# Student Handbook

**College of Tourism & Hotel Management (COFM)**

**Pioneer in Hospitality Education**

**JOIN COFMH YOUR PASSPORT TO A GLOBAL CAREER**

---

**Training Tomorrow’s Managers Today...**

<table>
<thead>
<tr>
<th>CONTENTS</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome</td>
<td>2</td>
</tr>
<tr>
<td>About COFMH</td>
<td>2</td>
</tr>
<tr>
<td>Interpretation</td>
<td>3</td>
</tr>
<tr>
<td>Admission</td>
<td>3</td>
</tr>
<tr>
<td>Language Pre-requisite</td>
<td>3</td>
</tr>
<tr>
<td>Status/Subject Exemption</td>
<td>3</td>
</tr>
<tr>
<td>Payment of Fee</td>
<td>3</td>
</tr>
<tr>
<td>Change of Address</td>
<td>3</td>
</tr>
<tr>
<td>Withdrawals</td>
<td>4</td>
</tr>
<tr>
<td>Deferments</td>
<td>4</td>
</tr>
<tr>
<td>Attendance</td>
<td>4</td>
</tr>
<tr>
<td>Absences</td>
<td>4</td>
</tr>
<tr>
<td>Examination Committee</td>
<td>4</td>
</tr>
<tr>
<td>Method of Assessment</td>
<td>5</td>
</tr>
<tr>
<td>Final Examinations</td>
<td>5</td>
</tr>
<tr>
<td>External Examiners</td>
<td>5</td>
</tr>
<tr>
<td>Conduct of Examinations</td>
<td>5</td>
</tr>
<tr>
<td>Plagiarism</td>
<td>5</td>
</tr>
<tr>
<td>Results and Grades</td>
<td>6</td>
</tr>
<tr>
<td>Appearance</td>
<td>6</td>
</tr>
<tr>
<td>Uniforms</td>
<td>7</td>
</tr>
<tr>
<td>Policies</td>
<td>7</td>
</tr>
<tr>
<td>Good Name</td>
<td>7</td>
</tr>
<tr>
<td>Health &amp; Safety</td>
<td>8</td>
</tr>
<tr>
<td>Grievance Procedure</td>
<td>8</td>
</tr>
<tr>
<td>Scholarships</td>
<td>8</td>
</tr>
</tbody>
</table>
I warmly welcome you to College of Tourism & Hotel Management (COTHM), the Leading Hotel School of Pakistan.

COTHM is a multi-campus institution with campuses in Lahore, Karachi, Multan, Faisalabad, Peshawar, Okara and Sheikhupura.

I hope you will find your time at COTHM to be stimulating, enriching, and a rewarding learning experience.

Education is now a lifelong experience and the Hospitality, Travel, Tourism and Culinary Arts programs at COTHM facilitate that process with progression with flexible entry and exit routes. While the attainment of educational awards is important, the learning achieved through internship and training is also very important and enjoyable.

You are asked to read this booklet carefully. It is very important that you do so. It will make you aware of your obligations and rights.

I wish you a happy and fulfilling experience at COTHM.

Hospitality regards,

Ahmad Shafiq
Chief Executive Officer
COTHM Group of Colleges

About COTHM

Driven by a professional vision to address the challenges of hospitality human resource development in the modern era, College of Tourism & Hotel Management (COTHM) is leading from the front. The commitment to excellence is the hallmark of quality standards at COTHM.

The core philosophy of education at COTHM is to blend two elements of education, the theory and the practical in a balanced way. COTHM has its collaboration with the highly acclaimed international academic partners namely Confederation of Tourism & Hospitality (CTH) UK, American Hotel & Lodging Educational Institute (AH&LEI), USA, The Institute of Commercial Management (ICM) UK, EURHODIP, France and Council on Hotels, Restaurants and Institutional Education (CHRIE) USA.

The mission of the management is to develop human resource with high level of competence to assume leadership positions in the ever-expanding hospitality, travel, tourism and airline industry.

Our International Partners
I. PRELIMINARY

1. Interpretation

Except where inconsistent with the context in these rules:

1.1 "Academic Council" means the academic council of the college from time to time.

1.2 "College Council" means the college council of COTHM from time to time.

1.3 "Director" means the person from time to time holding the position of director of the college.

1.4 "COTHM" and "the College" means the College of Tourism and Hotel Management.

1.5 "Rules" means College rules as amended from time to time by the College Council.

1.6 "Property" means hospitality outlets such as a hotel, restaurant, convention center, resort, motel or other hospitality venue selected for students industry training.

II. ADMINISTRATION

2. Admission

2.1 Application Form: A student wishing to attend COTHM shall complete an application form. This application form shall be signed by the student and his/her financial sponsor. The application form and any attachments shall be completed truthfully and where a student knowingly or unknowingly provides false or misleading information the College Council may require the student to leave the college without any entitlement to a refund of fee.

2.2 The College Council may specify that students who wish to commence a course of study shall apply for admission by a particular date. An application submitted after that date will not necessarily be accepted. And if accepted will incur such late admission fee as the College Council may determine from time to time.

2.3 The College Council having regard to the resources of the College with respect to staffing, accommodation and facilities available for teaching may place limitations on the numbers of students to be admitted to any program and may determine the method by which students will be admitted.

3. Language Pre-requisite

3.1 Each student applying for entry to the College shall submit with his or her application such evidence as the College may require from time to time of proficiency in English (reading, writing, oral and comprehension).

3.2 The Academic Council may require any student to undergo any oral or written examination set by the Academic Council to confirm such proficiency.

3.3 The students with the evidence of score 500 in TOEFL and 5.5 in IELTS are exempted from the proficiency examination.

4. Status / subject Exemption

COTHM may grant status or partial status for prior studies and work experience. However taking final examination is compulsory.

5. Payment of fee

5.1 Each prospective student shall include with his or her application for admission for each semester a deposit of an amount determined from time to time by the College Council. Such deposit shall be non refundable.

5.2 The fees shall be paid by the local and international students on prescribed due date after the issuance of Acceptance Letter.

6. Change of address

6.1 Students are required to notify the College in writing of any changes of address both of themselves and of their sponsors/guarantors.
6.2 Failure of a student to comply strictly with these requirements can seriously compromise his/her situation concerning enrolment, academic results etc. and COTHM will not be responsible for the consequences of a student failing to notify the College of a change of address.

7. Withdrawals

7.1 Students who wish to withdraw from any program shall make application through the Director.

7.2 Refund payments shall be at the sole discretion of the College Council and all decision relating thereto shall be final and conclusive.

7.3 The College shall treat all applications and negotiation for withdrawal in strict confidence.

7.4 A student who is expelled or suspended shall have no right to any refund of payment made.

8. Deferments

8.1 The COTHM course is to be undertaken continuously from Semester 1 to its completion.

8.2 Any student who wishes to discontinue is free to do so and student who has discontinued wishing to re-enroll at a later date must make an application to the Enrolment Office.

8.3 Any student who wishes to re-enroll at a later date can be reinstated according to his / her level determined by the Enrolments Office.

III. ATTENDANCE

9. Attendance

9.1 Students shall attend all lessons, seminars, practical classes, professional visits, and other scheduled activities unless attendance is specifically declared optional or special exemption is approved.

9.2 If a student is absent for any reason, he / she must complete and return a prescribed form justifying his / her absence to the College within three working days after his / her return.

10. Absences

10.1 If a student is unable to attend scheduled classes, the student shall notify the COTHM office of the expected duration of the absences and its cause in written. Minimum attendance to qualify to sit in the final examination is 80%, if attendance is below 75%, students shall pay5,000/- fine and if attendance is below 70% students shall pay 10,000/- fine. If attendance is less than 70% students will not be permitted to sit in the final examination.

10.2 If the reason for the absence is due to any medical conditions, the student shall supply supporting documentation to the COTHM Administration Office.

IV. ASSESSMENT

11. Examination Committee

11.1 The Examination Committee shall review relevant results, student appeals and student applications for extension and for relevant supplementary examinations.

11.2 The Examination Committee shall consist of:
- The Director or delegate
- Chairperson
- A minimum of two faculty members.

11.3 In making its decisions or recommendation on any matter, the Examination Committee shall consider all relevant circumstances including:

11.3.1 The student's academic record;
11.3.2 The student's attendance at subjects, lectures and tutorials;
11.3.3 Recommendation from the subject lecturers;
11.3.4 Any other matter impinging on the professional performance of the individual.
11.4 Only those students whose fees and other indebtedness to the College have been fully paid will be provided with academic results and invited to graduate.

12. Method of Assessment

12.1 Each subject will be formally assessed and the nature and criteria for assessment are specified for each subject in the Curriculum Document.

12.2 A student is considered to have passed a subject if the final grade is at least 60%.

12.3 The students may proceed from one semester to the next provided they:

12.3.1 passed all subjects of the semester or

12.3.2 failed maximum three courses.

12.4 If the students fail in more than two subjects, they will be required to repeat all the subjects of the semester. In the event of failing a semester second time, the students will be asked to withdraw from the program of study.

12.5 A re-take examination may be allowed to a student who receives a Fail Grade in maximum three subjects in a semester. A maximum mark of 60% can be achieved for this re-take. Retake examination fee will be charged to the student as per policy.

12.6 If a student receives a Fail Grade in more than three subjects in retake exam, will be required to repeat that semester.

13. Final Examination

13.1 The final examinations are given in subjects during a designated period of time at the end of each semester.

13.2 Confederation of Tourism & Hospitality (CTH) UK.

13.3 Attendance at tests and examinations is compulsory. Failure to sit for these at the set time and date without written permission from the Examination Committee will result in 0% being recorded.

13.4 All final examination results are posted on the College notice board in accordance with the College Calendar. It is the responsibility of the students to check their respective results.

14. External Examiners

14.1 The testing material for the final examinations will be prepared, examined and executed by the Examination Board of the College and external academic partners.

15. Conduct of Examination

15.1 A student shall not during any examination:

15.1.1 Be in the possession of any books, notes or diagrams other than those which the examiners have specified may be taken into that particular examination; or

15.1.2 Directly or indirectly to give assistance to any other student; or

15.1.3 Directly or indirectly accept assistance from any other student; or

15.1.4 Permit any other student to copy from or otherwise use his or her paper; or

15.1.5 Use any papers of any student; or

15.1.6 Be guilty of any breach of good order or propriety.

15.2 When a student is alleged to have committed a breach of any of the provision of this statute, he/she in addition to any other penalty which may be imposed, will receive a 0% for that examination.

15.3 A student who is detected committing a breach of any of the provision of this rule may be summarily dismissed from the examination room.

16. Plagiarism

16.1 Deliberate plagiarism is regarded as a serious act of academic misconduct.
16.2 A distinction will be made between deliberate plagiarism and inadvertent plagiarism through ignorance.

17. Results and grades

17.1 The marking of the final examinations will be done by external examiners and the students will receive their final results on the official transcripts of the College of Tourism and Hotel Management.

17.2 An academic statement of the final grades for the academic semester will be mailed to an address advised by the student to keep his guardian aware of his/her performance.

17.3 The official grades are as follows:

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Grade Meaning</th>
<th>Grade Points</th>
<th>%age Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Excellent</td>
<td>4.0</td>
<td>90 or above</td>
</tr>
<tr>
<td>B+</td>
<td>Very Good</td>
<td>3.5</td>
<td>85-89</td>
</tr>
<tr>
<td>B</td>
<td>Good</td>
<td>3.0</td>
<td>80-84</td>
</tr>
<tr>
<td>C+</td>
<td>Above Average</td>
<td>2.5</td>
<td>75-79</td>
</tr>
<tr>
<td>C</td>
<td>Average</td>
<td>2.0</td>
<td>70-74</td>
</tr>
<tr>
<td>D+</td>
<td>Below Average</td>
<td>1.5</td>
<td>65-69</td>
</tr>
<tr>
<td>D</td>
<td>Poor</td>
<td>1.0</td>
<td>60-64</td>
</tr>
<tr>
<td>F</td>
<td>Fail</td>
<td>0</td>
<td>-</td>
</tr>
<tr>
<td>P</td>
<td>Pass</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>FA</td>
<td>Fail/Absence</td>
<td>0</td>
<td>-</td>
</tr>
</tbody>
</table>

17.3.1 Pass: Grades of "P" are computed into the student’s cumulative grade.

17.3.2 Failure: Grade of "F" are not computed into student’s cumulative grade percentage average, once the student has repeated and passed the failed subject.

17.3.3 Transfer of Credit: Grades for subjects taken at another college or university do not enter into the computation of the cumulative grade percentage average.

17.3.4 Averaging Grade: A Grade Percentage Average (G.P.A.) is determined for each student at the end of each semester. The year to date average is computed by multiplying the number of semester hours of credit of each course by the percentage grade then adding them. The sum total is then divided by the total number of semester hours of credit for which the student has received a grade.

17.3.5 Change of Grade: No grade may be changed after it has been submitted to the administration officer without the approval of the academic council.

V. CONDUCT

18. Appearance

18.1 Students shall maintain a very high standard of personal appearance and shall adhere to the uniform regulation as detailed in these rules.

18.2 In addition to wearing the specified uniform the students shall comply with the following standards:

Females

Hair : If long, tied or pinned up away from face and conservatively styled.

Hands : Clean, manicured nails and hands. Clear nail polish only.

Face : Discreet make-up.

Uniform: Neatly pressed. Clean and well presented.

Jewelry: Wedding and/or engagement rings only. Small earrings only (diameter no greater than 1cm).

Perfume: Avoid heavy perfumes and deodorants, light fragrance only.

Male

Hair : Neatly combed and conservatively styled.
VI. Policies

As part of our commitment to the fairness, dignity and respect to each employee and student, COTHM will not tolerate any form of BULLYING or HARASSMENT on campus.

The organisation values the contribution of all students and requires every student to refrain from any type of behaviour which may be interpreted as bullying, discrimination, harassment or sexual harassment. While not restricted to the grounds listed below, the policy prevents any form of harassment or discrimination based on the following:

- Gender
- Marital status
- Family status
- Sexual orientation
- Religious belief or lack of religious belief
- Age
- Disability or the nature of Disability
- Race, colour, nationality, ethnic or national, origins

20. Good Name

COTHM will not tolerate any form of misbehavior outside the Institute, which tends to damage its good name in the wider community or tends to cause it to come into disrepute.

20.1 Incase a student of COTHM misuses his qualification documents for any illegal or un ethical practice, COTHM management will have the right to cancel his qualification obtained from COTHM.
20. Health & Safety:
20.1 Students should not put their safety or that of others at risk by their actions or omissions. Observe all safety signs and rules on campus.

20.2 You must co-operate with staff in using the appropriate safety devices, wearing the correct safety equipment and following proper safe systems of work.

20.3 You must not interfere with or misuse any specified items of safety equipment or any safety Device.

20.4 You must Keep work areas (Kitchens, classrooms, library and offices) tidy, Clean up spillages promptly

VII. GRIEVANCES
21 Grievance procedures

21.1 If at any time during the course, students wish to make formal comments or complaints concerning specific subjects then these shall be discussed with subject lecturer in the first instance.

21.2 Complaints related to the course coordinator should be filed with the academic director or director of the college.

21.3 If complaints related to a faculty member which can not be resolved between the two parties should be discussed with the course coordinator on a person to person basis.

VIII. FINANCIAL ASSISTANCE
22. Scholarships

The College financial aid program exists to make the education affordable to all students, who qualify for admission and to act as a recognition of performance or special talent. There are several types of scholarships* available:

22.1 Easy Payment: This scheme applies to deserving students, who are offered the possibility of paying their tuition fee on an installment basis. Candidates should first pass the College entrance exams before applying for Easy Payment.

22.2 Partial Scholarships: Local students may obtain a discount on the tuition fees of the first semester depending on the average grade on their intermediate results.

80% and above = 50%
70% and above = 20%
60% and above = 10%

ACE Scholarships: (Achieving Curricular Excellence Scholarships)
*to learn more about scholarships please contact admissions office.

---

**Partners in Excellence**

---

**MAIN CAMPUS:**

5-C, Main Gulberg II, Ayesha Saddiq Road, (Behind EFU House) Jail Road, Lahore-Pakistan.

UAN: +92-42 111-113-114 Tel: +92-42-35870012-13, 35875851 Mob: 0302 / 0322-4090092

Fax: +92-42-35755518- Web: www.cothm.edu.pk Email:info@cothm.edu.pk Facebook: cothmpakistan