to the HR & Admin department who will then assist you to re-apply for a new Student Pass. You will be required to pay for the application and visa fees accordingly. Please go to HR & Admin Department with the police report and your passport.

Please also take note of the following:

- Do not engage in any form of paid employment or in any business, profession or occupation in Singapore during the validity of your Student's Pass.
- Remember that overstaying in Singapore is a punishable offence under the Immigration Act. Please take note of the expiry dates of your Social Visit Pass and your Student's Pass and apply for an extension one month before they expire if you have not completed the course.

There are conditions that a student must meet to comply with Singapore Immigration and Checkpoint Authority (ICA) requirements www.ica.gov.sg. If the conditions are not met, the Student's pass may be cancelled or no further renewal granted to the student.

17. Living in Singapore, Accommodation and Cost of Living

All of the HTMi (Singapore) students are required to be familiar with Singapore laws. e.g. drug trafficking, working illegally, over staying on expiry of passes etc.

Please refer to the following website for more information:

- Immigration and Checkpoints Authority of Singapore (<http://www.ica.gov.sg>)
- Singapore Police Force (<http://www.spf.gov.sg>)
- Ministry of Manpower (<http://www.mom.gov.sg>)

The actual cost of living will vary depending on student individual lifestyle. On average student can expect to pay SGD 800-1100/month # for accommodation, SGD 500-800 # for food and transportation.

All of these are estimated amount and it may differ

HTMi (Singapore) has preferred accommodation options where students can live (Normally rooms sharing 2 – 3).

18. Leaving Singapore

Surrender your Student's Pass to ICA for cancellation within seven days of the date you complete or terminate your full-time studies, go on leave of absence or withdraw from HTMi (Singapore). Please see www.ica.gov.sg for details.

Academic and Assessment Information

19. Class Schedules and Academic Calendar

The classes are spread over 6 months, which is known as a semester. In a semester, there will be 2 teaching blocks of 12 weeks each. The class schedules for each block will be communicated to the students via

1. Email to the students' respective htimi.sg email addresses prior to course commencement
2. The Student Notice Board in the Institute.

Any changes to the schedule due to some unavoidable circumstances will also be communicated accordingly.

The timetable is spread over 12 weeks per Block, as such the classes can vary in terms of days and duration per week, the timetables will be pasted on the Notice Board and also emailed to the students at the beginning of the Block. The format of the timetable will remain the same each week and will be prepared and published on the notice board and in future on iCal.

20. Courses – Academic Regulations for Courses

Details of all academic regulations for courses, including assessment procedures are contained in Module Outlines, Assessment Briefs and in HTMi (Singapore) Teaching, Learning and Assessment Policy, copies of which are available on the Learning Platform (Moodle) and from each lecturer.

All students should be in possession of a laptop/notebook computer or iPad. It should be configured with the appropriate and standard software programs, which our IT department specifies. There is IT support to students at the Institute premises.

20.1 Candidacy Period

Students will need to complete their current programme of studies within **18 months**.

21. Student to Teacher Ratio

For every class at HTMi (Singapore), the average student to teacher ratio is **25: 1**

22. Grades

Grades are awarded for all assessments. The awards are as follows:

For Diploma and Higher Diploma

1. Distinction: an overall average of 85% or above
2. Pass with Credit: an overall average of 75% - 84%
3. Pass: an overall average of 60% - 74%
4. Fail: 59% or less

23. Examinations and Coursework – post examination status

After each Examination Board, students will be advised of their status by pass lists on the Student Notice Board or in the case of re-sits by letter or e-mail. The examination status positions will be one or a combination of the following:

- Award (A): (signifies that the academic qualification is granted subject to the satisfaction of any other requirements and that, where appropriate, a student may proceed to the next, higher level course)
- Incomplete (I): (signifies the student has not met requirements for the completion of the course).
- Withdraw (W): (signifies that the student has failed a significant number of the available assessments and is not permitted to take the Award or to proceed but must withdraw entirely from the course.

24. Examinations and Coursework – examination re-sits

All students who are required to re-sit failed subjects to achieve their award must complete these academic requirements within one calendar year. Students taking re-sits are only permitted to achieve the **minimum pass** mark according to the programme/year the student is enrolled (**Pt.22. Grades**). Students who have not been permitted to take an examination due to exceeding the permitted number of unapproved absences will be assessed as for the first time.

Failure to attempt an assessment without an approved good reason (e.g. expectation of failure) will be recorded as a fail. A re-sit is then required at a cost of SGD \$200 (inclusive of GST) and the mark be capped at a maximum of a pass.

A student who needs to retake an examination or coursework assignment must complete the Student Request form by the stated deadline in the semester in which they intend to re-sit and pay the re-sit fee of SGD \$200 (inclusive of GST) per re-sit examination to the Academic Department or HR/Admin department. Students who do not meet these deadlines may not be permitted to take re-sit assessments. All students retaking assessments should stay in close contact with the lecturers of the units(s) they have failed in order to maintain learning support.

A candidate for reassessment may not demand reassessment in elements that are no longer current in the course. The Examination Board may, at its discretion, make such special arrangements, as it deems

appropriate, in cases where it is not practicable for students to be reassessed in the same elements and by the same methods as at the first attempt.

Failure in a subject may be allowed at the discretion of the Examination Board, provided the students grade average is above the pass mark for the programme and there are circumstances that warrant condonement. In order for a grade to be condoned it must be no more than 5% below the pass mark.

Note:

- **A maximum of two (2) subjects may be condoned in any one semester.**
- **Students are NOT permitted to re-sit more than four subjects in any one semester.**

N.B.: A student may be permitted to carry two failed course units through for completion in the subsequent semester, and upon the condition that the time available for completing the re-sit does not impact on the students ability to satisfactorily complete the work to the required standard.

If a student fails more than four subjects then:

- 1. He or she may NOT be given any assistance from HTMI (Singapore) with Career Work Experience**
- 2. He or she must either leave HTMi (Singapore) or repeat the entire programme in the following semester**

No student will be allowed to progress to the next academic level if they have not fulfilled the criteria to pass at the present level. Arrangements for re-sits should be made with the Academic Dean, and it is the student's responsibility to ensure that they arrange a suitable date and time for the re-sit.

25. Extenuating Circumstances

Extenuating circumstances are circumstances beyond your control which either prevented you from attending an examination, or submitting part or all of your coursework by the due deadline; completing a full period of career experience, which is a part of the completion of your course.

It could also be the case that you attended an examination, or submitted coursework, but your performance was adversely affected by extenuating circumstances. Although often medical in nature, anything, which is unforeseeable or unpreventable, may be considered an extenuating circumstance (for example, a family bereavement).

Students need to contact the Academic Department for further assistance.

Student Conduct

26. Attendance, punctuality and absences from class

Attendance at all scheduled activities is compulsory (lectures, excursions, project days, meetings, graduation and practical duties).

Students must be punctual to lectures (classes) and the following applies:

1. Students in all classes will be marked late if they are late after the register has been taken at the start of every class and up to 5 minutes.
2. A student who arrives late after 5 minutes may be asked to return for the next hour. This is dependent on the lecturer's judgment depending on the nature of the lesson plan (e.g. immediate group work, assessment, etc.). In all cases, for every hour missed (1 or 2) the student will be marked absent for that hour.

Students who are absent from class due to sickness MUST email (info@htmi.sg) or call their absence and SHALL NOT inform us via their classmates. Students will need to inform by calling the Institute's reception at (6815 4528).

Doctor's appointments should be made outside of your class schedule unless in the case of a medical emergency.

Medical Certificate (MC) needs to be submitted on the next schooling day when the student is present or a representative (parents/guardian) may also send the MC in the event of a long period of sickness/injury.

Students must conform to the business dress/grooming code and all other Institute professional codes, and have required materials ready. Students who are not appropriately dressed to HTMi (Singapore) standards will not be allowed in class and will be marked absent from class (see attendance policy below).

PLEASE NOTE: - All teachers will record absences for their classes, duties and practical training sessions, without exception.

When specified, attendance is also compulsory for all organized hotel recruitment presentations, other organizational visits and industry speakers either as part of class or as an additional session. Failure to attend will result in a significant reduction in Professional Conduct grades and any requests for a personal reference from any member of academic staff may not be granted. This also includes Career work experience interviews, assisted by the Institute.

A student **whose attendance is below 90%** of the allocated class hours for a module (4 hours for a 40 hour module) will be withdrawn from the unit immediately and required to attend an academic disciplinary meeting chaired by the Academic Dean, and including a member of faculty, and academic administration. At this meeting students have the opportunity to plead their case of non-attendance using appropriate supporting documentation. A decision to readmit or not readmit the student to the unit will normally be decided at the meeting. Students who are confirmed as withdrawn, from the outcome of this meeting, will receive a "0" grade for the unit which will appear on the transcript. Students will be required to complete any outstanding assessment(s) in the following semester in order to achieve a minimum **overall** pass for the withdrawn module. The cost to complete a withdrawn module is SGD \$250 (inclusive of GST). Students will be notified in writing (**via HTMi.sg email**) when their absence from a module reaches 5 % to ensure the student is fully aware of the consequence of missing a class.

NOTE:

ALL ABSENCES FROM A CLASS (MODULES) FOR WHATEVER REASON (INCLUDING INTERVIEWS AND SICKNESS) WILL BE TREATED AS A CLASS ABSENCE AND COUNT TOWARDS THE 10% NON-ATTENDANCE POLICY.

STUDENTS WHO HAVE BEEN WITHDRAWN FROM A UNIT WILL BE CONSIDERED 'INCOMPLETE' AT THE EXAM BOARD AND REQUIRED TO COMPLETE THE FINAL EXAM OR EQUIVALENT COURSEWORK ASSESSMENT IN THE FOLLOWING SEMESTER IN ORDER TO BE CONSIDERED FOR AN AWARD.

In extreme extenuating circumstances only (e.g. hospitalization, long-term illness, etc.) an exemption may be granted and should be processed using the Extenuating Circumstances form, and approved by the Academic Dean and Examination Board.

26.1 Intervention Policy

This policy is to monitor students' progress on

1. Attendance
2. Progression

Students who do not meet the minimum attendance requirement and the progress has been erratic (failure of formative assessment due to low attendance) on the modules will be withdrawn from the module and will need to complete the module when it is being offered again.

Students' who have failed their formative / summative assessment, will be provided support in the manner of

- Counseling to understand the area for improvement
- Coaching and mentoring by the respective module lecturer
- Support from senior students / peer support

26.2 Appeal of Attendance

Student may appeal on their attendance within 3 working days of being notified of the failing attendance to the Academic Dean by filling the Student Request Form - FRM 017.

- The Academic Dean after consultation with module lecturer (if any) will revert back to the student within 7 working days on the appeal.

27. Classrooms

If students wish to use a classroom outside of normal school operating hours for relevant school purposes, they may request permission from the Academic Dean or Academic Manager. Students using such a room are entirely responsible for ensuring its cleanliness after they depart.

Computers in any classrooms or LRC should not be unplugged for the purposes of using personal laptops. There is excellent broadband supply available throughout the school.

It is not permitted to consume food or drink, or to smoke in the classrooms. Students who fail to observe these regulations will be penalized under the Professional Conduct System and/or disciplinary procedure. Only bottled water is allowed in classrooms.

28. Dress code, Grooming and Appearance

HTMi (Singapore) grooming standards are available to download at www.htmi.sg (Click the Tab "Apply" and scroll down to "Dress Code").

29. Duties

As part of their practical training, Diploma and Higher Diploma students may be assigned daily duties on a weekly rotation. For duties, students must be punctual, clean, immaculately dressed and groomed and self-disciplined. All duties must be performed as scheduled and to agreed standards unless medical or other compassionate evidence is produced. Students who fail to attend duties will perform the missed duty plus an additional duty at a time designated by the appropriate member of staff.

30. Examinations and Coursework

Good communication between academic staff and students helps to minimize disputes over marking. Students should ensure that they are fully aware of the marking conventions used in HTMi (Singapore). Detailed marking criteria are given to students in all Assessment Briefs and all Course Outlines. All students should note that HTMi (Singapore) operates a policy whereby a sample of all examinations and coursework are second marked to ensure fairness and consistency. An External Examiner also reviews extensive samples of coursework and examinations each semester. The External Examiner's decision is final.

30.1 Examination Guidelines

The following are the guidelines for all written examinations conducted at HTMi (Singapore). Please familiarize yourself with the Code of Conduct and the exam regulations below.

A breach of these guidelines will result in expulsion from the examination facilities and a grade annulment for the assignment.

- I. In the event of a fire alarm, candidates must leave all the examination materials and personal belongings and proceed quickly but quietly to the nearest designated Fire Exit.

- II. Candidates are under examination regulations from when you enter the examination room to when you leave it. You must obey the instructions of an invigilator at all times.
- III. Candidates must leave all bags, outdoor coats, notes and pencil cases and mobile devices at the designated area in each examination room before going to their seats. Candidates must sit in the seats allocated for their particular examination.
- IV. Please note that HTMi (Singapore) treats all forms of suspected breaches of assessment regulations in an examination very seriously. Candidates are bound by the HTMi (Singapore) regulations on the conduct of examinations. The regulations forbid candidates to have in their possession during an examination any unauthorized material. For this reason, any candidate in possession of such material must hand it over before the examination commences. This includes revision notes for the examination in question and/or other examinations that you may be undertaking. If you are unsure if the materials in your possession may be regarded as a breach of the HTMi (Singapore) regulations, please ask your invigilator.
- V. Candidates should not bring any unauthorized electronic devices to the examination room. If you have a mobile phone on your possession please ensure that it is switched off and placed in your bag before you go to your allocated seat.
- VI. If you need a calculator to support your examinations you must bring your own non-programmable calculator in good working order with you to the examinations. HTMi (Singapore) will not provide spares should you forget to bring a non-programmable calculator with you to the examinations. Random checks will be made on authorized calculators by the examination invigilators.
- VII. You are responsible for ensuring that you bring all appropriate materials with you to support your examinations including pencils for multiple choice questionnaire type examinations, erasers, pens, rulers, and non-programmable calculators.
- VIII. Candidates are required to complete the details outlined on the Answer Book provided for the examination.
- IX. Candidates are not permitted to leave an examination, except in an emergency, until 30 minutes after the start of the examination, and may not leave during the last 15 minutes of the examination.
- X. You will not be permitted to re-enter the examination room after you have formally left it.
- XI. Candidates must not talk to or use any other form of communication with each other during the examinations. You must remain silent at all times during the examination, whilst the Answer Books are being collected in and until you are dismissed from the examination room.

- XII. Candidates must not indulge in any behavior that may disturb any other candidate or any form of conduct, which may disrupt the smooth progress of an examination. Candidates causing such disturbance or disruption may be required by the invigilator to leave the examination.
- XIII. If you require assistance or additional Answer Books during the examinations please raise your hand and continue your work until an invigilator can assist you.
- XIV. An invigilator will deal with no query or potential error(s) on the examination question paper whilst an examination is in progress. Candidates will be advised to work to the examination question paper as presented and make a note of the query or potential error(s) in their Answer Book(s) at the appropriate place for the internal examiner to take notice of during the marking process. The examination invigilator will report all errors detected during an examination.
- XV. If you need to leave this examination to go to the toilet please raise your hand to notify an invigilator. You will need to be escorted to the toilet and back when instructed to leave the examination room. A note indicating that you have temporarily left an examination room will be recorded in your Answer Book.
- XVI. Candidates must not turn over the examination question paper until they are instructed to do so by the invigilator.
- XVII. Candidates are reminded that they must carefully read the examination instructions to make sure they have been issued with the correct examination question paper before answering the questions.
- XVIII. Candidates must not remove from the examination room any Answer Books, text or reference books or other items of examination stationery, except for any non-returnable examination question papers.
- XIX. Candidates are reminded that they must take all their belongings away with them at the end of the examination and remove all their rubbish including drink bottles and empty sweet wrappers.
- XX. Please be respectful of other candidates who may still be undertaking an examination when you leave the examination room and/or HTMi (Singapore) building and maintain silence at all times.

30.2 Appeals of Results

You may appeal your results if you feel that there are circumstances that may have affected your results, which were **NOT** known by the Institute at the time.

If you wish to make an appeal, you should contact the Academic Dean. All appeals should be made in writing, within three working days following receipt of your results. Outcome of the appeal process will be communicated to the students with 14 days of receiving of the appeal application.

Note: That appeals are only accepted based on mitigating circumstances and not simply because of poor performance.

31. Excursions – Code of Conduct

Excursions and educational visits are arranged throughout the semester. Students should take note of and conform to the following.

a) There are four types of excursions at HTMi (Singapore):

- I. Professional, educational excursions linked to a specific unit which are planned as part of the units taught at HTMi (Singapore) and are aimed at helping students' development and application of theories studied in class
- II. Cultural Institute excursions organized to venues, seen as benefiting students' knowledge
- III. Employment opportunities for events that take place in the region.
- IV. Exhibition and conferences

b) Professional excursions link HTMi (Singapore) with various industry partners who welcome students into their operations. Students portray HTMi (Singapore) image to the public to these important contacts. They may also help employers form an opinion of students as potential employees. Remember - the company visited is investing time for the benefit of the students.

c) As much as possible, and when applicable, professional excursions will be built into the assessment framework for the module. At the very least, students will be asked to make a short oral or written report on the professional excursion, highlighting what was learned.

d) Preparation before the visit is important and students should, whenever possible, gather information about the property being visited by studying the company's website or reading brochures.

e) All excursions begin and end at HTMi (Singapore) and students should obtain prior permission from the accompanying lecturer(s) if they want to join or leave the excursion at any other points.

f) Students should bring pen and paper or their iPads to all excursions, so they can take notes.

g) Excursions take place during normal HTMi (Singapore) hours and students are therefore expected to communicate at all times in English.

h) The following regulations apply to all industry excursions without exception.

- Smoking is NOT allowed on the premises of an excursion venue or in the transport provided.
- All students must abide by the HTMi (Singapore) dress code.
- At all times when present at the venue for an excursion, students' behavior should evidence exemplary maturity and professionalism.
- Students should show respect for their host and avoid touching anything, unless invited to do so by the person responsible for the tour.

- Students should take the opportunity to ask polite and relevant questions to develop their understanding as well as show interest in the excursion.
 - Students need to complete the Indemnity Form prior to excursion. Students below the age of 18 years old need to obtain Parental Consent.
- i) Failure to comply with the above code of conduct may lead to disciplinary action being taken and/or a substantial reduction in Professional Conduct points.

32. Graduation

All students are expected to attend graduation and award ceremonies unless they apply for and receive an 'in absentia' approval. If you wish to be excused from graduation, you must write to the Academic Dean, giving a valid reason as to why you wish to be excused, by no later than 2 weeks before the advertised graduation date. This applies only to students who in any semester are following a course of instruction, and not to students on career work experience. In such instances, the Academic Dean's decision is final.

The Graduation and Awards ceremony is the most formal, and publicly visible event of the HTMi (Singapore) calendar. It is also an event in which the name and reputation of HTMi (Singapore) are broadcast to the world.

Students, who are attending the graduation, whether directly or from a career work experience, **MUST** be professionally dressed for the occasion.

If graduating students attend the event dressed in an inappropriate manner, then they will **NOT** be permitted to receive their awards on the stage, but will be given them separately, after the main event has concluded.

Students with outstanding fees, penalties or any other payments by the end of first day (Monday of Graduation week) will not be able to go on stage for Graduation. They cannot collect their transcripts and any certificates until full payment has been received.

Note: Conducting/deferring of graduation ceremony is solely on HTMi (Singapore)'s discretion depending on various mitigating factors, i.e. student's numbers, confirmed attendance or combining of cohorts.

33. Conditions for Award

As stated on Point 5 (Course Completion Criteria and Award)

- All fees must be paid in full prior to awards being made.
- Awarding of the certificate, academic transcript and other documentations (if any) is only upon convergence and approval from the Examination Board and Academic Board.
- All Original Certificates and academic transcript will only be issued by HTMI Switzerland. Only the duplicate copy of the original will be issued in the case of lost documentation and administration charges will be levied.

34. Language

The language of instruction at HTMi (Singapore) is English. HTMi (Singapore) values and promotes cultural diversity, including interpersonal communication in the students' native language. However, in order to promote personal confidence in the use of English, students are required to use English in public communication with others and always in business hours (between 09.00 and 18:00).

35. Learning Resource Centre (LRC)

Library

The HTMi (Singapore) LRC is both a traditional and virtual library. Additionally, a wide variety of reading materials are available through www.dawsonera.com

Books comprise an excellent specialist collection of hospitality and tourism literature, and are complemented by online journal access through various organizations approved by HTMi (Singapore).

Computers

1. The Institute's computers are available for students use in the LRC.
2. Computers should be treated with care and respect – any damage to computer equipment by students will be charged to the student responsible.
3. You must not eat or drink while using the Institute 's computer workstations.
4. Wireless network is available on the Institute premises. The Wireless LAN network is provided by the Institute for the following purposes:
 - Research and study related tasks
 - Communication with your parents and friends
 - Communication with your teachers

Standards of Use Policy

1. It is not allowed to download large files that do not serve any educational purposes.
2. Online movie steaming is forbidden.
3. The setting up of a private wireless LAN network for non-academic purposes is prohibited.
4. All laptops must have installed working Anti-Virus software.
5. No item must be posted to YouTube or any other social media public platform that are perceived to have a detrimental effect on HTMi (Singapore) students, staff and the HTMi (Singapore) Brand. Remember to have at all times, respect for your fellow schoolmates, HTMi (Singapore) staff and the HTMi (Singapore) brand.

36. Plagiarism, Cheating and Other Forms of Academic Dishonesty

Academic dishonesty, such as cheating, falsification, etc., will result in serious sanctions against the offender. Penalties for plagiarism are clearly indicated on the table in **Pt. 36.3**. Further information on plagiarism is contained in the Harvard Referencing Guide located on the HTMi Interactive Student Portal (HISP). Students submitting their assignment/project work or any other work required by the module lecturer, will need to submit for plagiarism checking via the built-in Turnitin software on HISP.

36.1 What is Cheating?

Communicating with or copying from any other candidate during an examination, except when the examination regulations specifically permit this, e.g. for group assessments.

1. Communicating during an examination with any person other than the invigilator(s) or other authorised members of staff.
2. Introducing into the examination room or possessing any written or printed material(s) or any electronically stored information unless expressly permitted by the examination and/or assessment regulations.
3. Gaining access to any unauthorized material relating to an examination prior to or during an examination.
4. Being in possession of, or obtaining access to a copy of an examination question paper in advance of the date and time for its authorized release (this covers both 'seen' and 'unseen' papers).
5. Using another person to write part or all of a written assignment under your name as a "ghost writer"

36.2 Plagiarism

Plagiarism is a specific and especially pernicious form of cheating. Plagiarism is the willful representation of another person's work, without acknowledgement of the source, as one's own or the deliberate and unacknowledged incorporation in a student's work of material derived from the work (published or otherwise) of another.

Examples of plagiarism include:

1. The unacknowledged inclusion of more than a single phrase from another person's work without the use of quotation marks; e.g. It is essential to achieve a good fit between worker and job. The correct way to reference this statement is: According to Graham and Bennett (1998, 113) "it is essential to achieve a good fit between worker and job."

2. The unacknowledged summarizing of another person's work by simply changing a few words or altering the order of presentation; e.g. Human resource management aims to see that employees work in jobs which are appropriate for them. The correct way to reference this example is: According to Graham and Bennett (1998) human resource management aims to see that employees work in jobs that are appropriate for them.

3. The unacknowledged and/or unauthorized use of the ideas of another; e.g. placing an employee in a job that considers both their abilities and limitations is an important part of the human resource function. Making sure that the employee and job are well matched is necessary. The correct way to reference this statement is: According to Graham and Bennett (1998) placing an employee in a job that considers both their abilities and limitations is an important part of the human resource function. They believe that making sure that the employee and job are well matched is necessary.

4. Copying the work of another person with or without that person's knowledge or agreement and presenting it as one's own.

36.3 Sanctions for plagiarism and other forms of cheating

The following information provides guidelines when considering sanctions however in all cases the individual circumstances must determine the appropriate action and penalty. As a general point, the sanction should not vary according to the weighting of the particular assessment.

In all proven cases, students must receive detailed feedback, tutorial support and a written warning. Details of proven cases will be maintained on the student's records and other colleagues alerted. All cases of suspected and proven plagiarism will be alerted to the Academic Dean.

Only in exceptional circumstances will HTMi (Singapore) re-investigate an earlier returned assessment on the grounds of suspected plagiarism. In certain cases, the Institute may be required to indicate proven cases of academic misconduct in responses to requests for references.

The following table provides a guideline of imposed sanctions based on the level of plagiarism:

Stage	Minor Offence	Moderate / First Offence	Serious / Second Offences	Third Offence
At the start or early stages of the course	Marker ignores plagiarized sections in the marking of the work does not give an additional penalty, but advice and reprimand is also given	Re-submit the work, advice and reprimand is also given but only with a maximum of a pass mark	Resubmit the work but only to achieve a maximum of a pass mark and final warning.	The case will be referred to the Academic Manager who will review the case
During and towards the end of the course	Resubmit the work but only with a maximum of a pass mark	Award zero for the work or fail module or allow resubmission with a maximum of a pass mark	Fail module. No resubmission allowed If a serial incident, exclusion from HTMi (Singapore)	The case will be referred to the Academic Dean who will review the case

37. Principles of Hospitality

HTMi (Singapore) places great importance on 'Principles of Hospitality': what is the hospitality industry and how does one create an environment of hospitality and take responsibility to achieve professional and personal development and strive for excellence? You can make a difference by following the 'Principles of Hospitality' code of practice every day. Please refer to HTMi (Singapore) value matrix at the start of this Handbook and on the Student Noticeboard.

38. Professional Conduct

Professional conduct focuses on the application of life skills and competencies and derives from our commitment to certain principles of hospitality and the need to ensure: (a) harmonious co-habitation in an Institute peopled by representatives of many different cultures; (b) the safety of people of the Institute; (c) students are well prepared for the industry.

Professional conduct is one of the cornerstones of the hospitality industry and is one of the essential pillars at HTMi (Singapore) and its reputation.

At HTMi (Singapore) Professional Conduct is a matter of guided self-development involving assessment of the following:

- (a) Behavior, discipline and noise
- (b) Adherence to the Institute dress, uniform, grooming and appearance code

- (c) Adherence to the general rules concerning Institute rooms and facilities
- (d) Contribution to the community, for example, contribution to management of the Institute, e.g. formally, through undertaking tasks assigned by staff members from time to time; assisting in events organization, and informally, through supporting the Institute, friends and colleagues.

The PC (Professional Conduct) system applies to all students. The pass mark is 60 marks and the final PC mark is included on all transcripts and Institute references as an indicator to employers and other external parties of the professional conduct standard achieved by students. At the commencement of each semester, students commence with 80 PC points that are enhanced or reduced according to their contribution or neglect as described above. The Administration Department is responsible for coordinating PC marks.

Students are able to see their PC scores via the HISP, or by request to the Academic Department/ HR & Admin Department.

Infractions occur when students do not comply with the Institute rules. PC Marks grading can be obtained through **the Academic Dept./ HR & Admin Department.**

The following are some of the examples of common Minor infractions:

<input type="checkbox"/> incorrect stockings or wearing white socks	<input type="checkbox"/> incorrect shoes
<input type="checkbox"/> improper scarf or tie	<input type="checkbox"/> inappropriate uniform
<input type="checkbox"/> poor grooming, hygiene, unshaven	<input type="checkbox"/> sleeping in class
<input type="checkbox"/> heavy makeup	<input type="checkbox"/> Incorrect computer or phone use in class or during meals
<input type="checkbox"/> tardiness	<input type="checkbox"/> littering
<input type="checkbox"/> unprofessional hair	<input type="checkbox"/> not speaking English in class and during Institute hours (unless a foreign language is part of the course)
<input type="checkbox"/> excessive jewelry	<input type="checkbox"/> eating in class
<input type="checkbox"/> nail polish or dirty fingernails	
<input type="checkbox"/> smelling strongly of alcohol	

The following are some of the examples of common Major infractions:

<ul style="list-style-type: none"> <input type="checkbox"/> skipping duties <input type="checkbox"/> cursing or inappropriate language including racist remarks <input type="checkbox"/> arguing inappropriately <input type="checkbox"/> cheating on the programme <input type="checkbox"/> smoking in unauthorized areas <input type="checkbox"/> consuming alcohol in the Institute <input type="checkbox"/> tampering with smoke detectors <input type="checkbox"/> damaging facilities willfully <input type="checkbox"/> streaming and downloading movies <input type="checkbox"/> unhygienic practices – strong body odour 	<ul style="list-style-type: none"> <input type="checkbox"/> setting up personal IT networks <input type="checkbox"/> missed appointment or meetings <input type="checkbox"/> late for interviews <input type="checkbox"/> missing training interview <input type="checkbox"/> disruptive or inappropriate during excursions <input type="checkbox"/> inappropriate social media use <input type="checkbox"/> unauthorized use or misuse of the HTMi (Singapore) brand <input type="checkbox"/> chewing gum
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Note:

- **Both the above table by no means an exhaustive list but it gives an indication of the many infractions.**
- **Repeated improper conduct will increase the severity of the penalty.**

The following are examples of how students may gain more PC marks by supporting HTMi (Singapore):

- Helping 8 hours (+5 points)
- Helping 4 hours (+2 points)
- Supporting special events e.g. which are not compensated (+5 points)

In order for students to earn above 80 marks, students must complete community service to the Institute.

There are **TWO** different types of community service, Mandatory and Voluntary Community Service.

Mandatory community service includes the duties students must complete as a part of their practical training. If a student fully completes all their duties and adheres to all the Institute rules, he or she will be awarded 10 PC points. Students must fully complete their mandatory community service in order to achieve the additional points. Students will not be awarded the additional points if the mandatory community service is partially completed. Students will lose an additional 5 PC points for any duty missed after the first one.

Voluntary Community Service involves extra work students do such as completing extra duties, assisting in events, assisting other students, lecturers, or guests, and or volunteering time to guide V.I.P visitors to HTMi

(Singapore), and other similar ways. Students may complete voluntary community service up to a maximum of 10 points.

The Professional Conduct grading system is as follows:

A 90 – 100%	Excellent
B 80 – 89%	Good
C 70 – 79%	Satisfactory
D 60 – 69%	Fair
F Below 60%	Fail

General Rules, Student Support Services and Facilities

39. Acceptance of Gifts

The Institute with the intention or perception to improve their grades or career experience opportunities during the course period may accept no personal gifts or favors by students and/or their parents/guardians.

No gifts are allowed.

40. Alcohol & Drugs

Students are not permitted to keep or consume alcohol in the Institute premises. If students are found to be in possession of alcoholic beverages, they will be subject to disciplinary action. Any student found in possession of, or under the influence of illegal drugs will be subject to immediate disciplinary action, which can lead to expulsion. In addition, the Singapore Police Force will be informed.

41. Accidents and Illness

For sickness/Injuries sustained at the Institute premises, appointments with an appropriate doctor can be made through the Academic Department or HR/Admin Department during Institute hours.

PLEASE Refer to Pt.24 FOR ATTENDANCE, PUNCTUALITY AND ABSENCES FROM CLASS – ESPECIALLY NOTE THE POINT ABOUT ILLNESS WHICH IS NOT AN EXCUSED ABSENCE.

42. Behavior, Discipline and Noise

Behavior and discipline short of major disciplinary offences are assessed as part of Professional Conduct (Pt. 34), therefore please read the following carefully.

HTMi (Singapore) expects the highest standards of behavior and conduct from all its members, including student members. Positive and negative behavior short of major disciplinary offences is subject to increases/decreases to the Professional Conduct (PC) Mark.

Students who infringe rules and procedures will be given one verbal warning either by the Academic Dean or Academic Manager. This typically occurs when a student's PC score falls below 70. Where a disciplinary offence is judged to require a more serious penalty, the student will be asked to attend a Discipline Meeting. Any further such disciplinary offence will result in a phone call to the student's parents, and/or suspension for a period determined by the Academic Manager; and/or expulsion from HTMi (Singapore).

Disciplinary offences likely to attract these violations include, but are not limited to, loud or excessive noise, bullying of all kinds including cyber bullying, harassment on the basis of gender, race or sexual orientation; serious vandalism; persistent failure to conform to Institute rules and procedures; alcohol/drug abuse; acts of personal aggression, misuse of the HTMi (Singapore) brand or any offences bringing HTMi (Singapore) into disrepute.

Disciplinary offences that also constitute criminal offences in Singapore will lead to instant dismissal from HTMi (Singapore). Criminal offences include, among others, the use and sale of drugs ('drug dealing') (which includes cannabis and similar substances which are illegal); theft; and certain types of physical violence. HTMi (Singapore) management will where required, inform the Embassy of the student's country in cases of criminal offences, and/or the appropriate authorities.

The student(s) who caused any damage must pay for the damage to HTMi (Singapore) property under any circumstances. The cost will depend on context and circumstances and determined by the senior management team at the time.

In cases where Institute standards are broken, the Academic Manager may take immediate disciplinary action. There will be a Disciplinary Council convened as required to review cases where students have broken the standards of the Institute, and appropriate actions will be decided. The Institute may issue warnings to students. These are issued according to the severity of the breaches in Institute standards.

42.1 Levels of Disciplinary Action

1. Counseling
2. Recorded Verbal warning
3. Written Warning
4. Suspension, which may be followed by a final written warning and Expulsion from the Institute.

In cases of severe breaches of HTMi (Singapore) standards, higher levels of warning may be issued in the first instance. In cases of gross misconduct, a student may be immediately expelled from the Institute.

In all instances of a breach of HTMi (Singapore) standards, copies of the warning letters issued will be forwarded to the parents and, where appropriate, the agents of the student concerned.

If a student is expelled, the Parents/Guardians will be notified and if necessary, the Police depending on the crime committed.

43. No Smoking Policy

No Smoking is allowed at the Institute premises. Students are only permitted to smoke outside the building at designated areas. Students who fail to observe this rule will be immediately issued with a final warning letter and any subsequent disciplinary infraction will follow the Institute disciplinary procedure.

44. Lending /Borrowing of Money

At all times, no students are allowed to borrow or lend money to anyone in the school. Students are also prohibited to carry out the same transaction with any public or school staff's. Anyone found to have breached this rule, will be subject to disciplinary action and may be expelled.

45. Digital Footprint

45.1 What is your digital footprint?

Your digital footprint is everything on the Internet that is about you. This could include a profile on any social media platform, photographs that you, your friends or family have posted online; anything you have written or that has been written about you, for instance on discussion boards, blogs, or in articles. Be aware that potential future employers may carry out a scan online to determine what your online profile looks like. If it contains any dubious photographs, bad language or the detrimental comments, views or prejudices against any social group demographic or individuals, then you seriously jeopardise your career prospects.

It is becoming increasingly common to see many aspects of our lives and ourselves online, and much of this content is freely available to view. Each time we add something about ourselves on the Internet we enlarge our own digital footprint. Whenever we mention someone else, we enlarge his or hers.

Companies eager to market their goods routinely collect personal information or services and this can be retained for several years. Equally, individuals looking for information about you can monitor your digital presence.

45.2 Uncover your digital footprint

You should first check what others could see about you. Search for your name using Google or other search engines and see what information already exists about you. Repeat the search regularly using services such as Google Alerts, which give automatic updates. Although you may not have added anything new, your friends and family might have.

45.3 Capitalise on your digital footprint

A digital footprint offers many advantages. You can build a positive online presence that showcases your skills, experience and interests. Moreover, with some online sites, you can control the information about you that is

publicly available. For professional reasons use platforms such as Linked In to showcase your work skills and competencies.

An online profile that includes your CV, for instance, on a professional networking site such as LinkedIn, can expand your range of contacts. Professional networking sites can give you access to potential employers, whose digital footprint you can also check. You can update your profile in a cost- and time-effective way; so make sure to do so regularly.

Some employment sectors (e.g. advertising, public relations and the media) may expect and actively encourage you to have a digital footprint. They may look for examples of your online creativity, for instance on blogs, profiles or videos.

You can enhance your digital footprint by carefully judged contributions to blogs, news articles and discussions, or by adding reviews to sites such as Amazon. Keeping a positive online presence regularly updated can reduce the impact of any earlier content you may regret, because most Internet searches rarely access more than the top few results.

Before enhancing your digital footprint, consider whether it is worth the time and effort, and whether the content really does add value to your online profile.

45.4 Be aware of your digital footprint

If you use social networking sites such as Facebook, or regularly post photos, videos, blogs and comments, make sure to manage your contributions carefully, since much of the information stored online becomes public by default. Unless you change your privacy settings, your social network page will come up on a web search.

Anyone who finds out enough about you could potentially impersonate you, so be careful about the personal information you make publicly available.

Remember – anything you post on line in the public eye is open to interpretation by multiple users.

46. Fire and Other Emergencies

During the first week of each semester, students are briefed about emergency exits (Fire doors, which are not to be used except in the case of emergency), and the steps to follow in case of fire. Smoke detectors and sprinklers are fitted in HTMi (Singapore) premises and must not be tampered with at anytime. Students must familiarize themselves with the instructions affixed next to classroom doors and in public areas. Fire drills are conducted early in the semester. Students who activate the alarm system without good reason may be required to pay the cost of the emergency services arriving at Institute. The basic rules to observe in a fire are as follows:

- The first priority is to get out of the building immediately as soon as you hear the alarm. Stay calm and be purposeful at all times and use the nearest exit. The nearest exit is staircase 2, which is on the right as you exit the main entrance door into the school itself.
- The **meeting point** is outside the side entrance of the main building on the first level.

- Do not collect any valuables or possessions; do not use the elevators; do not try and fight the fire unless it is absolutely necessary to ensure your escape.
- Do not open doors and windows if there is a fire in the room; air helps fires to grow.
- Warn others as you leave the building, but do not delay your own escape to do so. Treat fire alarms seriously as HTMi (Singapore) has a duty to protect and care for its staff, students and visitors.

46.1 Fire Drill Evacuation ^[1]_{SEP}

This is in compliance with the Singapore Civil Defence Force's regulations. The assembly area will be at Cuppage Plaza's open space, next to Cuppage Terrace outdoor dining areas. ^[1]_{SEP}

During emergency evacuation exercise, all occupants of the building must proceed to the assembly area via the nearest escape staircase upon the second activation of fire alarm bell. You are advised to make necessary arrangement for the staff, including the Warden(s) and Assistant (s) to participate in this exercise, which will take about 20 minutes. Attendance is compulsory. ^[1]_{SEP}

Please note, any student who sets off the fire alarm without a valid reason will be charged a standard penalty fine of SGD 5000 and is likely to face additional disciplinary action.

47. Insurance

47.1 Personal insurance

All students are recommended to obtain insurance for personal belongings such as laptop computers, mobile phones etc. HTMi (Singapore) cannot be held responsible, when the student is negligent, for lost or stolen personal belongings.

48. Personal Security

Basic precautions should be taken at all times to enhance personal security. Students, and not HTMi (Singapore), are responsible for their personal property and it is strongly recommended that students take out personal insurance to cover losses of personal effects. HTMi (Singapore) provides close-circuit TV monitoring and biometric fingerprint access to the school for staff and students, therefore any other visitors are required to register upon entry. Please note the school does not provide open entry access to unexpected visitors. Please report any unusual persons and/or activities to a member of the staff immediately.

49. Indemnity

HTMi (Singapore) regularly organizes classes outwit the school premises and as such, students are required to sign an indemnity form prior to the event. Students below 18 years of age are required to obtain parents/guardians permission.

50. Orientation Programme for all Newly Enrolled Students

Orientation is held during the first week of the course. The induction and orientation programmes are mandatory for all new students. They provide an opportunity for new students to become familiar with HTMi (Singapore), the services it provides and valuable information about the learning and teaching environment.

Additionally, new students are able to meet both academic and non-academic staff so as to gain a better understanding of the logistics of course delivery.

51. Student Support Services for International Students

HTMi (Singapore) provides the following services to ensure that international students make a smooth transition into Singapore as follow:

- Individual and personalized long-distance Skype calls to parents / agents to inform them on arrival arrangements
- Arrangement for Medical Screening if required
- Student Pass Application/ Collection formalities
- Airport Pickup & Accommodation
 - When students receive the letter of approval from ICA and upon receipt of formal notification of the student arrival into Singapore Changi airport, HTMi (Singapore) will organize pick-ups.

52. Daily Course Timetable Schedule

The classes are held between 9am to 6pm from Monday to Friday. The schedules are pasted on the Notice Board and will also be emailed to students prior to course commencement.

53. Notice Boards

General information about schedules, memo's, career work experiences and forthcoming events will be affixed to the notice boards and also communicated through email.

54. Student Feedback

Students have access to regular feedback.

- Feedback on the course and quality of lecturer and modules taught, service standards both at HTMi (Singapore) and from the student's agent, room and other facilities: Students will be asked to take part in surveys about teaching, and overall aspects of HTMi (Singapore). The appropriate staff member for resolution takes up any issues identified by staff in their analysis of the results.
- Students are also given access to Student Forum arranged by HTMi (Singapore) to communicate any areas for improvement.

55. Leave Application

If a student knows in advance that they will be absent from classes during the semester, they should complete Student Request Form. The application must be submitted at least 2 weeks prior to taking the leave of absence

and have attached documentary proof supporting their leave request. In the case of an emergency such as family emergency, students requests will be dealt with on a case by case basis.

56. Semester Leave

If the leave of absence is for an entire semester, HTMi (Singapore) will need to cancel the student's Student Pass. The student will need to contact the HR & Admin Dept. at least 4 weeks prior to their return to arrange a new Student Pass. The Student's Pass application is subject to ICA approval.

57. Medical Leave

If a student is unable to attend any class due to health reasons, they will need to submit a Student Request Form with an official medical certificate attached to the form within 3 days of the application. Traditional Chinese medicine (TCM) is NOT accepted

58. Update of Student Particulars

For any change of address, telephone number and other personal particulars, students are required to inform the HR & Admin department during the next day of class. Student's Pass or Identification Card needs to be produced to the Administration team for verification purposes at all times.

59. Career Placement Assistance

HTMi (Singapore) has a career centre team that provides assistance to students for placement opportunities. Each student develops their own Personal Development Plan (PDP) that is shared on a confidential basis only with the career placement team who can, upon request send the student CV out to selected industrial partners. The career placement team will also provide help with CV writing and support in advance of an interview to help prepare the student appropriately.

61. Counseling Services

HTMi (Singapore) provides and renders necessary assistance to students who may face psychological or emotional issues during their course of studies. Please contact the HR & Admin team in the first instance to request help from the internal HTMi (Singapore) counselor. When the student requires advance counseling, the student may refer to an external party e.g. social counseling service. All information will be kept strictly private and confidential.

62. School Fee Payment Method

The bank transfer details are as follow:

- Bank: United Overseas Bank Limited, 80 Raffles Place UOB Plaza, Singapore 048624
- Account name: HTMi Hotel and Tourism Management Institute Pte Ltd
- Account number: 357-306-235-1; Swift code: UOVBSGSG

63. Deferment of National Service

For male students who are Singapore Citizens and Permanent Residents who wish to request for deferment are to contact the Ministry of Defense directly **via email at contact@ns.sg**. HTMi (Singapore) shall provide any supporting documentation to assist the affected students if required.

64. Emergency Numbers / Useful Numbers

For all local and international students, HTMi (Singapore) requires them to be familiar with the following Singapore emergency numbers:

- Ambulance and Fire Brigade: 995
- Non-Emergency Ambulance: 1777
- Police: 999
- Police Hotline: 1800 255 0000

On other useful numbers, kindly refer to www.htmi.sg by Clicking the “Apply” tab, click again on “ Student Information” Tab and scroll down to “ Other Useful Links – Relevant Information”

65. Personal Data Protection Act (PDPA)

The Personal Data Protection Act 2012 (PDPA) was passed in Parliament in 2012. HTMi (Singapore) aims to provide holistic, quality courses and services in the purpose of telemarketing academic course to its prospective applicants, and public.

PDPA – Do Not Call (DNC) Registry

HTMi (Singapore) shall adhere to all regulations as required under the PDPA Act (2012). Telemarketing messages via voice calls, SMS or fax messages will only be sent to:

- Those who have not registered their telephone numbers with the relevant DNC Register(s)
- Consent given by the Prospective applicant or public
- Existing Student.
- Alumni's

Graduate students and prospective applicants do not wish to receive any further information, please email to info@htmi.sg with your name and mobile number to be opted out. HTMi (Singapore) will respond and acknowledge within 3 working days. To find out more about PDPA, you may visit the Singapore Personal Data Protection Commission's website.

66. School Contact Number and Department Email Addresses

The main line is +65 6815 4528 and the email address is info@htmi.sg

For each department and contact person, kindly approach them for their respective email address.

67. Facilities for Student Enrichment Experience

HTMi (Singapore) offers a range of training facilities to provide a holistic learning environment. They are as follow:

- Front Office reception setting
- Food & Beverage restaurant setting
- Hotel guest room setting for housekeeping service training
- Learning Resource Centre

68. Student Complaints Procedures

HTMi (Singapore) has a well-developed and tested formal appeals process. This document specifies the HTMi (Singapore) complaints process in some detail and how specific unresolved complaints may be taken forward. Concerns relating to assessment decisions and responses to disciplinary procedures cannot be taken forward as a complaint under this procedure.

Procedure

1. Students are urged to discuss all matters of concern relating to their academic studies and/or Institute life with their respective lecturers as soon as possible in order for them to be discussed and resolved without delay.
2. Students may also choose to alert the Institute's management regarding specific issues and concerns via the HTMi (Singapore) Student Forum/SRC process, which they will have experienced whilst studying at HTMi (Singapore).
3. If any student feels that their concerns have not been satisfactorily resolved, through either of the above processes, they should formally present their complaint in writing to the Academic Dean. The Academic Dean will acknowledge receipt of the concern by email, normally within 5 working days of receiving the complaint. The Academic Dean will initiate an appropriate investigation and report back to the student normally within 10 days for receipt of the complaint. If the complaint is directly or indirectly involving the Academic Dean, then the student should forward their written concerns to the HTMi (Singapore) Director for investigation.
4. If, after receiving a formal written response to their complaint from either the Academic Dean or Operations Manager, a student believes that their complaints have not been satisfactorily resolved,

they may take this forward to the HTMi (Singapore) Director, in the form of a letter detailing their concerns. The Academic Dean will communicate the HTMi (Singapore) final decision to the student normally within 21 days of receipt of the complaint.

5. In the event of a student still feeling that their complaint has not been satisfactorily resolved, and if their complaint relates to an academic aspect of the Course, they may pursue their complaints with the HTMi (Singapore) Director in the form of an Appeal, and the HTMi (Singapore) Director will ask either one of HTMi (Singapore) External Examiners, or other qualified third party to give a final ruling, which will be communicated back to the student normally within 21 days.
6. To take forward their complaints, the student or students, should outline their complaints, what steps have been taken to address the issues and enclose all documentation relating to the matter.
7. A Complaints Review Panel may be convened by the Academic Manager to consider the documentation supplied, may discuss the complaint with the student and staff involved, either directly or indirectly, and make a decision based on all the available evidence. The conclusions of the Panel will be communicated normally within 10 working days to the student and HTMi (Singapore) Director.
8. Students cannot use this facility for any matters relating to:
 - reviews of academic decisions or,
 - appeals against decisions taken under disciplinary proceedings.

69. Dispute Resolution

HTMi (Singapore) aims to resolve all disputes, whether financial or otherwise, involving the school and the students in a just and amicable manner.

Dispute resolution and grievance process shall be activated if the complaints could not be resolved (Section 2.7.1 a) and the dispute resolution shall align with the provision in Private Education Act.

Dispute resolution process is categorized as following

- Resolution by a staff member or a team appointed by the Academic Dean
- Resolution by the Managing Director / Director
- Resolution by reference to a third party like CPE, Small Claims Tribunal.

If internal efforts to resolve dispute fails and/or absence of an acceptable solution, the students may approach CPE's Student Service Centre for assistance.

Steps in Handling Dispute

1. Upon receiving a written dispute by the parent /student stating the nature of dispute, HTMi(Singapore) will acknowledge this letter within 3 working days.

2. The Academic Dean himself or an appointed person by him will investigate the basis of dispute and suggest a resolution with the parent's or/and student involved.
3. If the dispute cannot be resolved, the issue will be brought to the Directors involvement to explore options for an amicable resolution.
4. In the event of disagreement after this stage, HTMi (Singapore) will inform all parties stating their options.
 - a) shall advise the parents to either refer the matter to the Student Services Centre at CPE (Dispute resolution scheme)
 - b) Small Claims Tribunal (in case of fee issues).
5. All disputes shall be attempted to be resolved within 21 working days of receipt in writing, unless a third-party intervention occurs.

Third Party Mediation: (as per CPE Guidelines)

In the event that the Student and the School are unable to resolve a dispute, the student and the school may refer the dispute to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the CPE Student Services Centre for mediation prior to instituting any legal action.

Kindly refer to CPE, Dispute Resolution link for a clearer understanding at <https://www.cpe.gov.sg/student-services/dispute-resolution>.

CPE Student Services Centre is located at:

1 Marina Boulevard

18-01 One Marina Boulevard

Singapore 018989

Tel: 65 6512 1140

Email: CPE_CONTACT@cpe.gov.sg

Appendix 1:

HTMi (Singapore) Corporate Social Responsibility Charter

Our key stakeholders and our responsibilities towards them are:

HTMi (Singapore) Corporate Social Responsibility is to look after the interconnected various stakeholders in HTMi (Singapore) including:

- a. Committee for Private Education (CPE), by respecting and abiding by the education rules and regulations and quality standards.
- b. Students by providing them with the best possible education, training placements and professional behavior training to get them ready for careers as future managers.
- c. Student recruiters, by providing timely, accurate and effective information, and maintaining a quality reputation for HTMi (Singapore).
- d. Parents by not only getting our students prepared correctly but also by respecting the investment made in their children's future.
- e. The hotel and tourism industry by providing as many qualified students and graduates to support the future of the industry and by supporting that industry in many other ways too, with research, events and other support initiatives
- f. The local economy, in Singapore by generating as much wealth as possible to various companies and organizations.
- g. The environment, by ensuring Singapore's strict environment and legal framework is embedded in the operational culture at HTMi (Singapore).
- h. The staff of HTMi (Singapore) by providing them with all required resources to teach and manage students at the required high-quality level fulfilling the demands of the curriculum and student learning outcomes.

The interconnected stakeholder CSR, mission and vision have been endorsed and supported by the management team in Switzerland for over 20 years, and now as a branch in Singapore the same leadership has set "HTMi (Singapore)" as an integral part of this same mission and vision.

Appendix 2:

HTMi (Singapore) “Green” Environmental and Safety Charter

HTMi (Singapore) stakeholders are jointly and severally responsible for the following:

- a. Turn off any lights or any other energy saving when not required in the operation of the institute.
- b. Reduce, Reuse, Recycle paper and any other materials in the operation of the institute.
- c. To the maximum extent possible use electronic communication to reduce paper usage.
- d. Treat all assets (furniture, equipment or other) as if they are your own personal assets and ensure they are protected so that future people using them can do so.
- e. Protect our human assets with strict adherence to the laws and regulation of Singapore, for example, fire safety with publication of escape routes as well as fire drills.
- f. HTMi (Singapore) is a no smoking area and there is a ban on any illegal item or substance.
- g. HTMi (Singapore) strives to ensure a clean and sanitary environment at all times.

HTMi (Singapore) stakeholders are responsible for implementing all reasonable measures to ensure this Environmental and Safety Charter is in place.