



## **STUDENT HAND BOOK**

### **MasterClass Pakistan Hospitality Business School**

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# About MasterClass Pakistan

MasterClass Pakistan is a one-of-a-kind facility aspiring to globalize the culinary and hospitality industry of Pakistan.

Our facility was founded to revolutionize the perspective people have regarding cooking. We as Pakistanis have an immense love for food, but there's a huge skill gap in the market regarding learning culinary arts as a skill, and our main aim is to fill that gap with our state of art services and courses.

We provide hands-on cooking classes under the supervision of expert chefs, with kitchen stations built on international standards. Our fully equipped facility is a great place for students and cooking enthusiasts to learn all about food, desserts and beverages.

The courses we offer are designed to encourage aspiring foodies to kick-start their careers in the field of culinary, or just develop cooking/baking skills as a hobby. Our programs are driven by our passion for food, and the trends popular in the culinary industry across the globe.

MasterClass Pakistan Hospitality Business School is the first state of the art kitchen studio in the country where we aim to revolutionize culinary learning experiences by providing 100% hands-on classes. Join us to cook along with some of your favorite chefs in your own mini kitchen, complete with tools for cooking and baking, along with all the required ingredients & utensils for the class. Register today and enjoy your passion for cooking while learning dishes from all around the world.

## Why MasterClass Pakistan?

With a kitchen built on international standards and filled with super amazing experiences, our institute is definitely worth exploring. Take a look at all the reasons why you should choose MasterClass Pakistan to achieve your diploma in hospitality education.

We're a vision oriented school giving students the opportunity to develop skill based excellence.

Our hands-on classes give pupils a full experience of professional cooking and baking practices in the industry.

Internationally and locally acclaimed and accredited diploma and certificate programs.

Our degrees provide students international placement and immigration opportunities.

MasterClass also provides food business incubation and growth/development coaching with Foodpreneurship.

Our kitchen and classrooms are built on international standards.

We also have lifestyle and kids' classes for amateur cooks and food enthusiasts.

## Messages from Our Founder



### Hafiz Usama Ahmed

#### **Founder, MasterClass Pakistan Hospitality Business School**

MasterClass Pakistan is founded to re-build your prospective regarding cooking. There is no doubt about the fact that Pakistanis have an immense passion and love for food. But there is still a huge skills gap which affects the hospitality industry considerably. The main aim of MasterClass is to fill in the skills gap so that people who are passionate for cooking can represent themselves professionally and polish their skills.

With the help of prominent working chefs who signed on as education instructors, MasterClass Kitchen Studio has developed an updated contemporary curriculum specifically designed to encourage professional food education among the people of Pakistan.

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# General Information

## Programs Titles

1. Diploma in Hospitality Management Level 4
2. Advanced Diploma in Hospitality Management Level 5
3. Diploma in Culinary Arts of Lincoln University College, Malaysia
4. Diploma in Hotel Management of Lincoln University College, Malaysia
5. Diploma in Culinary Skills Level 2
6. Certificate in Culinary Artistry
7. Diploma in Patisserie & Confectionary Skills Level 2
8. Certificate in Baking & Patisserie
9. Professional cooking Program

# Course Descriptions

## 1. Diploma in Hospitality/Tourism Management (DIHM)

A level 4 program follows a knowledge and skills approach that allows students to acquire the necessary skills and innovative excellence they need to launch a successful career in the respective industry all across the world.

A more in-depth management programme, aimed at providing learners with a broader understanding of the operational aspects of the hospitality industry.

This is a substantive management programme, typically delivered over a 12-month period for full-time students. Level 4 courses combine practical career-based elements with a number of essential management disciplines that will be invaluable as the individual's career progresses. The course, therefore, provides the practicality needed for the workplace with the theory needed to advance in management roles and in education.

Students who complete Level 4 may use it as a pathway to advanced study, typically progressing on to the Advanced Diploma. Since the Level 4 Diploma is designed to be broadly equivalent to that of the first year of a bachelor's degree, students may use the qualification to apply for credit entry to a number of bachelor's degree programmes at selected universities worldwide. However, the course is ideal preparation for immediate employment in the sector

## 2. Advanced Diploma in Hospitality Management (ADIHM)

A level 5 program follows a knowledge and skills approach that allows students to acquire the necessary skills and innovative excellence they need to enter a successful career in the respective industry globally.

The course aims to provide students with an understanding of the managerial, decision-making and leadership aspects of the hospitality industry. In addition, it is also designed to develop independent research and study skills required when working at the senior managerial level in the industry. Therefore, the Advanced Diploma is excellent preparation for either entry to the workplace or as a springboard into final year bachelor's degree-level study.

## 3. Diploma in Culinary Arts of Lincoln University College, Malaysia

The Diploma in Culinary Arts is a well-balanced program designed to impart knowledge in the hospitality particularly in culinary area. This program provides students with practical education in food production while developing professionalism and excellence required in different types of kitchens. Student can gain practical experience in the kitchen with other related discipline like business of cost control, sanitation and safety, menu and beverage management, nutrition, and kitchen management. Student will learn to produce food quickly and in quantity while working with others. The program combines the precise training in international relations theory and practice with the analytical and quantitative tools of policy making. This is designed as a



transformative program, which offers students the education, training, and first-hand experience essential for successful international careers.

#### **4. Diploma in Hotel Management of Lincoln University College, Malaysia**

The program, Diploma in Hotel Management prepares the students for a rewarding career in the hotel industry. It comprises sound theory and craft based learning (practical classes) with professional internships within the industry. It aims at providing students with the appropriate operational skills for rooms division, reception services, food and beverage service management as well as food production and also focuses on the development of a professional attitude for a career in the hotel industry. After completion of the Hotel Management Diploma, students can either continue their studies to complete the bachelor degree or they can start their professional career at this stage.

#### **5. Diploma in Culinary Skills Level 2**

This course covers intensive skill-based guided training in the field of culinary education.

The comprehensive and intensive curriculum will help you develop industry favored skills in culinary artistry, including food production skills, product creativity, multitasking skills, interpersonal and presentation skills, supervisory, leadership and team-building skills which will strengthen your training and prepare you for a successful career in the national and international hospitality industry.

Diploma in Culinary Skills Level 2 strengthens learners' ability in the kitchen by introducing dishes and techniques that require a higher level of skill. Students can build their confidence by becoming familiar with vaster amounts of food and gaining an understanding of senior tasks in a professional kitchen environment.

However, it is not just more dishes; the course introduces units that dive into the role of senior members of staff in a restaurant or hospitality setting. This includes menu planning, working with suppliers and building teamwork. These are skills that you will develop working as a junior, so it is important that students gain this knowledge.

As you expand on the skills learned at the Award and Certificate level, this qualification acts as a vital step to gaining seniority and working your way up as a chef.

Learn and explore the techniques of Advance culinary skills and enhance your abilities and capabilities with this 12 months comprehensive Diploma course.

#### **6. Certificate in Culinary Artistry**

MasterClass Pakistan is all about originality and promoting individual learning and focus. With our vision and drive, we've been able to reach countless avenues and achieved coverage and awards are from recognized international bodies. And to achieve that vision we're offering a 6-months Certificate Program in Culinary Artistry.

In this program, we take a scientific approach toward developing necessary skills in our already talented students, who will be able to envision successful growth in the culinary industry after the completion of this program.

Examining culinary expressions will assist you extend your horizons in numerous ways. Not only will it assist you gotten to be a proficient chef, it'll allow you a more profound appreciation for food as culture, food as art, your wellbeing and more, all of which you'll be able to pass on to your clients through your own culinary endeavours.

You'll benefit from a world-class education that mixes culinary mastery with business common sense and hospitality information. This integrated instruction will prepare you with all the aptitudes you would like to gotten to be a culinary mastermind, learning in state-of-the-art kitchens and spaces interestingly custom-made for each organize of culinary development.

Our well-rounded educational programs join down to earth abilities to business information, permitting students to create their leadership and administration aptitudes whereas giving them with the know-how to dispatch a fruitful food-based trade.

Learn and explore the techniques of culinary with this 6-month comprehensive course.

## **7. Diploma in Patisserie & confectionary Skills Level 2**

MasterClass Pakistan offers an intensive culinary training program based on the classic continental baking and patisserie that incorporates all basic to advance skills and knowledge necessary for commercial food production operations. This course follows a conceptual and practical approach that allows students to acquire the necessary skills and innovative excellence they need to launch a successful career in the respective industry across the world.

The aim of this specialist Patisserie and Confectionery Skills qualification is to introduce learners to the core skills needed to work in a professional kitchen. Through the course, students will be taught general kitchen practices like food hygiene and menu planning, as well as more specific skills such as chocolate work and pastry making.

By exposing learners to professional cooking equipment and a professional kitchen environment they will begin to understand the appropriate conditions to prepare, cook and store food. This will ultimately mean that their transition from the classroom to a commercial kitchen will be seamless.

The variety of ingredients used, tools handled, and techniques learned from this qualification will help students to graduate from the course a well-rounded cook whose chances of employment are much higher than when they first enrolled.

Learn and explore the skill & techniques of baking with this 6-month comprehensive Diploma course and enhance your abilities and capabilities successfully and raise your name in the world of baking.

## **8. Certificate in Baking & Patisserie**

In this course, you will learn how to start baking, its introduction, different methods and techniques used in baking. HACCP has given importance in this course as well.

The aim of this qualification is to introduce learners to the core skills needed to work in a professional kitchen. Through the course, students will be taught general kitchen practices like food hygiene and menu planning, as well as more specific skills such as chocolate work and pastry making.

This certificate course will enhance your inner skills and polish in a way that an individual can make their name as the rising star baker in the world of baking. In this course, an individual learns the basic baking techniques leading to advance.

For anybody who appreciates the culinary expressions, taking cooking classes is both a pleasant and enlightening encounter. Your instructor will assist you to see food in other ways, present you to modern formulas, and walk you through crucial capacities.

However, whereas taking a basic cuisine course is profoundly critical, novice bakers may be more inquisitive about a course particular to the art of patisserie. Students of baking will pick up information of pastry-specific approaches and apply conventional culinary aptitudes to the world of baking, making these classes a beneficial wander for students of all skill levels.

Learn and explore the techniques of baking with this 3-month comprehensive course.

## 9. Professional Cooking Program

MasterClass Pakistan brings you an exclusive, one kind Professional Cooking Program which offers an individual a bright chance to learn profession cooking skills complete hand-on training with the best chef from the food industry.

**Learn and explore the techniques of culinary with quick implementation and join us in our 4 weeks special course with comprehensive knowledge.**

# Admission Requirements

## 1. General Admission

- a. Have a minimum age of 16 on enrolment.
- b. Completed Secondary School Certificate
- c. 2 O Level and for Programs 1 and 2, Management level 4 and Level 5 Intermediate (14 years of schooling)
- d. Have completed secondary education for 3- and 6-months duration programs.
- e. Have a level of English sufficient to enable students to complete written assessments, produce recipe logs with recipes in English, costing, and time plans.

## 2. Provisional Admission

- a. **Limited Special Admission.** Students can enroll themselves in our short course of professional cooking programs design to provide hands on training by professionals.
- b. **Crash courses:** Non-high school graduates may be admitted for participation in our crash academic programs at the discretion of the campus administration.

## 3. Basic IT skills required

- a. Students have some basic skills of using computer.
- b. Student must have an active email address (Compulsory). If student don.t have one, it's highly recommended to make one.
- c. Students are expected to have smart cell phone (Not compulsory).

- d. Most of the daily/weekly updates are communicated through smart cell phone. E.g., Class update, Event updates, General announcements etc.

## Procedure and Criteria for Admission

Criteria admission based on the following:

- A completed application forms
- Secondary certificate or above
- CNIC /NICOP of applicant and Guardian
- 4 Passport size picture of the applicant.
- Guardian details with contact number and email address.

The candidate must yield an official transcript of his secondary record besides the application. Candidates who don't fulfil the over criteria may be acknowledged and put on probation. For candidates applying for confirmation with progressed standing, an official transcript of their past college/university record is required.

### Payment

When the applicant fulfils the admission criteria, he/she has to deposit the initial charges of the desired course prior to orientation event.

### Fee Re-Fund Policy

1. The date of the request for fee refund claims will be considered from the date of receipt of application through email/application.
2. To apply for a refund, an application is required to email refund request along with the paid voucher/paid slip and copy of CNIC.
3. Application processing/registration fee is non-refundable.
4. Tuition fees (etc.) are refundable within 12 days of convene of classes
5. No refund shall be admissible after 12 days of the convening of classes either one joins MasterClass Pakistan/avail facilities or not.

Timeline for refund of fees	Percentage of refund
Up to 7 <sup>th</sup> day of convening classes	50%
From 8 <sup>th</sup> – 12 <sup>th</sup> day of convening of classes	20%
From 13 <sup>th</sup> day of convening of classes	00%

### TUITION LATE FEE CHARGES

1. Rs. 100/- per day is charged after the expiration of the due date.
2. Starting from June 10, 2021.

3. Tuition Fee Vouchers are issued latest by the 25th of each month (prior to the academic month) and passed to students by hand. (Dates may vary due to admission week of some programs). (E.g., Tuition Fee Vouchers will be issued on March 25, 20XX for the month of April 20XX fee)

## Student ID Cards

All students are provided with an ID card, valid for their academic session and must be wearing all the time at the premises.

### Registration Procedures

#### Terms and Definitions

##### Credit

The credit is the unit of measure for coursework.

##### Course Load

Full-time students must enroll for specified Guided Learning Hours (GLH) for a programme.

#### Prerequisites and Requisites

Some credit courses (particular unit/module) include specific requirements which must be met prior to enrollment. Specific requirements may include prerequisites (courses that must be satisfactorily completed prior to enrollment), requisites (courses that must be taken at the same time of enrollment) or other specific conditions. Prerequisites and requisites for any course are subject to change. Students must meet the prerequisite and requisite requirements of any course at the time the student attempts to register for that course. If you have questions about the prerequisites or requisites for a course, please contact the academic department. The MasterClass Pakistan reserves the right to drop a course from a student's schedule if the course prerequisite, requisite, or other specific conditions have not been met.

#### How to Register

MasterClass Pakistan offers two ways to register: you can register yourself online or in person. You are also encouraged to register through web registration. If you have any sort of query, you can visit MasterClass Pakistan Admission Office. walk-in or appointments are always welcome.

#### Withdrawing of a course by Masterclass

Withdrawing of a course due to any technical or accidental condition by MasterClass Pakistan, students' enrollment in that class will be cancelled, and they will be entitled to a 100 % refund of fees paid for that particular class/course.

#### Suspension, Termination or Cancellation of Enrollment

The institution reserves the right to suspend, terminate or retroactively cancel the enrollment of any student for any of the following reasons:

1. Disciplinary reasons.

2. Non-payment of course fees when payment is due, including non-payment resulting from dishonored checks or charge cards.
3. Failure to meet the minimum standards of progress.
4. Failure to successfully complete course prerequisites.
5. Poor attendance.

## Fees

### Application Fee

An application fee is assessed when a student is initially admitted to Masterclass. Students paying an application fee are eligible to receive a Student ID card from the Administration Office.

#### Application Fee

Registration Charges	10,000 (one time only)
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Note: This fee is a processing fee and is non-refundable.

### Exemptions

The MasterClass Pakistan Admission department is responsible for processing tuition and fee exemptions. The following is a list of tuition fee exemptions available at MasterClass Pakistan. For additional information, contact to the admission Office.

#### Military & Government

Special Discounts of 10% on the first tuition fee is extended to the children of serving Military & government officials.

#### Other Fees

#### International Certification Fees\*

Most of the MasterClass Pakistan programmes are endorsed and accredited by International Certification bodies. At the time of admission, students may select and get registered for a particular certification body or discuss with the admission department for professional advice. International Certification fees may vary due to foreign exchange rates and selected certification bodies.

### Tuition Fees

Admission office will set your Term Fee as per your request, your Term Fee Voucher may vary with other students.

## International Awarding Body Fee\*

- A. The students will be updated at the time of admission on the fixed International Awarding Body Examination Fee in US\$ or British pound sterling £.
- B. Student will pay the International Examination Fee (Equivalent to US\$ or British pound sterling £) at the time International Examination registration. Students may have paid some amount along the term fee. Students only will pay the fee difference as it may occurred due Pak rupees devaluation.

- C. In the final Term (6 to 8 Weeks) Masterclass Pakistan will process the bank transaction for examination fee to the awarding bodies.
- D. The students will be notified of any devaluation of Pak Rupees against US\$ or British pound sterling £.
- E. Students will be notified if Fee is revised by International Awarding Body.
- F. Due to fee revised or any devaluation of Pak Rupees against US\$ or British pound sterling £, the account section will issue a Voucher for an additional Examination fee to compensate for the difference.
- G. As per Masterclass Pakistan publish an International Fee policy in January 2021. The international fee transaction is always made in the last term of every ending programme.
- H. If difference (of total fee) is under Rs. 1000, Masterclass Pakistan will bear the deference.
- I. If the difference (of total fee) is above the Rs. 1000 is mandatory for students to pay the difference.

## Personal Grooming & Uniform Standards

This guideline will be used for Masterclass Pakistan, Personal Grooming & Uniform Standards

### Rationale

The basis for this policy is to set out clear guidelines for students with regards to uniform standards and personal grooming habits. As a Culinary/Management school we have an obligation to uphold and encourage certain standards of dress (uniform), appearance and specifically observing the Hygiene and safety by wore appropriate PPE.

### Aims

1. To promote Hygiene and safety amongst all students.
2. To further develop a sense of Personal Grooming at our school.
3. To provide durable uniform for kitchen practical environment.
4. To be presentable in as Hospitality Management student.
5. To maintain and enhance the positive image of the school.
6. The correct uniform is to be worn at all times.
7. All students should endeavour to make sure that their uniform is neat and tidy.

### General

Masterclass Pakistan always want to make sure that our students always in proper attire and using a standard PPE. Students must follow the pre announced Personal Grooming & Uniform Standards when they entering the Masterclass Pakistan premises for practical or theory sessions.

### Uniform and Accessories

All students shall wear appropriate uniforms as specified below at all times whilst on campus or attending off campus activities. Lecturers may stop students to enter the class (Practical and Theory Session) in case of inappropriate /incomplete uniform. It's highly recommended to carry standard

accessories (Cutting Board, Knife set pouch and other items) in the Masterclass Pakistan Red bag all the time.

<b>Culinary Students</b>	
<b>Male</b>	<b>Female</b>
<ul style="list-style-type: none"> <li>• Chef Coat</li> <li>• Chef Trouser</li> <li>• Chef CAP</li> <li>• Apron</li> <li>• Formal shoes (Closed shoe)</li> <li>• Masterclass Pakistan Card</li> </ul>	<ul style="list-style-type: none"> <li>• Chef Coat</li> <li>• Chef Trouser</li> <li>• Chef CAP/Matching red scarf</li> <li>• Apron</li> <li>• Formal shoes (Closed shoe)</li> <li>• Masterclass Pakistan Card</li> </ul>
<b>Management Students</b>	
<b>Male</b>	<b>Female</b>
<ul style="list-style-type: none"> <li>• Management Coat</li> <li>• Black Trouser</li> <li>• Neck-tie</li> <li>• Formal shoes</li> <li>• Masterclass Pakistan Card</li> </ul>	<ul style="list-style-type: none"> <li>• Management Coat</li> <li>• Black Trouser</li> <li>• Neck-tie/ red Scarf</li> <li>• Formal shoes</li> <li>• Masterclass Pakistan Card</li> </ul>

Students shall be responsible for the care and maintenance of uniforms on a day-to-day basis.

Furthermore: Students will not be allowed to enter the class if they failed to meet the uniform criteria.

Please read the following specific Attendance and Uniform rules.

### **Attendance and Uniform Rules for students**

*These rules may update time to time*

#### **1. Attendance**

Timings shall be observed, it is the responsibility of all the students to follow the class and practical timing strictly.

Days	Timings
Monday to Sunday	09:00 am to 11:30 noon
	12:00 noon to 02:30 pm
	03:00 to 05:30 pm

Time of each session must be followed by the student as above.

1. Students must have 100% attendance for all theory classes.
2. A student is late for any session, Chef/Lecturer will not be allowed to enter the Class/Kitchen.



- I. It's highly recommended to leave home early specifically on the occasions of Cricket Match, Major Events at the Karachi Expo center, and to avoid traffic jams due to the green line Bus major road project.
  - II. If a student is absent from any session. He/she will not be allowed to enter the following class, unless pre-approved written application.
  - III. Students are required to submit a written application for "Student Leave".
  - IV. All students are expected to take advance approval for leave. (Submit a written application for "Student Leave" to Academic).
  - V. Sick leave may be accepted (Evidence Required)
  - VI. Bereavement incidents leave of students will be considered for close relatives only, Students are expected to update their Academic personally or through someone.
3. Leaving early from a session, except for good reason and with your Chef/lecturer's permission.
  4. Changes in timing for any session will be announced on the Official WhatsApp Group by Academics, not by Chef/s or Management lecturer.
  5. Voice and text messages or pictures can't be accepted to update the Academic regarding attendance or being absent/late from class.
  6. Regarding leave information, only Parents or Spouses may contact over phone Masterclass Pakistan via the same phone number/s as they fill in the admission form.

## **2. Uniform**

1. Students are required to be in Chef/Management Uniform while at school all the time.
2. Students not in Full Uniform, Chef/Lecturer will not be allowed students to enter the Class/Kitchen.

### **Culinary Students**

- I. Full Uniform means Chef Coat (Clean & Ironed), Black pants/trousers/long skirts, Chef red hat or red Scarf (During theory session male students may remove the Chef hat). Black closed shoes (Hard toes if possible).
- II. Students are required to tuck in the red scarf in Chef Coat.
- III. Girls are expected to have red scarf same as Chef Coat's red piping color.
- IV. Not allowed to enter the class with bare head, in jeans, slippers, open shoes, fashion shoes, high heels.

### **Hospitality Management Students**

1. Full Uniform means Management Coat (Clean & Ironed), White dress shirt, black pants/trousers/long skirts, and red necktie.
2. Black closed shoes.
3. Girls are required to tuck in the red scarf in their Management Coat.
4. Girls may wear a red necktie instead of a red scarf.
5. Girls are expected to have red scarf same as Chef Coat's red piping color.

6. Not allowed to enter the class with bare head, in jeans, slippers, open shoes, fashion shoes, high heels.

## Social Media Guidelines for students

### What is Social Media?

Social media includes online electronic tools to help students, parents communicate effectively. Specific examples of popular social media tools include: image sharing (Flickr), video sharing (YouTube), social networking (Facebook, WhatsApp or Twitter), blogs (blogger, BlogSpot), discussion boards and many more.

### 1) Masterclass Pakistan Related Social Media

School related social media includes:

1. Staff/s created or maintained social media whose recipients or participants include students or parents whom the staff knows primarily by reason of the staff's responsibilities.
2. Social media created or maintained by a staff at the direction of his/her CEO/Head or in furtherance of his/her employment responsibilities with school equipment or resources.
3. Social media created or maintained by a student at the direction of a staff or Chef as an assignment given by a Masterclass Pakistan staff or Chefs with school equipment or resources.

### 2) Personal Social Media

4. Nothing in this policy shall prohibit personal or private social media use by staff acting outside of the scope of their employment (Masterclass Pakistan) using personal technology. Likewise, nothing in this policy shall prohibit personal or private.
5. Social media use by students outside of the school environment using personal technology.
6. Creation of or access to personal social media by students or staff which creates a disruption or an eminent risk of substantial disruption to the school environment may result in disciplinary action or referral to Masterclass Pakistan Management.
7. On severity issue of any negative incident/s, Masterclass Pakistan may seek a legal advice for a lawyer/s and act accordingly.
8. It is highly recommended that, students who maintain personal social networking sites shall not allow classmate/s to access their personal sites, excepting members of immediate family.
9. Masterclass Pakistan should restrict the use of personal technology and social media for personal purposes to non-study times or hours. Any study-free use must occur during times and in places that the use will not interfere with classes or practical otherwise be disruptive to the school or working/study environment or its operation.

### 3) General Guidelines for Students.

The general guidelines of propriety for staff, parents, or students who use school related social media include:

10. Be aware of the permanency of the Internet and think before you post. Once something is sent out, it may be permanent and unable to be retracted.
11. Act responsibly since everything online may be accessible to the public.
12. Treat others with respect, protect confidential information and the rights of others, and obey copyright law.
13. Post positive, meaningful, and thoughtful comments.
14. Don't post or upload any negative comments, any grievances should be instantly reported to Masterclass Pakistan management.
15. Photos of students obtained through resources should not be uploaded on any personal pages, unless took the written approval form respective person or school management.
16. Student photos posted on school related social media must not contain the student's name.
17. Masterclass Pakistan students must not "friend" staff on personal social media; and must avoid overly personal emails, text or communications with students/staff on Masterclass Pakistan related social media, excepting members of immediate family.
18. Masterclass Pakistan will upload academic and ceremonial post, article/s, statement/s, picture/s, audiovisual item/s on social media, (including Electronic and print media) on daily bases.
  - 18.1 A students have a right to request that he/she is not to be included in social post due to a valid reason/s.

#### **4) Masterclass Pakistan and Social Media**

To protect Masterclass Pakistan staff, students, parents, the Masterclass Pakistan management requires all staff who access or create social networking sites through Masterclass Pakistan resources to abide by the following:

19. What is written should provide value by being thought-provoking and build a sense of existing or potential student.
20. What is written should help people improve their knowledge and skills, solve problems, or understand situations.
21. Only comment on things about which you are well informed otherwise get advice form Management.
22. No linguistic mistakes e.g., grammatical or spelling errors in the posts, it is recommended to get an approval from Management.
23. Need an approval from Management for any type and contents to post on social media by students.
24. What is written should invite discussion without inflaming others or demeaning them.

#### **5) Student and Social Media**

To maintain a safe and productive learning environment, the Masterclass Pakistan requires all students who access or create social networking sites through personal resources and commenting or posting related Masterclass Pakistan, to abide by the following:

26. If something you (students) are about to post makes you uncomfortable, first consult with Masterclass Pakistan management.

27. Do not bully others online directly or indirectly which links to Masterclass Pakistan.
28. Be open offline about what you experience online. Report to school management for inappropriate online behavior.
29. Maintain proper professional relationships with any school staff, chef/s and classmate/s.
30. Students of his/her close relatives should not post or any article, statements, pictures, audiovisual on social media which is directly or indirectly links to Masterclass Pakistan.
31. Only comment on things about which you are well informed, and not against the interest and image of Masterclass Pakistan.
32. Do not violate privacy, confidentiality of any staff/s and classmate/s.
33. Protect yourself and others by not revealing private, confidential, or sensitive information on social media.
34. Ask permission before posting any article/s, statement/s, picture/s, audiovisual item/s of others, specifically classmates, staff and school related post/s.
35. Maintain consistent, acceptable behavior online and offline.
36. Enrolled or former students, don't post any negative article/s, statement/s, picture/s, audiovisual item/s on social media, Masterclass Pakistan terminated the respective student with effect.
37. Masterclass Pakistan may seek legal action against negative or defaming post on social media by enrolled or former students or any relative/s.

## **6) Parents/Spouse and Social Media**

Parents/Spouse are important partners in developing safe and appropriate use of social media and are encouraged to:

36. Be aware of your child's /spouse use of social media.
37. Talk frankly to your child/spouse about proper online relationships and behaviors.
38. Develop a good understanding with your child/spouse online in order to view your child/spouse online posts.
39. Be alert and aware on social media spams, fake news and pranks.
40. Report to management for inappropriate online behavior related to your child/spouse which may directly or indirectly links with Masterclass Pakistan.
41. Parent of enrolled or former students don't post any negative article/s, statement/s, picture/s, audiovisual item/s on social media, Masterclass Pakistan terminated the respective student with effect, or act accordingly.
42. Masterclass Pakistan may seek legal action against negative or defaming post on social media by parents/spouse or any relative/s.

## **Convocation Ceremony Fees**

MasterClass Pakistan convocations are a bi-yearly event. MasterClass Pakistan will issue Convocation Fee-challan; however, the Convocation Ceremony Fee/Cost will depend on the venue and season.

# **Academics**

## **Diploma in Hospitality Management (DIHM)**

This program follows a knowledge and skills approach that allows students to acquire the necessary skills and innovative excellence they need to launch a successful career in the respective industry all across the world.

### **Advanced Diploma in Hospitality Management (ADIHM)**

This program follows a knowledge and skills approach that allows students to acquire the necessary skills and innovative excellence they need to enter a successful career in the respective industry globally.

### **The Culinary Skills**

The Culinary Skills offers students the opportunity to be a part of a professional environment that is intentionally designed to foster professional excellence. Students have the opportunity to enroll in stimulating designated courses with professional Chefs at world-class facilities at MasterClass Pakistan.

### **The Patisserie & Confectionary Skills**

MasterClass Pakistan has programs specifically designed for students who are initially interested in baking. This program is designed for students who are preparing themselves for professional study and develop skills to succeed in the world of baking & patisserie.

### **Professional Cooking Programs**

MasterClass Pakistan design these one-month Professional courses for the students who belong to the food industry and who must develop their core culinary or baking skills more in a short valuable time.

### **Single Cuisine Program**

This is the opportunistic program designed especially for the home cooks based on different cuisine menus with one day or two-day duration, approximately 4 to 8 hours duration.

### **Cumulative Report Record**

The Cumulative Record contains a student's academic records, attendance reports, achievement reports and special reports related to the student's educational program. As the term “cumulative” implies, information is added to the record each year as the student progresses through the grades.

This record is confidential and kept in the academic department and cannot show without written permission to others. It can only provide after permission by the student's guardians or parents.

### **Transcript**

The transcript is a certified record of a student academic progression throughout a course of study having full enrollment history including all courses attempted, grades earned and degrees and awards conferred.

Apart from international examination and certification students must clear the internal examination and should have MasterClass Pakistan Transcript with 45% passing marks. (Grading or passing criteria may vary according to International Certification bodies).

# Grading Policies

## Class Attendance

MasterClass Pakistan wants all students must successfully complete the programmes. Since education develops a positive relationship between excellent attendance and marvelous grades, students are strongly encouraged to attend all classes and follow the allocated time.

Implementation of attendance policy should be followed by all MasterClass Pakistan students.

## Grading System

MasterClass Pakistan grading system is designed to evaluate the performance of students as fairly and equitably as possible.

Letter grades will be assigned for courses as follows:

D = Distinction

M = Merit

P = Pass

F = Failure

FN = Failure for Non-Attendance\*

W = Withdrawal

I = Incomplete

However, Grading or passing criteria may vary according to International Certification bodies

# Description of Marks and Grades

Grade	Ratings	Descriptors	Marks	Definition
D	5	Excellent	(91% - 100%)	<p>The student demonstrates excellent performance and is very highly competent in executing and learning.</p> <p>In theory examination, his/her assessment provided all answers with supporting examples and references were used very effectively.</p> <p>The quality in practical and theory examination was observed. Students show very high quality in written and oral communication skills.</p>

				During Practical examination shows excellent behaviour and attitude.
M	4	Very Good	(71% - 90%)	<p>The student demonstrates very good performance and is highly competent in learning.</p> <p>Student class/practical assessment had many major strengths and showed no significant weaknesses that may reduce the quality of his/her learning.</p> <p>In theory examination, his/her assessment provided all answers with supporting examples and references were used very effectively.</p> <p>Students show well in written and oral communication skills</p> <p>During Practical examination shows good behaviour and attitude.</p>
P	3	Good	(51% - 70%)	<p>The student demonstrates good performance and is quite competent in exhibiting and learning.</p> <p>Student theory/practical assessment had some strengths; however, one or two weaknesses reduce the overall quality of performance and learning. Theory/practical assessment was delivered as being quite effective.</p> <p>Students show well in written and oral communication skills</p> <p>During Practical examination shows good behaviour and attitude.</p>

D	2	Satisfactory	(41% - 50%)	<p>The student demonstrates fair/satisfactory performance and lacks competency in learning.</p> <p>There are many aspects of competencies and learning that require further improvement. Theory/practical assessment was not effectively delivered.</p> <p>The student is unable to support or highlight any examples for his/her assessment.</p> <p>Students show satisfactory levels in written and oral communication skills.</p> <p>During Practical examination shows good behavior and attitude</p>
F or U	1	Unsatisfactory / Ungraded	(0% - 40%)	<p>The student demonstrates weak/unsatisfactory performance and is incompetent in executing the key skills during practical. Serious improvement is required in many areas of theory/practical assessment in learning and delivery of the assigned task/s. The practical exam was poorly delivered.</p> <p>The student is very weak in written and oral communication skills.</p> <p>During the Practical Examination, the behaviour and attitude need some improvement. Lacking in serious interest in taking the examination.</p>

### **Standards of Academic Progress**

MasterClass Pakistan is fully equipped to provide students with a high-quality educational experience in an environment supportive of intellectual and personal development. The aim of the Standard of Academic Progress is to clearly communicate the student's minimum expectation of academic progress.

### **Specific Standards**

In order to maintain satisfactory academic progress, students must maintain the following minimum cumulative standards:



Cumulative Enrollment: 9 hours or more credit  
Percentage of Semester Courses \*Successfully Completed:  
50% (“W”, “F” and “I” count as unsuccessful) (*Withdrawal, Fail, and Incomplete*)

## **Standards for Students on Academic Warning, Academic Probation and Academic Suspension**

### **Academic Warning**

Students who do not meet the specific standard will initially be placed on academic warning. Students with an academic warning will not allow registering for the following semesters until they achieve a satisfactory level.

### **Academic Probation**

Students who do not make satisfactory progress based on the standard while on academic warning will be placed on academic probation. When the Academic department deems a student to be in need of in-depth intervention, a counsellor (Academic staff member) will assist the student. Students who make academic progress will remain on probation until they achieve a satisfactory level.

### **Suspension**

Students who do not make satisfactory progress while on academic probation will be placed on academic suspension and must wait for next semester before reinstatement is possible.

### **Notification of Status**

All students placed on academic warning, academic probation or academic suspension will be formally notified of their status by the MasterClass Pakistan. Students placed on warning, probation, or suspension should meet immediately with Academic Manager to determine what action can be taken to return to satisfactory progress or standard.

## **Student Rights and Responsibilities**

### **Expectations of Student Conduct**

MasterClass Pakistan is dedicated to maintaining an environment that fosters student success. The institution endeavors to protect the rights of students and also expects all students to act responsibly.

Attendance at the institution is a privilege, and to maintain the standard, the right is reserved by the institution to establish rules and regulations to foster ideals and protect the interest of the institution. Each student is subject to federal and state laws, respective county and municipal ordinances, and all rules and regulations of the institution.

Violations of published laws, ordinances, or rules and regulations may subject the violator to appropriate disciplinary action by authorities.

Disciplinary action, unless otherwise provided by law, may include fines, the withholding of diplomas or transcripts pending compliance with rules or payments of fines and the imposition of probation, suspension, or dismissal.

Any act or behavior on the part of the student which tends to impair, interfere with, or otherwise disturb or obstruct the orderly conduct, processes, functions, and/or interests of the institution is expressly prohibited. Such acts or behaviors may include, but are not limited to, the following:

1. Illegal use or possession of illegal drugs or narcotics.
2. Cheating in any form.
3. The use of indecent or abusive language.
4. Vandalism or destruction of property
5. Falsification of records.
6. Unauthorized use of the institution name.
7. Lewd or indecent conduct or attire.
7. Violence against any member or guest of the MasterClass community.
8. Theft or willful destruction of school property or of the property of members of the school.
9. Interference with the freedom of movement of any member or guest of the school.
10. Violation of federal or state law, or county or city ordinance.
11. Repeated offences of a less serious nature.
12. Sexual harassment or assault

### **Procedures for Handling Violations of College Standards of Conduct**

The academic department is responsible for student success and will be responsible for student discipline. All alleged student violations of board rules or Masterclass regulations will be referred to the academic manager of student success.

### **Temporary Order of Suspension**

Within the case of an infringement that clearly disturbs the deliberate forms of campus operations or imperils the life of others, the campus dignitary of student success may issue a transitory arrange of suspension or expulsion from the campus in order to secure the finest intrigued of the institution. In all cases of brief suspension or expulsion from the campus, the student(s) included might be asked to stay off-campus property pending the planning of a hearing with respect to the charges brought against the student(s) to sign the Transitory Arrange of Suspension Form.

Notify all the concerned people about student temporary suspension and the board rule that allegedly has been violated. The student(s) involved will be notified in writing about the nature of the charges.

### **Penalties**

The campus dean of student success may, at the end of an administrative decision, and based upon the findings, impose the following upon students:

**Warning:** A notice in writing that continuation or repetition of violation of campus rule within a period of time stated in the warning may be cause for more severe disciplinary action.

**Restitution:** Student shall reimburse the campus for damage to or misappropriation of campus property.

**Suspension:** Recommend restrictions from campus, classes and other such privileges and activities, as set forth in the notice, for a definite period of time not to exceed 2 weeks. The conditions for readmission, if any, shall be stated in the notification to the student.

**Dismissal:** Recommend to the Head of the campus dismissal for an indefinite period. The conditions of readmission, if any, shall be stated in the notification to the student.

## Confidentiality Policy

The MasterClass Pakistan philosophy is to safeguard personal student information in its possession to ensure the confidentiality of the information.

The MasterClass Pakistan will only collect personal information that is required to pursue its academic operations and to comply with school management reporting and disclosure requirements. Personal information collected by the Masterclass Pakistan includes student names, addresses, telephone numbers, e-mail addresses, emergency contact information, NICOP number, date of birth, employment eligibility data, any benefits plan enrollment information, source of student fee payment, which may include dependent personal information, and school/college or certification credentials.

Personal student information will be considered confidential and as such will be shared only as required and with those who have a need to have access to such information. All hard copy records will be maintained in locked, secure areas with access limited to those who have a need for such access. Personal student information used in academic/business system applications will be safeguarded under school proprietary electronic transmission and intranet policies and security systems. Participants in school benefit plans (Sponsorship/Scholarship) should be aware that personal information will be shared with plan providers as required for their claims handling or record-keeping needs.

Maintaining the confidentiality of Masterclass Pakistan is of paramount importance. The Volunteer/Interns acknowledges that he/she may receive or have access to information relating to the Masterclass Pakistan which the school does not publicly disseminate, including information relating to its activities, services, programs, plans, membership lists and information, vendor lists and information, sponsor lists and information, vendor and service-provider relationships, finances, technical data, software, and all information relating to discussions at meetings of the Management or task forces, including any and all meeting materials, such as correspondence, reports, etc., Masterclass Pakistan Hospitality Business School and accreditation body

confidential information, including information related to any candidate, certificate, program, information concerning exams, site visits, or exam or site visit results.

### **Obligations (Confidentiality)**

To protect the Masterclass Pakistan Hospitality Business School Confidential Information Student/employees shall

1. Not disclose Confidential Information to any third-party without a need-to-know;
2. Not remove Confidential Information of Masterclass Pakistan.
3. Students do not use Confidential Information for personal benefit or for the benefit of any third party.
4. Not to deliver the Masterclass Pakistan documents and records personal benefit or for the benefit of any third party. (Including electronic storage media)
5. Staff shall protect the confidentiality of any information acquired by them in the course of the scope of their work and no member of student/staff shall knowingly or willfully disclose any confidential information to any third party.
6. Student/Staff shall be and appear to be fair, act in good faith and not allow bias or prejudice to override their objectivity in academic, research, administrative, business matters.

### **General Guidelines for Confidentiality of Student Records:**

The Masterclass Pakistan may release directory information to all administrative staff, academic staff and overseas or local educational bodies as a matter of course without the prior consent of the student.

The release of information is for the betterment of the student academic progressions and evolutions.

Students who do not wish the college to release any or all directory information must notify the Registrar in writing.

Directory information consists of:

1. The student's name
2. NICOP details
3. Local and home addresses and telephone numbers,
4. Masterclass Pakistan Hospitality Business School e-mail address,
5. Date and place of birth (only if the student is currently enrolled),
6. Major Field of study,
7. Enrollment status (Full-Time or Part-Time)
8. Participation in officially recognized activities dates of attendance,
9. Academic level,
10. Diploma and Certificates awards received,
11. The name of the most recent educational institution previously attended
12. The student's photograph,
13. Names of the student's parents

# Glossary of Terms (Certification)

## **Academic Transcript**

A transcript is proof of education. It has a detailed record of all the subjects you have studied with your scores in the form of marks or grades given by the institution of study

## **Diploma in Hospitality Management (DIHM)**

This program follows a knowledge and skills approach that allows students to acquire the necessary skills and innovative excellence they need to launch a successful career in the respective industry all across the world.

## **Advanced Diploma in Hospitality Management (ADIHM)**

This program follows a knowledge and skills approach that allows students to acquire the necessary skills and innovative excellence they need to enter a successful career in the respective industry globally.

## **Certificate in Culinary Artistry (CICA)**

Certificate in Culinary Artistry is a program of instruction consisting of a six-month duration. The certificate is awarded to students who successfully completed their Academic set duration.

## **Diploma in Culinary Arts of Lincoln University College, Malaysia (LUC DICA)**

The Diploma in Culinary Arts is a well-balanced program designed to impart knowledge in the hospitality particularly in culinary area. This program provides students with practical education in food production while developing professionalism and excellence required in different types of kitchens. Student can gain practical experience in the kitchen with other related discipline like business of cost control, sanitation and safety, menu and beverage management, nutrition, and kitchen management. Student will learn to produce food quickly and in quantity while working with others.

## **Diploma in Hotel Management of Lincoln University College, Malaysia (LUC DIHM)**

The program, Diploma in Hotel Management prepares the students for a rewarding career in the hotel industry. It comprises sound theory and craft based learning (practical classes) with professional internships within the industry

## **Diploma in Culinary Skills (DICS)**

A career-credential that consists of a course of study that is part of a CICA degree, and leads to employment. DICS awarded by International Certificate after successful completion of 12-month duration credit

## **Professional Cooking Program (PCP)**

Career and technical education programs are designed to allow students to immediately pursue careers immediate effect.

### Certificate in Baking & Patisserie (CIBP)

Designed for students who plan to complete their quality years with us in the world of baking. It is the basic program of 3 months baking with complete hands-on training.

### Diploma in Patisserie & Confectionary Skills (DPCS)

Career education programs are designed to allow students to immediately pursue careers that require a MasterClass Pakistan degree at the paraprofessional level.

### Cake Decoration & Fondant Art (CDFA)

Cake decoration & fondant art is a program design for professions who wants to learn fondant techniques and practice their skills in an artistic way. The three-month program provides a wide range of fondant skills with perfection.

### Single Cuisine Program (SCP)

A professional course that provides hands-on training cuisine wise with one- or two-day(s) duration. (Approximately 4 to 8 hours duration).

### Accreditation

MasterClass Pakistan is an approved center for:

1. Confederation of Tourism and Hospitality (CTH) – UK
2. Lincoln University College (LUC), --Malaysia,
3. Institute of Commercial Management (ICM) – UK
4. City and Guild (C & G) – UK
5. Sindh Board of Technical Education (SBTE) – Pakistan

## Glossary of Terms (Academic)

1. **Academic Standing:** The student academic achievement based on the Cumulative Grade Point Average obtained throughout the semesters.
2. **Academic Year:** One academic year is equivalent to approximately nine months or 38/40 weeks.
3. **Accumulate:** Building up of credit to achieve a qualification.
4. **Achievement Transcript:** A formal document issued by the MASTERCLASS PAKISTAN HOSPITALITY BUSINESS SCHOOL which lists the achievements of a learner. Achievement Transcripts for all programmes contain all units and individual efforts in which the learner has been successful.
5. **Assignment:** One or a series of tasks/activities carried out by learners for the purpose of assessment and /or learning.
6. **Authentic Learning:** Type of learning typically focuses on real-world, complex problems and their solutions, using role-playing exercises, problem-based activities, case studies, and participation in virtual communities of practice. The learning environments are inherently multidisciplinary and intentionally bring into play multiple perspectives, ways of working, habits of mind, and community.

7. **Core Unit / Core Module:** A unit (or module) containing non-vocational but important related skills, knowledge and understanding which are applicable throughout the learning process. It can be theoretical module or unit.
8. **Course:** A complete programme of study/instruction leading to the award of MASTERCLASS PAKISTAN HOSPITALITY BUSINESS SCHOOL qualifications or its endorsed qualifications.
9. **Credit:** An indicator of the amount and level of learning that is expected or has been achieved.
10. **Credit Value:** The value ascribed to a unit (or module) on the basis of the hours of Learning Time required completing it. 1 credit is equivalent to 10 hours.
11. **Credit Transfer:** A way of using credit gained in one institution to transfer to another institution or from one study programme to another. Credit transfer assesses the initial programme or subject that an individual is using to claim access to, or the award of credit in, a destination programme. The assessment determines the extent to which the client's initial programme or subject is equivalent to the required learning outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the MASTERCLASS PAKISTAN HOSPITALITY BUSINESS SCHOOL setting.
12. **Cumulative Grade Point Average:** It is the average of all semesters GPA.
13. **Elective Unit / Elective Module:** A unit (or module) containing vocational skills, knowledge and understanding which extends the content of Essential Units and/or provides specialised vocational orientation.
14. **End Test/Examination:** The final examination which comes at the **end of and covers** all areas of a unit.
15. **Endorsement:** Formal recognition of MASTERCLASS PAKISTAN HOSPITALITY BUSINESS SCHOOL Programme by an international educational body.
16. **Essential Unit / Essential Module:** A unit (or module) containing vocational skills, knowledge and understanding which are essential for practicing the occupation at a level appropriate for the qualification and which are an essential basis for further development at the next stage.
17. **Extra-Curricular Activities:** Activities undertaken by the students that may be in the form of sports, club activities, etc. that will contribute to the students' physical, mental and spiritual thinking.
18. **Final Mark:** It is the overall mark achieved for the unit/module of study.
19. **Full Time:** A normal full-time programme of study consists of a minimum of 9 hours of Learning Time per week.
20. **Grades:** Grades are standardized measurements of varying levels of comprehension within a unit/module area. Grades can be assigned in letters (for example, D, M, P and F), as a range (for example 1.0 - 4.0), as descriptors (Distinction, Merit, Pass and Fail), in percentages, or, as a Grade Point Average (GPA).
21. **Grade Point Average (GPA):** GPA is calculated by taking the number of grades points a learner earned in a given period of time divided by the total number of credits taken.
22. **Guided Learning Hours (GLH):** GLH include an estimate of time that might be allocated to direct teaching, instruction and assessment, together with other structured learning time such as directed assignments or supported individual study. Chefs and instructors are advised to consider this definition when planning the programme of study associated with MASTERCLASS PAKISTAN HOSPITALITY BUSINESS SCHOOL qualifications.

23. **Internship (On-the-job training):** A period of structured job training carried out in the workplace of the sponsoring employer.
24. **Internship:** A period of structured industrial training/work orientation carried out in the workplace by arrangement with employers.
25. **Learning Outcomes:** Statement of what a learner is expected to know, understand and/or be able to demonstrate after completion of a process of learning.
26. **Learning Time:** The number of hours which it is expected of a learner (at a particular level) will spend, on average in a range of activities, to achieve the learning outcomes at that level. The student Learning Time includes **ALL** types of learning activities and student workload such as formal teaching or lectures, tutorials, laboratories, projects, field work, practical work, study visit, research, independent study, revision, class preparation (homework), assessment, group study and any contextualized learning.
27. **Life Skills:** Personal management and social skills which are necessary for adequate functioning on an independent basis. The Skills are applicable to and transferable between all vocational and social environments.
28. **Online examination or Online Test:** Online examination or online test is conducting a test online to measure the knowledge of the participants on a given topic.
29. **Part Time:** The mode of study where a programme consists less than the standard 9 hours of Learning Time per week.
30. **Phase Test:** An assessment of learner performance conducted at a particular stage of a programme, such as after a topic or other segment.
31. **Plagiarism:** Plagiarism in any form may be considered a form of cheating and is considered a serious violation and can be grounds for failure in a programme. This may be in the form of copying of someone's language, use of other's project or ideas or other original material without acknowledging its source and submitted as one's own work.
32. **Practical Test:** A task/activity carried out by learners for the purpose of assessment of an essential practical skill.
33. **Project (Individual and Group):** This is work assigned to students in a specified amount of time to achieve a particular project specifications and outcomes. It is multi-disciplinary in nature and may involve students from different programmes within the same specialisation. This will allow the student to explore the topic/field in more detail and depth.
34. **Programme:** A coherent set of units or modules which are structured with a specific duration and learning volume to achieve the stated learning outcomes and leading to the award of a MASTERCLASS PAKISTAN HOSPITALITY BUSINESS SCHOOL qualification.
35. **Programme Guide (PG):** A document containing all the units, modules or papers which together provide a complete guide to the programme.
36. **Recognized Work Experience (RWE):** The process of identifying, recognising and awarding credit to a learner for prior work experience.
37. **Recognition of Prior Learning (RPL):** The process of identifying, assessing, recognising and awarding credits to a learner for prior achievement.
38. **Registered Training Organization:** A registered private institution / training establishment which is approved by the Sindh Board of Technical Education Ministry of Education.
39. **Semester:** A semester is one of four divisions in the academic year. It is equal to a maximum of three months or a minimum of 10 academic weeks.



40. **Transcript:** The formal record of a student's achievements issued by MASTERCLASS PAKISTAN HOSPITALITY BUSINESS SCHOOL.
41. **Unit (or Module):** A block of learning with a coherent set of formally identified learning outcomes at a single level. A unit (or module) refers to the delivered curriculum experienced by the learner and include the syllabus, modes of learning, assessment strategy, method of assessment and assessment weighting. Unit (or Module) is classified as Core, Essential.
42. **Unit of Competency:** Specification of industry knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace.
43. **Unit Guide (UG):** A document that provides complete guide to a unit or module
44. **Module Title:** The unit title as endorsed by MASTERCLASS PAKISTAN HOSPITALITY BUSINESS SCHOOL and this form of words will appear on the learner's Achievement Transcript.
45. **Module Value:** The value ascribed to a unit on the basis of the hours of learning time required to complete it.
46. **Written Test:** A written activity carried out by learners for the purpose of assessing essential knowledge and understanding.

**Important Note: The information provided in this Handbook may change any time.**