Equal Opportunities Policy

Institute for Tourism Studies (IFT) is committed to giving academic opportunities to all appropriately qualified applicants regardless of social, ethnic and religious backgrounds. This commitment is consistent with the principles of justice and equity, and conforms with the spirit and intent of equal opportunity. IFT ensures that the strategies and all processes associated with admission, teaching and learning, progression and assessment are equitable and undertaken with awareness of the different needs of students and directed towards the encouragement of academic and personal development.
Institute for Tourism Studies (IFT), established in 1995, is a public institution of higher education that falls under the governance of the Secretary for Social Affairs and Culture of the Macao Special Administrative Region Government, People’s Republic of China. IFT offers degree and professional programmes in a wide range of tourism-related disciplines such as hospitality, tourism business, heritage, events, retail and marketing, leisure and entertainment, sports and recreation, creative and cultural studies, and culinary arts. IFT also delivers various programmes at the executive level in partnership with leading tourism schools in the world. The Institute is entrusted by the local authorities to conduct policy level research related to tourism planning and development.

The mission of IFT is to become an international tertiary institution of choice for tourism and service industry studies. Not only for the benefits of Macao, but also for the Asia Pacific region, it will equip students with professional knowledge and technical competence in preparation for their future leadership responsibilities in the industry. In order to fulfil the above mission, the Institute has the following three characteristics:

1. **Unique Identity** – The Institute operates independently, specialising in providing higher education and professional training in tourism and service industry management.
2. **Integration** – It blends the best approaches of academic development and professional training.
3. **Internationalisation** – It seeks mutually beneficial cooperation with similar institutions abroad, actively promoting international learning experience among faculty and students.

More information can be found on [www.ift.edu.mo](http://www.ift.edu.mo) where updates are duly uploaded.

Being a student member of this Institute, you may be eager to know more about it, to get acquainted with other students, to participate in student’s/Institute’s activities and to make good use of the learning opportunities and available facilities. Equally, however, you are required to understand the rules and regulations concerning your studies and various types of activities.

This Student Handbook is an annual publication which serves as an information directory to answer the questions you may have during your studies at the **Tourism College (TC)**. Should you encounter any difficulties, please do not hesitate to contact Technical and Academic Support Division (SATA).
1.0 International Recognition

Some accolades received by the Institute are shown below.

Highly ranked in the subject area of Hospitality and Leisure Management

1st in the world passed the International Quality Review (IQR)

1st in the world certified; Most bachelor degree programmes certified in the world

Let’s work together to build a better future for Macao, for our Institute and for yourselves. We wish you an enjoyable and fruitful learning experience at IFT!
# Academic Calendar and Public Holidays

## 2.1 Academic Calendar 2018/19

### FIRST SEMESTER *

<table>
<thead>
<tr>
<th>Event</th>
<th>Dates</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration and Course Enrolment</td>
<td>Mon 20/08/2018 (For Year 1 students)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tue 21/08/2018 – Wed 22/08/2018 (For returning students)</td>
<td></td>
</tr>
<tr>
<td>Welcoming Week</td>
<td>Mon 20/08/2018 – Fri 24/08/2018</td>
<td></td>
</tr>
<tr>
<td>Orientation</td>
<td>Thu 23/08/2018</td>
<td></td>
</tr>
<tr>
<td>Course Add/Drop Period</td>
<td>Fri 24/08/2018 – Sun 02/09/2018</td>
<td></td>
</tr>
<tr>
<td>Classes</td>
<td>Mon 27/08/2018 – Sat 01/12/2018</td>
<td>14 Weeks</td>
</tr>
<tr>
<td>Revision Period</td>
<td>Mon 03/12/2018 – Tue 04/12/2018</td>
<td>2 Days</td>
</tr>
<tr>
<td>Final Examination</td>
<td>Wed 05/12/2018 – Wed 19/12/2018</td>
<td>2 Weeks</td>
</tr>
<tr>
<td>Recess</td>
<td>Thu 20/12/2018 – Sat 12/01/2019</td>
<td>3½ Weeks</td>
</tr>
<tr>
<td>Supplementary Examination</td>
<td>Thu 27/12/2018 – Mon 31/12/2018</td>
<td>3 Days</td>
</tr>
<tr>
<td>Internship b</td>
<td>Recommended to take place from Jul - Dec</td>
<td>6 months</td>
</tr>
</tbody>
</table>

### SECOND SEMESTER *

<table>
<thead>
<tr>
<th>Event</th>
<th>Dates</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Enrolment</td>
<td>Mon 07/01/2019 – Wed 09/01/2019</td>
<td></td>
</tr>
<tr>
<td>Welcoming Week</td>
<td>Tue 08/01/2019 – Fri 11/01/2019</td>
<td></td>
</tr>
<tr>
<td>Course Add/Drop Period</td>
<td>Fri 11/01/2019 – Sun 20/01/2019</td>
<td></td>
</tr>
<tr>
<td>Classes</td>
<td>Mon 14/01/2019 – Sat 02/02/2019</td>
<td>3 Weeks</td>
</tr>
<tr>
<td>Recess</td>
<td>Mon 04/02/2019 – Sat 16/02/2019</td>
<td>2 Weeks</td>
</tr>
<tr>
<td>Classes</td>
<td>Mon 18/02/2019 – Wed 17/04/2019</td>
<td>8½ Weeks</td>
</tr>
<tr>
<td>Recess</td>
<td>Thu 18/04/2019 – Tue 23/04/2019</td>
<td>6 Days</td>
</tr>
<tr>
<td>Classes</td>
<td>Wed 24/04/2019 – Sat 11/05/2019</td>
<td>2½ Weeks</td>
</tr>
<tr>
<td>Revision Period</td>
<td>Mon 13/05/2019 – Tue 14/05/2019</td>
<td>2 Days</td>
</tr>
<tr>
<td>Final Examination</td>
<td>Wed 15/05/2019 – Tue 28/05/2019</td>
<td>2 Weeks</td>
</tr>
<tr>
<td>Recess</td>
<td>Wed 29/05/2019 – Sun 09/06/2019</td>
<td>1½ Weeks</td>
</tr>
<tr>
<td>Supplementary Examination</td>
<td>Mon 10/06/2019 – Wed 12/06/2019</td>
<td>3 Days</td>
</tr>
<tr>
<td>TIES, RIES or CAES</td>
<td>To be arranged in Jun and Jul</td>
<td>4 Weeks</td>
</tr>
<tr>
<td>Internship b</td>
<td>Recommended to take place from Jan - Jun</td>
<td>6 months</td>
</tr>
</tbody>
</table>

---

a) 32 weeks of classes including examination period, some classes may be conducted on the weekends.
b) Students can start right after final examination if they do not have supplementary examination. However, the internship schedule is subject to the Pedagogic Council Practicum and Internship Sub-Committee’s final approval.
### Macao Government Public Holidays during academic year 2018/19

<table>
<thead>
<tr>
<th>Public Holidays in 2018</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>25/09/2018</td>
<td>Tue  The Day after Mid-Autumn Festival</td>
</tr>
<tr>
<td>01/10/2018</td>
<td>Mon  Chinese National Day</td>
</tr>
<tr>
<td>02/10/2018</td>
<td>Tue  The Day after Chinese National Day</td>
</tr>
<tr>
<td>17/10/2018</td>
<td>Wed  Chung Yeung Festival</td>
</tr>
<tr>
<td>02/11/2018</td>
<td>Fri   All Souls' Day</td>
</tr>
<tr>
<td>08/12/2018</td>
<td>Sat   Immaculate Conception</td>
</tr>
<tr>
<td>10/12/2018</td>
<td>Mon   The first working day after Immaculate Conception</td>
</tr>
<tr>
<td>20/12/2018</td>
<td>Thu   Macao SAR Establishment Day</td>
</tr>
<tr>
<td>22/12/2018</td>
<td>Sat   Winter Solstice</td>
</tr>
<tr>
<td>24/12/2018</td>
<td>Mon   Christmas Eve</td>
</tr>
<tr>
<td>25/12/2018</td>
<td>Tue   Christmas Day</td>
</tr>
<tr>
<td>26/12/2018</td>
<td>Wed   The first working day after Winter Solstice</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Public Holidays in 2019</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/01/2019</td>
<td>Tue  New Year's Day</td>
</tr>
<tr>
<td>05/02/2019</td>
<td>Tue  1\textsuperscript{st} day of Lunar New Year</td>
</tr>
<tr>
<td>06/02/2019</td>
<td>Wed  2\textsuperscript{nd} day of Lunar New Year</td>
</tr>
<tr>
<td>07/02/2019</td>
<td>Thu  3\textsuperscript{rd} day of Lunar New Year</td>
</tr>
<tr>
<td>05/04/2019</td>
<td>Fri   Cheng Ming Festival</td>
</tr>
<tr>
<td>19/04/2019</td>
<td>Fri   Good Friday</td>
</tr>
<tr>
<td>20/04/2019</td>
<td>Sat   Holy Saturday</td>
</tr>
<tr>
<td>22/04/2019</td>
<td>Mon   The first working day after Holy Saturday</td>
</tr>
<tr>
<td>01/05/2019</td>
<td>Wed   Labour Day</td>
</tr>
<tr>
<td>12/05/2019</td>
<td>Sun   Buddha's Birthday</td>
</tr>
<tr>
<td>13/05/2019</td>
<td>Mon   The first working day after Buddha's Birthday</td>
</tr>
<tr>
<td>07/06/2019</td>
<td>Fri   Dragon Boat Festival</td>
</tr>
</tbody>
</table>
3.0 Technical and Academic Support Division (SATA)

This Division is dedicated to providing administrative services and support for academic, students and alumni’s affairs. It is responsible for, but not limited to, the following tasks:

- academic support;
- facilitating visa application;
- providing secretarial support for scholarships;
- maintenance of student records and class records;
- purchase of student insurance;
- purchase of training manuals by students;
- student course evaluation;
- student exchange programmes;
- student registration and course enrolment;
- verification of graduation;
- graduates’ employment tracking;
- class and examination scheduling;
- release of result of admission examination;
- certificate issuance; and
- providing alumni services.

Apart from those above, the following have been included in Performance Pledge:
- application for testimonial;
- application for academic report / transcript;
- application for locker;
- application for replacement of student card;
- application for course description;
- application for checking examination result;
- application for deferral of studies;
- application for resuming of studies;
- enquiries on academic qualifications;
- course application;
- student counseling service;
- IFT Student Hostel services (first-time application).

The Division is further divided into several functional areas for better service rendering. As a student of this Institute, you will have lots of opportunities to use these services. Thus we welcome your suggestions and feedback. You may call us, approach us in person or email your comments or enquiries. You may also watch out at IFT Student Portal for latest news. We look forward to serving you at our Division.

3.1 Degree Programme Affairs

This team provides administrative services to lecturers and students of Tourism College. Students who have any query about their studies such as registration, enrolment, class and examination schedules as well as scholarship can approach the team members for assistance.

3.2 International Affairs

This team handles inbound and outbound exchange programmes. It assists students in going through all formalities regarding the exchange activities.

3.3 Professional Programme Affairs

This team provides administrative services to academic staff and students enrolled in professional and short-term courses, community education and development programmes, seminars, workshops, etc. offered by Tourism and Hotel School.
3.4 Student Counselling Services and Alumni Affairs

Students who are bothered with matters like study difficulties, career development, further studies or even personal matters, are welcome to seek advice or assistance from Student Counselling colleagues who act as a bridge of communication between the Institute and the students.

Another service provided is job search, both paid or voluntary, part-time or full-time. We help the Institute as well as other organisations recruit suitable helpers/employees. Our team is also responsible for other projects related to students’ careers as well as life enrichment programmes. On top of this, we also organise the annual Career Day and coordinate students hosting Institute-wide events. Assistance and supervision is also given to students in organising extra-curricular activities, including provide advice to Student Union and other sub-clubs.

Our alumni service helps foster the relationship between the Institute and its alumni; assist the development and expansion of IFT Alumni Association (IFTA) and provide supportive services to our alumni.

Contact:

<table>
<thead>
<tr>
<th>Area</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Degree Programme Affairs</td>
<td>8598-1512</td>
</tr>
<tr>
<td>International Affairs</td>
<td>8598-3042 / 8598-1279</td>
</tr>
<tr>
<td>Professional Programme Affairs</td>
<td>2856-1252</td>
</tr>
<tr>
<td>Student Counselling Services and Alumni Affairs</td>
<td>Counselling service: 8598-1239 / 8598-1442 / 8598-2030</td>
</tr>
<tr>
<td></td>
<td>Alumni service: 8598-3087</td>
</tr>
</tbody>
</table>
4.0 Academic Information

4.1 Tourism College (TC)

4.1.1 Regulations Governing Bachelor Degree Programmes

1. Programme and Study Plan

   a. IFT offers the following 4-year daytime bachelor degrees. These are all taught entirely in English.

      i. Bachelor of Arts in Culinary Arts Management
      ii. Bachelor of Science in Heritage Management
      iii. Bachelor of Science in Hotel Management
      iv. Bachelor of Science in Tourism Business Management
      v. Bachelor of Science in Tourism Event Management
      vi. Bachelor of Science in Tourism Retail and Marketing Management

   A student shall be awarded a relevant bachelor degree provided that s/he has:

      i. undertaken a period of not less than four academic years;
      ii. obtained the total credit units by attending courses required for Bachelor Degree Programmes;
      iii. passed the prescribed examinations;
      iv. paid the prescribed fees; and
      v. abided by the College’s regulations.

   Students should follow the study plan as much as possible. They have to bear the consequence of delayed graduation arising from any deferral of courses (including practicum and internship).

2. Duration of Study

   In any academic year, a full-time student must register for a two-semester programme of study for which class attendance is compulsory. S/he must complete all courses and obtain the necessary credit units to graduate from enrolled programme. A student status (full-time or part-time) is determined at the time of admission. Full-time students have 6 years to complete the programme while part-time students will have 8 years.

3. Internship

   a. Students are required to perform a six-month internship, during which they can take up to 3 courses not exceeding 9 credits.

   b. The internship is governed by the Internship Regulations.

4. Academic Year

   An academic year normally covers the period from late August to May. Each year has two semesters with each consisting of approximately sixteen weeks of scheduled classes including examination.

5. Course Outlines

   At the beginning of each semester, lecturers should present their students with the course outline(s) via eServices which shall include:

      a. Course description;
      b. Competencies to teach;
      c. Programme content;
      d. Teaching methodology;
      e. Assessment / evaluation (including supplementary evaluation); and
      f. Textbook and reference; and
      g. Dress code requirement.

6. Credit System and Course Load

   a. Full-time students shall enrol for a minimum of half the number of compulsory courses in one semester.
b. Students who wish to change from full-time status to part-time status have to submit request through eServices.

c. Most courses carry credits unless otherwise stated.

d. A student repeating a course shall have only the grade of his/her subsequent attempt included in grade point average (GPA) computation.

7. Course Enrolment and Add/Drop Policy

a. A student shall not be allowed to re-enrol in a course which s/he has passed.

b. A student shall not be allowed to take courses for which class schedules are conflicting.

c. If a student is sick for more than 50% of the classes of any course, s/he would be advised to drop the course.

d. Each student is responsible for completing the course enrolment, which can be done through eServices in new courses as well as repeating courses on the date and at the time specified for each semester.

e. The total number of courses (excluding practicum) that each student can enrol per semester should not be more than 10 (for year 1 to year 3) and 8 (for year 4).

f. IFT does not guarantee that the courses offered in any particular semester will remain the same due to the swapping of courses between the semesters.

g. IFT reserves the right to add or cancel any sessions due to enrolment figure and students are then relocated per their sequence of enrolment time.

h. Retake policy:
   For students admitted from 2012/13 intake, class attendance for retaking courses is compulsory and students should not enrol retaking and new courses for which schedules are conflicting.

i. For language elective:
   i. Students are not allowed to enrol in courses offering language training in their mother language. For example, Japanese students are not allowed to enrol in any Japanese language course offered at IFT.
   ii. Students, including transferred students, who wish to change their language elective will have to bear the consequence of delaying their graduation. Failure records of existing language elective courses would be removed once the change has been approved.
   iii. Students who wish to have language elective as their required course elective should have completed the previous levels.

j. For required course elective:
   i. Students should be given freedom to choose from the elective list offered during that particular academic year, regardless of the elective levels and as long as seats are available, but for language elective, please refer to point i above.
   ii. Some advanced courses will have pre-requisites set when necessary.
   iii. Students who have failed electives can retake other electives.
   iv. Failure records of course elective would be removed once another elective has been passed to replace it.

k. A student may make a change in course enrolment through eServices and should observe the following schedule in each semester:

<table>
<thead>
<tr>
<th>Period</th>
<th>Transaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st week</td>
<td>ADD course &amp; DROP course</td>
</tr>
<tr>
<td></td>
<td>First Semester: August 24 – September 2</td>
</tr>
<tr>
<td></td>
<td>Second Semester: January 11 – 20</td>
</tr>
</tbody>
</table>
8. Credit Transfer

a. Application must be submitted to SATA, preferably one month before course commencement, and accompanied by supporting documentation, showing that the student has taken and passed in recognised institutions of higher education (e.g. Polytechnic or University level) for bachelor degrees. The documents are then circulated to Subject Convener or course lecturers for evaluation, taking the following criteria into consideration:
   i. Course duration (one semester/two semesters/total number of hours taught);
   ii. Course outline; and
   iii. Bibliography.

b. Credits of the transferred course do not count in GPA calculation and an indication X (Exempted Course) will be shown in academic report or transcript.

c. Transfer credits could be recognised if the courses concerned are mapped with IFT curriculum, regardless if they are offered in the respective academic year.

d. There will be an Internal Guideline governing this which will be ready in portal later.

9. Grading System

a. Credits are earned when a student obtains a grade of D or better.

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Standard</th>
<th>Grade Points</th>
<th>%</th>
<th>Scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Superlative, extraordinarily good, remarkable</td>
<td>4.0</td>
<td>93-100</td>
<td>19-20</td>
</tr>
<tr>
<td>A-</td>
<td>Excellent, first class</td>
<td>3.7</td>
<td>88-92</td>
<td>18</td>
</tr>
<tr>
<td>B+</td>
<td>Very good, well above the reflected average performance</td>
<td>3.3</td>
<td>83-87</td>
<td>17</td>
</tr>
<tr>
<td>B</td>
<td>Good, above average</td>
<td>3.0</td>
<td>78-82</td>
<td>16</td>
</tr>
<tr>
<td>B-</td>
<td>Median, neither notably good nor bad</td>
<td>2.7</td>
<td>73-77</td>
<td>15</td>
</tr>
<tr>
<td>C+</td>
<td>Acceptable; needs improvement</td>
<td>2.3</td>
<td>68-72</td>
<td>14</td>
</tr>
<tr>
<td>C</td>
<td>Weak; barely acceptable</td>
<td>2.0</td>
<td>63-67</td>
<td>13</td>
</tr>
<tr>
<td>C-</td>
<td>Good, above average</td>
<td>1.7</td>
<td>58-62</td>
<td>12</td>
</tr>
<tr>
<td>D+</td>
<td>Excellent performance; has far exceeded the practicum skill standards</td>
<td>1.3</td>
<td>53-57</td>
<td>11</td>
</tr>
<tr>
<td>D</td>
<td>Pass</td>
<td>1.0</td>
<td>50-52</td>
<td>10</td>
</tr>
<tr>
<td>F</td>
<td>Below the minimum required standard - failed</td>
<td>0</td>
<td>Below 50</td>
<td>Below 10</td>
</tr>
</tbody>
</table>

Note: Letter grades are official grades. Grade points are used for the purpose of calculating GPA. Percentage and scale are for reference only and to facilitate our students to pursue their studies overseas.

b. Students enrolling in thesis or project paper would receive a corresponding letter grade which will be shown in academic report or transcript.

c. Practicum grades are classified into four categories which will be reflected in academic report or in transcript, with the following attendant descriptions of performance levels:

<table>
<thead>
<tr>
<th>Nominal Grade</th>
<th>Description</th>
<th>Numeric Scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>Distinction</td>
<td>Excellent performance; has far exceeded the practicum skill standards</td>
<td>88 or above</td>
</tr>
<tr>
<td>Credit</td>
<td>Above average performance; has more than met the practicum skill standards</td>
<td>68 to 87</td>
</tr>
<tr>
<td>Pass</td>
<td>Average; has met the practicum skill standards</td>
<td>50 to 67</td>
</tr>
<tr>
<td>Fail</td>
<td>Fail; has not met the practicum skill standards</td>
<td>Below 50</td>
</tr>
</tbody>
</table>

10. Grade Point Average (GPA)

a. Term GPA – This is a figure ranging from 0 to 4.0 (A=4.0) used to indicate the overall performance of a student in the term concerned.

i. Term GPA
   \[ \text{Term GPA} = \frac{\text{Total weighted points for all courses taken in the term concerned}}{\text{Total number of credits enrolled in the term concerned}} \]

ii. Weighted points = Grade points x the number of credits of the courses concerned

iii. Courses transferred / exempted are not included in GPA calculation.
b. Cumulative GPA – This is a figure from 0 to 4.0 (A=4.0) used to indicate the overall performance of a student in all the terms of the specified years of studies taken so far.

Cumulative GPA
\[ = \frac{\text{Total weighted points for all courses taken}}{\text{Total number of credits enrolled in all terms}} \]

11. Class Records and Attendance

a. Under special circumstances (e.g. class activities held outside campus), class progress records and student’s attendance shall be taken by lecturer each class via eServices. Attendance can only be taken after official enrolment is made. The students could check their own records through the same platform.

b. All classes scheduled are contact hours and they should be strictly followed. All rescheduled classes are reflected in eServices.

c. All classes should be arranged before the last class of the semester.

d. Course field trip would be arranged if necessary and students are highly recommended to join.

e. Fulfilment of all evaluation components as prescribed in course outline is a precondition for a student’s receiving credits in that course.

f. A student who is unable to attend classes (including practicum) should submit the leave request via eServices with a valid proof and bring the original document to SATA for verification within 2 working days once the leave has ended. Once the leave application has been approved, the concerned attendance record will be automatically updated and a system notification will be sent to the student and course lecturers. All documents uploaded should be genuine. If any forged document is received, the concerned student will have to bear all the legal consequence that arises thereafter. Eligible types of leave as listed below:

i. **Sickness or accompanying sick leave**: a certificate of sickness issued by a hospital or by a government public health centre should be submitted;

ii. **Condolence**: a death certificate should be submitted;

iii. **Loss of travel document to enter/ exit Macao**: police report of loss must be provided;

iv. **Representing Macao or IFT for regional or international events**: an official letter issued by the concerned government departments should be submitted. If granted, number of leave days would be counted from one day prior to the event till one day after the event.

g. **Students should be punctual for all classes. Students arriving from the start of class to 15 minutes will be marked tardy while arriving after 15 minutes will be counted as absent. Two tardy counts are regarded as one absence.**

h. Attendance rate
\[ = \frac{(\text{Total number of classes held} - \text{Not-yet-enrolled classes} - \text{Total number of absent classes}) \times 100\%}{(\text{Total number of classes held} - \text{Not-yet-enrolled classes})} \]

i. **Eligibility rate (eligibility to take final examination)**
\[ = 100\% - \text{Absence rate (including those without supporting documents and converted tardy classes)} \]

Students reaching a minimum of 80% eligibility rate, which can be checked via eServices, are normally allowed to take final examination. However, students have to refer to course outlines to check if any specific requirement is set for taking final examinations.

12. Application for change of programme

Students who wish to apply for change of programme should:

a. Apply online during the target programme application period.

b. Pay a non-refundable application fee.

c. Sit for written admission examinations and oral interview with other local applicants.

d. Have attained score reaching the par as required for acceptance to the target programme.

e. Complete the practicum requirement of the target programme. Students are to bear the consequences of a possible delay in the completion of the target programme should conflict in course schedules occur across years.
f. Reimburse IFT any scholarship specifically entitled for the programme which they are currently taking.

This application applies to all registered students who could only have this transfer opportunity twice within the Institute. Approval of change of programme is subject to availability of places in the target programme.

13. Discontinuation of Study

a. A full-time student who fails 60% of total credit units of courses taken in any academic year may be required to discontinue his/her studies.

b. A full-time student who cannot or is not in the position to complete the course of study within the prescribed period stated in (2) shall be required to discontinue his/her studies.

14. Deferral of Study (not applicable to practicums of "Bachelor of Science in Tourism Business Management" (i.e. TIES), "Bachelor of Science in Tourism Retail and Marketing Management" (i.e. RIES), "Bachelor of Arts in Culinary Arts Management" (i.e. CAES) or internship programmes).

a. A student may defer his/her studies by submitting an application via eServices. The deferral is official only after it is approved by SATA.

b. A student may defer his/her studies from one semester to a maximum of two academic years. IFT does not guarantee that the study programmes or the course structures will remain the same in the interim.

c. A student may defer his/her studies twice within the same programme.

15. Withdrawal of Study

a. A student may withdraw from the Institute by submitting an application via eServices. The withdrawal is official only after it is approved by SATA.

b. A student who has unofficially withdrawn will be automatically dismissed after one semester of non-registration is recorded.

16. Re-admission

Students who have deferred from the Institute may request re-admission through SATA. Application must be received at least three weeks prior to the commencement of the semester for which they seek re-admission.

17. Class Standing

A student’s class status is determined by the number of credits earned.

<table>
<thead>
<tr>
<th>Year of study</th>
<th>Credits to be earned</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Year</td>
<td>0 – 22</td>
</tr>
<tr>
<td>2nd Year</td>
<td>23 – 65</td>
</tr>
<tr>
<td>3rd Year</td>
<td>66 – 96</td>
</tr>
<tr>
<td>4th Year</td>
<td>97 or above</td>
</tr>
</tbody>
</table>

18. Release of Course Grades

When all course grades are received and endorsed by TC Academic Board Meeting, e-academic reports of that semester will be generated and notified to students duly by SATA. If student wishes to have a signed copy, s/he has to apply for an official copy via eServices. Once the grades are approved, they are deemed final.
19. Mark Rechecking and Appeal

The following procedure does NOT apply to THES413 – Thesis / Project.

a. Students who have doubts about the course grade and wish to clarify with the faculty members can send their requests via eServices within 5 working days after the grades have been uploaded on eServices.

b. After the clarifications, if they wish to pursue with an appeal, they may do so within 5 working days from the day when clarification is given by the faculty members, providing justifications for the appeal. An Appeal Task Force consisting of the concerned Course Coordinator, the Subject Convener and the course lecturer will see into that.

20. Graduation Honours

Graduates of Bachelor Degree Programmes will be awarded honours as follows:

<table>
<thead>
<tr>
<th>Final cumulative GPA</th>
<th>Honour</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.60 to 4.00</td>
<td>First Class</td>
</tr>
<tr>
<td>3.10 to 3.59</td>
<td>Second Class, First Division</td>
</tr>
<tr>
<td>2.50 to 3.09</td>
<td>Second Class, Second Division</td>
</tr>
<tr>
<td>2.00 to 2.49</td>
<td>Third Class</td>
</tr>
<tr>
<td>Below 2.00</td>
<td>---</td>
</tr>
</tbody>
</table>

21. Honour List

Objectives:

a. To recognise excellence in academic achievement among students;
b. To be a motivating mechanism for students to excel; and
c. To impart in students a sense of pride and connection to the Institute in the long run.

Criteria for inclusion in the Honour List:

a. Nominees must be registered full-time students of Diploma or Bachelor Degree Programmes in the immediately preceding semester.
b. There should be minimum calculable 12 credits of taken courses (or 4 courses at 3 credit units each).
c. Nominees must achieve a minimum GPA of 3.50.
d. Nominees must NOT have a grade of “F”, Incomplete, Dropped or Deferred of all enrolled courses (including practicum and internship) of that semester.
e. Nominees must have no disciplinary record nor demerit recorded in PCS in the immediately preceding semester.
f. SATA will prepare the list which is to be approved by the President.

22. Class Field Trip

A class field trip is defined as a trip organized independently at the class level for a period of three days to two weeks. Students should be aware of the following before joining the class field trip:

a. Students need to obtain their parents’ consensus on any outbound field trip;
b. Students should obtain visa if needed and should not purchase the flight tickets and book accommodations till their visa application is approved;
c. Students need to ensure their own travel insurance;
d. Students need to take note of the attendance issue that may occur by not attending other courses during the field trip;
e. Students have the responsibility to contribute to the field trip arrangement.

Contact:
Technical and Academic Support Division, Tel: 8598-1512 / enrolment@ift.edu.mo
4.1.2 Professional Conduct Scheme (PCS)

Professional Conduct Scheme is a system that is used to reflect a student’s performance on standards related to professional and personal conduct. This scheme was introduced in academic year 2002/03 and has been applied to all incoming students since then. In 2007/08, a new grading system has come into place. The grading system for other courses applies to PCS. PCS grade will not affect GPA calculation.

During the semester, every teacher observes behaviour of the students of his/her classes (practicum, internship and project paper are excluded). A student’s overall performance in class as well as individual incidents that might lead the teacher to consider deducting/increasing PCS score is continuously observed and recorded. At the end of the semester, each student receives a percentage score (0 - 100%) for each enrolled course. The PCS scores of all courses are averaged at the end of academic year or when the students have completed the programme. The average PCS grade is then recorded in academic report or transcript.

An absolute value of 5% will be deducted from the year-end PCS grade of students who fail to complete any course evaluation in any semester.

Areas related to professional or personal conduct in which a student can be evaluated include but are not limited to:
- Punctuality;
- Personal grooming;
- Courtesy;
- On-campus behaviour; and
- Adherence to the Code of Student Discipline.

Any student who does not follow the uniform and grooming standard will lead to the deduction of his/her PCS score by the lecturers, as a first warning. If the student continues to violate the rules, s/he will receive a demerit which will be recorded on his/her transcript and academic report. The third and subsequent offences will result in suspension from classes for one week.

Amendment may be made from time to time if deemed necessary and revision will be notified to all students for due implementation.

Contact:
Technical and Academic Support Division, Tel: 8598-1512 or 8598-2012 / enrolment@ift.edu.mo

4.1.3 English Centre

The English teaching staff of Tourism College will be offering an English Centre (EC) for students beginning in Semester I of academic year 2009/10. The EC will provide two lines of service for IFT registered students requiring additional English language support:

(1) **Individual Tutorial Sessions**: individual students sign-up for a 20-minute session to receive assistance in a specific problem area. The tutorial service will be available on a daily basis at designated times in both the mornings and afternoons. The language staff will facilitate the accommodation of this service (e.g. we will be able to accommodate up to 50 students/week). A weekly sign-up roster will be posted in IFT moodle, to allow students easy registration for sessions. Reports of the kind of help requested and the intervention provided will be maintained so that we can better monitor common problems that students are facing. In asking students to come with a specific task it will be possible to provide for their needs most effectively and assist them to focus on one specific area of development at a time so that they can be supported to overcome problems one step at a time (versus being overwhelmed with the enormity of how far they still need to go). There will be no limit to the number of sessions a student can sign up for throughout the academic year.

Suggested tasks that could be addressed in a 20 minute tutorial session:
- Understanding and brainstorming ideas for a given assignment
- Organizing ideas for an oral presentation or a piece of writing
- Completing an outline for a given assignment
- Establishing a plan of action to complete a task/assignment
- Guidance in completing either an introduction or conclusion to an assignment
- Building support for an argument or a topic
- Assistance in revising an assignment
- Assistance in understanding an article / reading passage…etc.
In addition, faculty will be encouraged to recommend students they feel could benefit from attending.

(2) Language Skills Workshops: These will take the form of weekly 1-2 hours general workshop sessions addressing specific language topics relevant to all students which will be offered on a rotational basis and for which up to 20 students (depending on the topic) could register at a time. Workshop times would be determined by the availability of students registered and sessions that prove popular could be expanded and/or offered more frequently to accommodate the needs of the community.

Suggested topics that could be addressed in a 1-hour workshop session:
- Learning the techniques of Mind Mapping
- Sentence structure workshop
- Mastering verb tenses
- Improving cohesion in writing
- Starting a research paper
- Developing a time-management strategy
- Managing the research project
- Speaking with confidence
- Presenting research findings
- Preparing for the IELTS, LCCI and other standard assessments
- How to tackle writing a personal statement
- Preparing for job interviews
- Building professional vocabulary
- Introduction to documentation for research
- Understanding how to manage in-text referencing
- Techniques for working in groups effectively
- Gaining confidence for presentations

We are happy to be of assistance and hope that many students will take advantage of the opportunity to receive this support.

Contact:
Doris Ip, Tourism College, Tel: 8598-3058 / doris@ift.edu.mo
4.1.4 Extra-curricular Activities

In order to enrich student’s campus life and enhance whole personal development, IFT has launched a series of extra-curricular activities since academic year 2009/10. The goal is to expose students to different knowledge and skills beyond the curriculum so as to build up self-esteem and confidence. For students whose attendance falls below 50%, s/he would be banned from attending any other activities in the coming semester.

4.1.5 Work Experience Programmes

The tourism and hospitality industries require their practitioners not only to know how to manage tourism and hospitality businesses but also to be highly hands-on and proficient in the practical aspects of the industry. In order to better prepare aspiring tourism and hospitality professionals for the challenges of the industry, IFT provides opportunities for its students to obtain hands-on industry experience on and off campus throughout the course of their studies. With the philosophy that practice illuminates theory, IFT courses reflect a complimentary balance of practical and theoretical aspects.

Work Experience Programmes include:

<table>
<thead>
<tr>
<th>Year of study</th>
<th>Programme</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Practicum</td>
<td>Students are required to accomplish practical-based training conducted on or off IFT Training Units. This is the pre-requisite for internship for students from 2016/17 intake.</td>
</tr>
<tr>
<td>2</td>
<td>Supervised Work Experience</td>
<td>Students are given IFT work assignments on which they are evaluated.</td>
</tr>
<tr>
<td>3</td>
<td>Internship</td>
<td>Students are required to do 6-month internship</td>
</tr>
</tbody>
</table>

4.1.5.1 Practicum

<table>
<thead>
<tr>
<th>Description</th>
<th>Link</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tourism Industry Experience Scheme (TIES)</td>
<td>Click <a href="#">here</a></td>
<td>Oscar Ho, Tourism College Tel: 8598-3074 / <a href="mailto:oscar@ift.edu.mo">oscar@ift.edu.mo</a></td>
</tr>
<tr>
<td>Retail Industry Experience Scheme (RIES)</td>
<td>Click <a href="#">here</a></td>
<td></td>
</tr>
<tr>
<td>Culinary Arts Experience Scheme (CAES)</td>
<td>Click <a href="#">here</a></td>
<td></td>
</tr>
<tr>
<td>Hotel and Event Practicum (T&amp;P)*</td>
<td>---</td>
<td>Miguel Oliveira, Tourism College Tel: 8598-3169 / <a href="mailto:miguel@ift.edu.mo">miguel@ift.edu.mo</a></td>
</tr>
<tr>
<td>Heritage Practicum</td>
<td>---</td>
<td>Sandi U, Tourism College Tel: 8598 1281 / <a href="mailto:sandiu@ift.edu.mo">sandiu@ift.edu.mo</a></td>
</tr>
</tbody>
</table>

*Hotel Management freshman students and Tourism Event Management freshman students will be rotated on a 7-week basis to each of the four operational areas of the on-campus training units where they will receive both theoretical knowledge and practical training. These four areas of rotation include: (i) Restaurant and Bar, (ii) Kitchen and Pastry, (iii) Front Desk and (iv) Housekeeping.
4.1.5.2 Supervised Work Experience

After acquiring elementary hands-on skills in Year 1, Hotel Management Year 2 students will be placed in a training environment where more supervisory and managerial skills will be required. To achieve this, they will be trained in Rooms Division and in Food and Beverage during the year.

Rooms Division

Students are required to undertake a more intensive training programme in rooms division, to supplement what they will be learning from the course Lodging Management (HMGT214). This programme is intended to provide students with a more balanced introduction to the practical side of hotel operations, and to prepare them for their internship in Year 3.

Contact:
Idol Kuan, Pousada de Mong-Há, Tel: 8598-3119 / idol@ift.edu.mo; and
Ivy Un, Pousada de Mong-Há, Tel: 8598-1422 / ivyun@ift.edu.mo

Food and Beverage

Like Rooms Division, students will be trained to acquire supervisory and managerial skills in running a real-life setting restaurant.

Students will be assigned to and rotated within four subgroups where they will assume supervisory and managerial role in running the Educational Restaurant and Windows Cafeteria, work in the kitchen as well as learn dining etiquette with IFT guests.

Upon completion, students will be encouraged to take part in the Macao Occupational Skills Recognition System (MORS) assessments in Waiter/Waitress.

Contact:
David Wong, Food and Beverage Office, Tel: 8598-3148 / davidwong@ift.edu.mo

Tourism Work Assignment (TWA) Programme

Tourism Work Assignment (TWA) aims to provide students an opportunity to encounter "real" guided tours so that students can stimulate what they have learned from theory and apply it in practice. The main assignment of this course to organize 90 minutes free-guided walking tours in Macao.

The tourists that students would encounter are from different cultural background, although the majority of them are expected to be from the Mainland China. Therefore, students will need to brush up their language skills. Language includes Mandarin, English, and Cantonese. Beside the skill set of verbal communication, non-verbal communication skills such as gesture, eye contact, are also emphasized in this module. More importantly, this course hopes to help students to understand the motivation, interests, and needs of the tourists.

Through these activities, students will learn general information about Macao such as geography, history, tourist sites and so forth. Ultimately, they can contribute to the local tourism industry. Finally, it should be reminded that the success of this programme relies on the initiative and creativity of the students.

Contact:
Frances Kong, Tourism College, Tel: 8598-3082 / frances@ift.edu.mo

4.1.5.3 Internship

1. Internship Policy

a. The aims of internship

i. To allow undergraduates an opportunity to consolidate their theoretical foundation through practical experience. A major component of this experience is the formation of a professional attitude.
ii. To allow undergraduates to develop their personality and capacity to adapt to, and handle, challenging situations. The undergraduates are expected to enhance the following skills during the period of internship:
- communication skills
- interpersonal skills
- technical skills
- teamwork skills
- management skills; and
- problem-solving skills

iii. To help undergraduates explore their interest in future career development.

b. Eligibility

Undergraduates who are of 3rd Year standing (have earned 66 credits or more) and have successfully completed the required practicum courses as stipulated in the IFT prospectus are eligible to undertake their internship. Those who have failed subjects are allowed to take up to three failed or missed courses, not exceeding 9 credits, during their internship.

c. Internship duration/ timing

i. Students scheduled for internships in the 1st semester of academic year 2018/19 should begin their internship placements between 1 June 2018 & 16 July 2018 and must end by 15 January 2019. On the other hand, students scheduled for internships in the 2nd semester of academic year 2018/19 should begin their internship placements between 20 December 2018 & 16 February 2019 and must end by 15 August 2019. The Institute for Tourism Studies - Pedagogic Council Practicum and Internship Sub-Committee (PCPI) specified that a student enrolled in the internship programme to work as an intern for six consecutive months (with a maximum allowed variance of 9 days subject to the approval of the PCPI) and complete a minimum total of 800 working hours. Student can work up to 48 hours per week as an intern under normal circumstances.

ii. For inquiries on tuition payment and course arrangement, students should contact the Technical and Academic Support Division (SATA) directly.

iv. Application for internship

i. It is the primary responsibility of students to search for, contact, and negotiate with their potential internship provider(s) (IP) regarding the details of the internship arrangements.

ii. In the placement searching stage, students are obligated to inform the IP about the possibility of having to retake any subjects during the internship.

iii. Once the academic results are released, students are required to seek the approval from the IP immediately if they need to retake any courses during the internship. The IP has the right to refuse such requests if they have not been informed by the student in advance.

iv. Students who failed to inform the IP or misled them in terms of the course retake arrangement resulting in the interruption of their internship may face one or more of the following disciplinary actions as deemed appropriate by the PCPI:
- Receive a D grade (equivalent to “pass” or 50-52%) even if his/her overall score is more than 52%;
- Be excluded from the consideration for “The Student with the Best Internship Record”;
- Receive other penalties deemed appropriate by the PCPI.

v. Once the Proposed Internship Placement form is being signed by both the student and the IP, or if the student has provided a written confirmation of accepting a placement (including any forms of written reply as the evidence of confirmation of accepting a placement), the student is considered to be in a contract and will no longer be allowed to select another IP. If the student chooses to disregard the contract without the prior approval of the PCPI, he/she may face one or more of the following disciplinary actions as deemed appropriate by the PCPI:
- Be disqualified from the internship programme and receive a score of zero as a result.
- Receive other penalties deemed appropriate by the PCPI.

vi. Both the IP and the student are expected to adhere to all details stated on the approved Proposed Internship Placement Form (including but not limited to placement details, start and end dates, etc.). Should the IP and/or the student wish to make any changes to the approved internship arrangement
details, the student must seek approval from the PCPI prior to the commencement of any changes. Any unapproved changes to the internship arrangement will not be recognized by the PCPI and the affected working days will not count towards completion. If the student changes his/her internship end date without the prior approval from the PCPI, his/her E-logbook submission deadline will only be aligned with the original internship end date reflected on the approved Proposed Internship Placement Form.

vii. It is the student’s ultimate responsibility to ensure that an internship is secured before the beginning of the internship period. Should the student be unable to secure a placement on his/her own, the PCPI will offer assistance on a case-by-case basis.

viii. The PCPI will not approve the student’s internship placement if the destination city/country/region has a current level 2 or a level 3 travel alert issued by the Tourism Crisis Management Office (GGCT) of the Macao SAR Government. If the student is heading to the country under the level 1 travel alert, he/she will need to sign a letter of consent which explicitly indicate his/her understanding of the risk and should the threat level elevate to 2 or 3, he/she will need to cease the overseas internship and leave the affected country immediately. The PCPI will assist him/her to seek another placement, presumably in Macao, to finish the rest of his/her internship.

v. **Single / multiple internship arrangement**

During the course of the internship period, the student may work with a maximum of two IPs which must be arranged before the commencement of the internship period and subject to the approval of the PCPI. Under very exceptional circumstances (e.g., reasons due to illness, accidents, closure of IP) beyond the students’ control, he/she can work for more than two IPs subject to the approval of the PCPI.

vi. **Qualifying internship placement**

i. The PCPI is the governing body to determine if a placement qualifies as an internship, in that it relates to the curriculum of the programme of study. The eligibility of the internship placements for each programme of study can be found in the Appendix.

ii. Any proposed internship placements are subject to the final approval of the PCPI; students cannot start their internships without the written approval by the PCPI.

vii. **Assessment**

i. To complete the internship programme, a student must satisfy the conditions stipulated in Article 3 of this policy document.

ii. The student’s internship score is made up of three components: internship performance (70%), completion of logbook (20%) and compliance with internship programme policies and regulations (10%). The “internship performance” score is given by the IP on the Final Evaluation Form. “Completion of logbook” is defined as completing all “Monthly Report” and the “Intern’s Evaluation of Placement”. If the student completes the logbook as defined above by the given deadline (within 14 calendar days after the last day of the internship placement), the student will receive the full score of 20%. Otherwise, the student will receive a D grade (equivalent to “pass” or 50-52%) even if his/her overall score is more than 52%. If a student is approved by the PCPI to work for two IPs, the forth mentioned scoring scheme also applies. The student is required to maintain a separate set of logbook record for each internship placement and the overall score will be calculated in proportion to the length of each placement.

By default, all students will receive the full 10% score on “compliance with internship programme policies and regulations”. Deductions will be made for, but not limited to, the followings:

- Missing internship briefings
- Having disciplinary or professionalism issues prior to or during internship
- Missing document submission deadlines

This assessment scheme is applicable to all daytime programme students enrolled in the course INSH313 of Tourism Business Management, Heritage Management, Hotel Management, Tourism Event Management and Tourism Retail and Marketing Management Bachelor Degree Programmes. For daytime programme enrolled in the course INSH311 of Culinary Arts Management Bachelor Degree Programme, the same grading scheme will be applied but the result will only show “pass” or “fail” as INSH311 is a non-credit bearing course.
iii. If the student is dismissed by the IP at any time during the internship, the PCPI will conduct an investigation upon receiving formal notification from the IP. If the investigation shows that the dismissal is due to the student's improper behavior, violation of the internship regulations and/or company rules, the student will be disqualified from the internship programme and will receive a score of zero as a result. If the investigation shows that the student is not at fault, the student is allowed to continue the internship with another IP.

viii. Leave

Sick Leave
i. If the student is unable to go to work due to sickness or accident not arising from work for a maximum of 30 consecutive calendar days or 45 non-consecutive calendar days:
   - He/she must notify his/her immediate supervisor* directly as soon as possible, preferably prior to the start of the business day.
   - The student is also obligated to ask for the verbal/written acknowledgement of his/her sick leave request from his/her immediate supervisor*. Therefore, leaving a message for the immediate supervisor* is not enough and the student must talk to him/her directly.
   - The student only needs to inform the IP and does not need to inform the PCPI.
   - The student should follow the policy of the IP about applying for sick leave and submit a medical certificate (if required by IP).
   - If the IP does not have a sick leave policy, the student can advise the IP to contact the PCPI for information.

ii. If the student is unable to go to work due to sickness or accident not arising from work exceeding a maximum of 30 consecutive calendar days or 45 non-consecutive calendar days:
   - The student must inform both the IP and the PCPI.
   - As a result, the student will be considered to be physically unfit to complete the internship within the required timeframe and must retake the internship programme in a subsequent semester.
   - He/she is required to apply for deferral of study with SATA.

* or the designated coordinator of internship affairs as specified by the IP

iii. If the student is involved in an occupational accident or disease:
   - The student must inform both the IP and the PCPI.
   - The PCPI will evaluate the situation on a case-by-case basis

Personal Leave

i. If the leave duration is no more than seven consecutive calendar days (in a single event):
   - The student should follow the policy of the IP about applying for personal leave and submit supporting documents (if needed).
   - The IP has the right to refuse such requests*. The IP has the right to require the student to compensate for the time of absence by working extra hours or days as arranged by the IP. Should the internship end date need to be extended as a result, the student must inform the PCPI to obtain approval.

ii. If the leave duration is more than seven consecutive calendar days (in a single event):
   - The student should submit his/her personal leave request to the PCPI by email with supporting documents (if any) for approval at least seven days in advance (except in the case of emergencies).
   - If the request is approved by the PCPI, the student is then required to submit the supporting documents (if any) to his/her immediate supervisor* for review and approval. The IP has the right to refuse such requests*. Otherwise the leave request is considered to be denied.
   - The student must compensate for the time of absence by working extra hours or days as arranged by the IP, except under exceptional circumstances. Should the internship end date need to be extended as a result, the student must inform the PCPI to obtain approval.

* or the designated coordinator of internship affairs as specified by the IP
Official Leave

i. If the student is being selected by Macao SAR Government departments (e.g. Sports Bureau, Cultural Affairs Bureau, etc.) or IFT to participate or compete in regional or international events such as sports competitions or arts performances, he/she can apply for official leave with the PCPI.
   - The student should submit his/her official leave request to the PCPI by email with supporting documents (must be issued by the respective Macao SAR Government departments) for approval at least seven days in advance.
   - If the request is approved by the PCPI, the student is then required to submit the supporting documents to his/her immediate supervisor* for review and approval. The IP has the right to refuse such requests.
   - The student must obtain approval from both the PCPI and his/her immediate supervisor*. Otherwise the leave request is considered to be denied.
   - The PCPI will determine if the student should compensate for the time of absence by working extra hours or days as arranged by the IP. The internship duration may be extended as a result. The number of leave days would be counted from one day prior to the event till one day after the event.

* or the designated coordinator of internship affairs as specified by the IP

ix. Changing internship placement

i. Should the student wish to change his/her placement anytime during the internship, he/she must apply with the PCPI in writing and provide justifiable reason(s). The PCPI will evaluate the situation on a case-by-case basis.

ii. If the student quits his/her placement without the prior approval by the PCPI, he/she may face one or more of the following disciplinary actions as deemed appropriate by the PCPI:
   - Be disqualified from the internship programme and receive a score of zero as a result.
   - Receive other penalties deemed appropriate by the PCPI.

GUIDELINES

G1.0 Application Process

G1.1 Students should plan ahead and apply directly with the desired IP to decide on the details of the internship arrangements (See Policy 4.0 – Application for internship).

G1.2 Students should download the Proposed Internship Placement Form from the IFT Moodle and ask the IP to fill in the form once the students accept the internship placement offer. Students should submit the completed Proposed Internship Placement Form to the PCPI for final approval by 15 May 2018 (deadline for those who will be performing their internship during the 1st semester) or by 30 November 2018 (deadline for those who will be performing their internship during the 2nd semester). A copy of the business registration (or equivalent) is required if the internship provider is not an existing internship partner of IFT. PCPI will reject an organization as a potential internship partner if the business registration copy is not provided.

G1.3 Students can obtain a copy of the approved Placement Form from the PCPI before the commencement of internship period.

G2.0 Assessment and Evaluation

G2.1 During the internship period, faculty members may do site-visits, some of which may be unannounced, primarily to review the students’ performance.

G2.2 All the students are required to complete the logbook during the internship period and they can download the user guide from the IFT Moodle.
G2.3 Every 30 days, students should complete a Monthly Report in the logbook and request their supervisor to approve it and provide comments.

G2.4 The IP should complete the Final Evaluation Form in the logbook within 14 calendar days after the last day of the internship placement.

G2.5 At the end of the internship period, students are required to fill in the Intern's Evaluation of Placement. The logbook should be completed within 14 calendar days after the last day of the internship placement.

G2.6 Evaluation results will be shown in the academic report / transcript. Students who have doubts about the course grade and wish to clarify with the Regent for Internship can send their requests to the Regent for Internship within 5 working days after the grades have been uploaded on eServices. After the clarifications, if they wish to pursue with an appeal, they may do so within 5 working days from the day when clarification is given by the Regent for Internship, providing justifications for the appeal. The PCPI will see into that.

G3.0 Deferral

G3.1 Should a student wish to defer his/her internship before submitting the PIP form, he/she must consult the PCPI. Students who abandon their enrollment (i.e. not to proceed with the internship any time after submitting the PIP form) will be given a score of zero.

G3.2 Should a student wish to terminate his/her internship due to sickness, s/he must submit a medical report / certificate using the same standard as required by SATA for PCPI's approval. Students who request to resume their internship should also submit a recovery certificate following the same requirement for final approval.

G4.0 Problems at the Place of Training

G4.1 Students should first try to directly resolve any problems arising with their IP. When all reasonable attempts to solve the problem have failed, the students should contact the PCPI for advice and assistance.

G4.2 Should a student be in distress or be mistreated during his/her internship, he/she should proactively contact the PCPI for assistance. If the IP is unable to comply with the placement arrangement as stated in the Proposed Internship Placement form previously submitted to the PCPI; or if the IP is unable to comply with the specific clauses in the Macao Labour Law about, but not limited to: maximum working hours per week, overtime work, statutory holidays, sick leave and other justifiable absences, etc., upon receiving the assistance request from the student, the PCPI will work out a solution together with the student and the IP. If a mutual agreement cannot be reached, the PCPI will assist the student to seek another placement.

^ Or any applicable local laws if the internship takes place outside the Macao Special Administrative Region

Remarks:

All dates listed above are tentative (pending for confirmation of 2018/19 academic calendar).
## Appendix: Eligibility of Internship Placements

<table>
<thead>
<tr>
<th>Bachelor of Arts in Culinary Arts Management</th>
<th>Intern’s role</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Business nature of internship provider</strong></td>
<td><strong>Operational</strong></td>
</tr>
<tr>
<td>Hotels (with a three star or above rating)</td>
<td></td>
</tr>
<tr>
<td>Restaurants</td>
<td></td>
</tr>
<tr>
<td>Food and beverage management groups</td>
<td></td>
</tr>
<tr>
<td>Theme parks</td>
<td></td>
</tr>
<tr>
<td>Clubhouses</td>
<td></td>
</tr>
<tr>
<td>Catering services providers</td>
<td></td>
</tr>
<tr>
<td>Food distribution companies</td>
<td></td>
</tr>
<tr>
<td>Event organizers</td>
<td></td>
</tr>
<tr>
<td>Government agencies</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bachelor of Science in Tourism Business Management</th>
<th>Intern’s role</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Business nature of internship provider</strong></td>
<td><strong>Operational</strong></td>
</tr>
<tr>
<td>Travel agencies</td>
<td></td>
</tr>
<tr>
<td>Airlines/airports</td>
<td></td>
</tr>
<tr>
<td>Ferry services/terminals</td>
<td></td>
</tr>
<tr>
<td>Tourism-related government agencies or non-profit organizations</td>
<td></td>
</tr>
<tr>
<td>Hotels (with a three star or above rating)</td>
<td></td>
</tr>
<tr>
<td>Creative industries</td>
<td></td>
</tr>
<tr>
<td>Cultural organizations</td>
<td></td>
</tr>
<tr>
<td>Research and publication</td>
<td></td>
</tr>
<tr>
<td>Tourism destinations</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bachelor of Science in Heritage Management</th>
<th>Intern’s role</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Business nature of internship provider</strong></td>
<td><strong>Operational</strong></td>
</tr>
<tr>
<td>Historic buildings and landmarks</td>
<td></td>
</tr>
<tr>
<td>Churches</td>
<td></td>
</tr>
<tr>
<td>Temples</td>
<td></td>
</tr>
<tr>
<td>Museums and exhibitions</td>
<td></td>
</tr>
<tr>
<td>Natural heritage sites</td>
<td></td>
</tr>
<tr>
<td>Research and publication</td>
<td></td>
</tr>
<tr>
<td>Art and cultural events</td>
<td></td>
</tr>
<tr>
<td>Creative industries</td>
<td></td>
</tr>
<tr>
<td>Cultural organizations</td>
<td></td>
</tr>
<tr>
<td>Tourism-related government agencies</td>
<td></td>
</tr>
</tbody>
</table>
### Bachelor of Science in Hotel Management

<table>
<thead>
<tr>
<th>Business nature of internship provider</th>
<th>Intern’s role</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Hotels (with a three star or above rating)</td>
<td>• F&amp;B Operations</td>
</tr>
<tr>
<td>• F&amp;B management groups</td>
<td>o Food production &amp; service</td>
</tr>
<tr>
<td>• Premium food and wine suppliers</td>
<td>o Beverage and stewarding</td>
</tr>
<tr>
<td>• Clubhouses</td>
<td>• Rooms Division</td>
</tr>
<tr>
<td></td>
<td>o Front Desk</td>
</tr>
<tr>
<td></td>
<td>o Reservations</td>
</tr>
<tr>
<td></td>
<td>o Concierge</td>
</tr>
<tr>
<td></td>
<td>o Housekeeping (including Public Area)</td>
</tr>
<tr>
<td></td>
<td>• Laundry services (including uniform)</td>
</tr>
<tr>
<td></td>
<td>• Limousine services</td>
</tr>
<tr>
<td></td>
<td>• Engineering and sustainability</td>
</tr>
<tr>
<td></td>
<td>• Information technology</td>
</tr>
<tr>
<td></td>
<td>• Security</td>
</tr>
<tr>
<td></td>
<td>• Sales and/or marketing</td>
</tr>
<tr>
<td></td>
<td>• Human resources management</td>
</tr>
<tr>
<td></td>
<td>• Finance and/or Accounting (including Revenue Management)</td>
</tr>
<tr>
<td></td>
<td>• Recreation and/or Resort and/or Entertainment (non-gaming)</td>
</tr>
<tr>
<td></td>
<td>• Spa</td>
</tr>
<tr>
<td></td>
<td>• Public relations and/or communications</td>
</tr>
<tr>
<td></td>
<td>• Procurement</td>
</tr>
</tbody>
</table>

### Bachelor of Science in Tourism Event Management

<table>
<thead>
<tr>
<th>Business nature of internship provider</th>
<th>Intern’s role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event organizers or event service providers* in the areas of:</td>
<td>• Operations</td>
</tr>
<tr>
<td>• Sports</td>
<td>• Production services</td>
</tr>
<tr>
<td>• Arts and performances</td>
<td>• Guest receptions</td>
</tr>
<tr>
<td>• Festivals</td>
<td>• Public relations and/or communications</td>
</tr>
<tr>
<td>• Conventions</td>
<td>• Media promotions</td>
</tr>
<tr>
<td>• Exhibitions</td>
<td>• Logistics and technical support</td>
</tr>
<tr>
<td>• Conferences</td>
<td>• Food and beverage service in event catering and/or banquets</td>
</tr>
<tr>
<td>• Trade shows</td>
<td>• Sales and/or marketing</td>
</tr>
<tr>
<td>• Seminars</td>
<td>• Human resources management (with relations to job/recruitment fairs, staff events, etc.)</td>
</tr>
<tr>
<td>• Summits</td>
<td>• Catering/Banquet</td>
</tr>
</tbody>
</table>

---

* Hotels with a three star or above rating and have banquet, conference, entertainment (non-gaming only), meeting or exhibition facilities can be considered as event service providers.
<table>
<thead>
<tr>
<th>Business nature of internship provider</th>
<th>Intern’s role</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Department stores</td>
<td>• Sales and/or marketing</td>
</tr>
<tr>
<td>• Mall management companies</td>
<td>• Customer Service</td>
</tr>
<tr>
<td>• Retailers* of:</td>
<td>• Merchandiser</td>
</tr>
<tr>
<td>o Motor vehicles/motorcycles, parts &amp; accessories</td>
<td>• Buyer</td>
</tr>
<tr>
<td>o Fuels for household and automotive use</td>
<td>• Advertising</td>
</tr>
<tr>
<td>o Goods in supermarket</td>
<td>• Public relations and/or communications</td>
</tr>
<tr>
<td>o Goods in department stores</td>
<td>• Logistics</td>
</tr>
<tr>
<td>o Poultry, frozen meat &amp; roasted meat</td>
<td>• Wholesale distribution</td>
</tr>
<tr>
<td>o Dried seafood</td>
<td>• Human resources management</td>
</tr>
<tr>
<td>o Food products</td>
<td>• Training</td>
</tr>
<tr>
<td>o Goods in pharmacies</td>
<td>• Visual merchandising</td>
</tr>
<tr>
<td>o Cosmetics &amp; sanitary articles</td>
<td></td>
</tr>
<tr>
<td>o Clothing</td>
<td></td>
</tr>
<tr>
<td>o Footwear</td>
<td></td>
</tr>
<tr>
<td>o Leather goods</td>
<td></td>
</tr>
<tr>
<td>o Household appliances</td>
<td></td>
</tr>
<tr>
<td>o Furniture &amp; lighting</td>
<td></td>
</tr>
<tr>
<td>o Watches, clocks &amp; jewellery</td>
<td></td>
</tr>
<tr>
<td>o Communication equipment</td>
<td></td>
</tr>
</tbody>
</table>

*As defined by DSEC (source: [http://www.dsec.gov.mo/getAttachment/2ba9568d-d7f8-49a9-8ab8-b4db9ef58c51/C_INCR_TEC_NOTE_2017.aspx](http://www.dsec.gov.mo/getAttachment/2ba9568d-d7f8-49a9-8ab8-b4db9ef58c51/C_INCR_TEC_NOTE_2017.aspx))

Contact:
Oscar Ho, Tourism College, Tel: 8598-3074 / oscar@ift.edu.mo
4.1.6 Exchange Programmes

Tourism and hospitality are international businesses, professionals of which meet people from all over the world daily. Knowledge and experience about people and cultures of countries other than your own and ability to understand and relate to different people are a definite plus to your work efficiency and career success. But accumulation of such experience and knowledge can be time-consuming and costly. The Student Exchange Programmes allow you to earn these qualities.

Application details and FAQ are regularly updated on Student Portal.

Contact:
Technical and Academic Support Division, Tel: 8598-3042 or 8598-1279 / outbound@ift.edu.mo

4.1.7 Scholarship

With the support from government, industry and community people, IFT has set up various scholarships which encourages students to go on exchange programme and overseas internship programme. Detailed information can be found on Student Portal.

Applicants should have successfully completed exchange programme or internship programme and have attained a cumulative GPA of 2.50. Application form (downloaded from Student Portal) has to be submitted by March in each academic year and all applications are evaluated by Scholarship Panel in July.

Contact:
Technical and Academic Support Division, Tel: 8598-1371 or 8598-3127 / a_support@ift.edu.mo

4.1.8 Student representatives for Pedagogic Council Meeting

A class representative is selected by each programme group to:

a. Collect class opinions and suggestions about campus life and study programme,
b. Attend monthly Pedagogic Council Meetings,
c. Bridge the communication between the lecturers/IFT and the students, and
d. Act as role models for the class.

Contact:
Technical and Academic Support Division, Tel: 8598-1371 or 8598-3127 / a_support@ift.edu.mo
The Senior Thesis/Project is the capstone achievement of your academic experience at IFT. Every student completing a daytime BSc programme (Heritage Management, Hotel Management, Tourism Business Management, Tourism Event Management as well as Tourism Retail and Marketing Management) will need to complete this requirement in their fourth-year of study. This individual assignment represents an in-depth research project or study on a topic of your choice that provides you the opportunity to be individually guided by a supervisor in the conceptualisation, design and facilitation of your research/project. The following are key benefits of this experience:

a. Demonstration of critical thinking in the conceptualisation, design and realisation of your individual thesis/project.

b. Heightened self-awareness as you engage in a challenging assignment that will help to clarify your academic interests and career goals

c. An opportunity to apply knowledge and skills learned throughout your programme to investigate contemporary issues in the industry

d. Public acknowledgement of successful completion of this Capstone project

e. Potential publication, if your Senior Thesis/Project assignment is invited to participate in the Tourism Education Student Summit (TEd Summit) event

f. Continued support in the form of IFT Scholarship, up to one year after graduation, to attend and present at international conferences provided your paper is accepted

g. Evidence of independent intellectual pursuit which can enhance graduate studies and employment opportunities after graduation

Initial work on the Senior Thesis/Project begins in Year 3 with the completion of an e-Module designed to introduce different research designs. Successful completion of this prerequisite with a grade > 80% enables the student to engage in the topic selection process which pairs the candidate with a supervisor. It is within the constructs of the 6-credit THES413 course you will complete your final product and hopefully qualify to participate in the Senior Thesis/Project “Tourism Education Summit Event (TEd Summit)”. Any questions regarding the Senior Thesis/Project should be directed to the Regent for Thesis/Project (laurie@ift.edu.mo).
4.2 Evaluation/Assessment

1. Evaluation Components

IFT follows a continuous evaluation procedure. Therefore, the following should be considered.

a. All components in the evaluation mix, e.g. quizzes, assignments, projects, etc., are compulsory and students may not skip any of them in order to pass the course.

b. A written examination is normally required for all courses.

c. Any kind of assessment method can be used, such as examinations, project discussions, or presentations, as stated in the course outline distributed by each lecturer at the beginning of the semester.

2. Responsibility

a. Students are responsible for checking the date, the time and the location of their evaluation for different courses, and for presenting themselves for evaluation at the appointed place and time. They are required to bring along their personal ID Cards and Smart Cards for identification.

b. Students are allocated specific desks for each evaluation they are taking. Seat plan can be checked via eServices before the commencement of the evaluation. Any student who cannot find his/her name on the seating plan should inform Technical and Academic Support Division immediately.

c. Students will be admitted into the evaluation venue by invigilators at least 15 minutes before the commencement of evaluation and all students should be properly seated 10 minutes before evaluation starts. Upon entering, students are subject to the authority of invigilators and must act according to any instructions given. Students who arrive after the examination start time (i.e. 0930 or 1430) will not be allowed to enter the venue until the Chief Invigilator has made all the announcement and no extra time will be given. Students who are late for 30 minutes will not be allowed entry.

d. All personal belongings like notes, textbooks and electronic/smart devices (ipad, watch, phone, etc.) must be placed underneath the chair.

e. If written examination is required, no student will be permitted to leave the venue during the first 30 and the last 15 minutes, unless they are told to leave by the invigilator concerned. A student wishing to leave the venue temporarily may be permitted to do so, and s/he will be accompanied by an invigilator.

f. i. If circumstances arise during an evaluation which, in the opinion of the invigilator concerned, render it necessary to be cancelled or postponed, the Chief Invigilator will stop the evaluation and, as soon as possible, arrange for the written scripts to be collected. The incident will be reported to Head of Technical and Academic Support Division.

ii. When a report is made under such circumstances, Head of Technical and Academic Support Division will investigate the matter reported and take necessary action. In the event that another evaluation is ordered to be held, the new evaluation will be deemed to be the prescribed evaluation, and a report will be made to the final decision-making bodies concerned.

g. Students will comply with all instructions concerning the evaluation system as given by the course lecturers.

h. No person may impersonate a student, nor may any student permit himself/herself to be impersonated at any evaluation.

i. Students are not permitted to remove question papers from the venue. These are to be collected at the end of the evaluation together with the written scripts.

j. Students have to ensure that all loose pages are securely fastened into the answer book and that all work which is to be considered by examiners is handed in. No work that is removed by the student from the venue will be accepted for consideration by examiners.
3. **Use of Materials and Aids**

a. Use of dictionary of any kind is NOT allowed in all kinds of evaluation.

b. **Students should provide themselves with the necessary stationeries.**

c. If written evaluation is needed, all questions should be answered using only scripts, answer booklets, supplementary sheets and other materials provided by the Institute. Students at any evaluation will not be permitted to have in their possession or to make use of any paper, books, notes, instruments, aids or other materials unless expressly authorised in the rubric of the examination. Details of any such materials and aids which may be permitted in the evaluation will be provided to students in advance by course lecturers. Authorised materials and aids will be subject to inspection by the invigilators.

d. In the event that electronic calculators are permitted for use in an evaluation, they should be non-programmable unless explicitly allowed by concerned lecturer, hand-held, self-powered, and silent in operation. They should not possess any graphic or work display facilities. Students may not use any external media associated with an electronic calculator, such as instruction booklets, magnetic cards or memory modules. Students are responsible for ensuring that their calculators are in working order, have sufficient power supply, and that alternative means of calculating are available in the event that their calculator should fail.

e. Mathematical tables and all other materials provided by the Institute for use in evaluations must not be removed by students from evaluation venue.

4. **Misconduct During Examinations**

a. Any student who is suspected of cheating will be so informed by invigilator concerned, who can disqualify any student found guilty of misconduct.

b. Should a student be found guilty of misconduct, dishonesty, or irregularity, s/he will be disqualified and awarded an F (Fail) for that course. S/he may be expelled from the Institute, subject to the decision of IFT Academic Board.

c. **Unauthorised materials should not be brought into any examination venue.** If found on a student’s body or desk, it will be confiscated and the incident will be recorded as a misconduct.

5. **Submission of Marks**

Course lecturers are required to submit completed mark lists to SATA within 7 calendar days (including holidays), of the completion of the evaluation.

6. **Supplementary Evaluation**

a. A student requesting supplementary evaluation should have officially enrolled the courses.

b. A student who is unable to attend an evaluation under normal conditions because of hospitalisation, misadventure or force majeure (e.g. condolence leave, representing Macao for regional or international tournament, etc.), may be permitted to retake the evaluation. Request should be made to SATA within 2 working days after the concerned evaluation was done. Failure to do so will lose the opportunity to sit for the supplementary evaluation. For medical cases, student should submit the leave request via eServices with a certificate of sickness from hospital or government public health centre within 2 working days, with original document to SATA for verification, once the sick leave has ended. The regulations governing evaluation/assessment will apply. No discount from the score of final examination will be made.

c. Any student on out-patient medical cases will be required to substantiate his/her requests by submitting a leave request via eServices with a certificate of sickness from hospital or government public health centre within 2 working days, with original document to SATA for verification, once the sick leave has ended. 20% will be discounted from the score of supplementary evaluation.

d. If there is any factor arising immediately prior to or during the evaluation which the student believes could adversely affect his/her performance and which s/he wishes the examiner to take into account when assessing their performance, the student could submit a letter stating clearly the evaluation, the cause of the absence, or the manner in which the performance was affected, and must enclose
the relevant supporting documentary evidence (e.g. medical certificates) to Technical and Academic Support Division.

e. No second chance would be given to students who have failed to attend the supplementary examination as scheduled.

f. A student may not take more than 3 supplementary evaluations in any semester, unless approved by Technical and Academic Support Division.

g. A supplementary evaluation must be taken before the final evaluations of the following semester, which may be replaced by other forms of assessment like projects, assignments, etc. and should in no case be more than the weighting prescribed in the course outline.

h. A student who, after completing his/her supplementary evaluations, still has failed courses shall be required to retake the failed courses and fulfil course requirement.

7. Evaluation/Assessment Schedules

a. Evaluation or assessment schedules are sanctioned by the Institute and individual arrangement between the lecturers and the students are not acceptable. The schedule will be released to all students 4 weeks before commencement of the final exams.

b. In most cases, requests by students for special dates of scheduled evaluation/assessment will not be entertained with the exception that:
   i. In case of force majeure affecting both the student and the Institute, Technical and Academic Support Division shall determine the appropriate dates for a re-scheduling of the evaluation/assessment.
   ii. The applicant, within a reasonable period of time before a foreseeable or after an unforeseeable alleged extraordinary cause, shall write a letter addressed to Head of Technical and Academic Support Division stating the extraordinary cause for which s/he is applying for a special evaluation/assessment sitting.

c. Special requests made by the students in respect of mid-term or interim evaluation/assessment are left to the determination of individual lecturers.

8. Cognizance of Evaluation/Assessment Rules

Every student will be deemed to have both understood and accepted these evaluation/assessment rules.

Contact:
Technical and Academic Support Division, Tel: 8598-1512 or 8598-2012 / enrolment@ift.edu.mo
**4.3 Policy on Academic Dishonesty**

The Institute vehemently opposes the commission of dishonest acts and, through IFT Academic Board, imposes penalties appropriate to the gravity of dishonest acts committed intentionally and with full knowledge. Unintentional acts of dishonesty or those arising without full knowledge but interpretable as dishonest will be dealt with similarly.

Dishonest acts include but are not limited to:

a. cheating;

b. plagiarism;

c. unauthorised aiding or abetting others before, during or after a test, examination, or any form of evaluation including assignments, essays or term papers, projects, or any other submission for a mark, grade, or credit; and

d. submitting as one’s work content material that is identical to, in part or full, or attributable to another student or author.

Cheating consists of acts that include but are not limited to:

a. copying from another student’s examination paper, assignment, or other forms of academic evaluation;

b. use of unauthorised materials during an examination;

c. unauthorised collaboration with another person during an examination or in other forms of academic evaluation; and

d. obtaining a copy of an unadministered examination paper and using it to one’s advantage.

Plagiarism is presenting, as one’s own, ideas or information in written and oral submissions for academic credit when such ideas or information are not original. This infringement is best prevented by the habitual use of proper documentation, references, and citations whenever ideas and information are presented in academic submissions. The test for whether plagiarism has occurred is (a) the determination of originality and (b) sufficiency of references in an academic submission. If the ideas and information presented in one’s academic work are not unique or merely transmits ideas and information previously presented by others either in full or in paraphrased formats without proper references or citations, this would constitute plagiarism. **Lecturers will conduct random verification on students’ work for plagiarism and any submission which was found violation of the policy would be heavily penalised.**

Both cheating and plagiarism are punishable in several ways. These can include failure in the examination or course, forced withdrawal, suspension, or even expulsion. Determination of the penalties to be imposed for cases of dishonesty rests initially on the individual lecturer who shall likewise determine the gravity of the committed act of plagiarism/cheating. If a lecturer deems an act of plagiarism serious or cheating has resulted, a disciplinary hearing may be convened and the matter brought to the attention of IFT Academic Board which shall determine the appropriate disciplinary actions to impose.

**Penalties imposed on cases of dishonest acts:**

a. For first-time offender, a failed mark zero will be awarded to the course concerned. The student is not allowed to retake the course the next time it is offered.

b. For second-time offender, apart from receiving a failed mark zero for the course concerned, the student will be suspended for the immediately succeeding semester of study at IFT.

c. For third-time offender, the student concerned will be dismissed from the Institute.

d. In the case of thesis/project, a failed mark zero will be awarded. Please refer to Guidelines for Research Ethics in the Appendix.

e. Any student participating in Institute’s research activities found violating Guidelines for Research Ethics in the Appendix is subject to disciplinary action.

Contact:
Technical and Academic Support Division, Tel: 8598-1512 or 8598-2012 / enrolment@ift.edu.mo
5.0 IFT Training Units

Both Pousada de Mong-Há and Educational Restaurant offer students the unique opportunity of on-hand practical training by qualified professionals in an environment similar to which they are going to work after graduation. Guests of our training units can enjoy quality service and food without paying government tax and service charges.

5.1 Pousada de Mong-Há

Pousada is a Portuguese word meaning “a place of blessed repose”. Pousada de Mong-Há is a small elite hotel which was originally established and operated by the government for housing overseas civil servants. Pousada offers a guest the respite of harmony and calmness, rustic and genuine accommodation and is renowned for simplicity and grace. Pousada de Mong-Há is tucked away on a hill behind the famous Kun Iam Temple. It adjoins a public recreational park, with a Portuguese military fortress, a jogging circuit and a children's playground. Pousada de Mong-Há welcomes its guests with a tasteful blend of Portuguese décor with Asian touches.

Accommodation
20 guest rooms (4 suites, 8 deluxe rooms and 8 standard rooms)

Room Facilities
Individual air-conditioning and heating, remote-controlled colour cable TV, IDD telephone, Wi-Fi access, mini-bar, safety box, iron and iron board.

Other Facilities
Conference rooms, Gymnasium, Herb Garden and Library.

Services
Pousada Restaurant / Educational Restaurant
Bar service
Shuttle service
Laundry service (outsourced)

Reservations
Reservations can be made via telephone, fax, email or through internet (www.ift.edu.mo/pousada).

Check-in time: after 1500
Check-out time: before 1200 noon

Room Rates* (Bed and Breakfast Package)
Refer to webpage at http://www.ift.edu.mo/EN/Pousada/Home/Index/240.

Contact:
Pousada de Mong-Há, Tel: 2851-5222 / iftpmh@ift.edu.mo
5.2 Educational Restaurant

Our Educational Restaurant provides a modern and trendy atmosphere with seating capacity for 80 guests and a private room for 12 guests. Apart from Macanese cuisine, Portuguese cuisine and international cuisine, it offers daily special menu and Friday buffet. Hotel Management students and Tourism Event Management students will work in the restaurant as required by their courses.

Educational Restaurant opens on weekdays (except Saturdays, Sundays and Macao public holidays) with the following time:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Lunch</td>
<td>1230-1500 - A La Carte and Executive Set Lunch</td>
</tr>
<tr>
<td>Dinner</td>
<td>1900-2230 - A La Carte and Tasting Menu</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Macanese and Portuguese Buffet will be served every Friday night</td>
</tr>
</tbody>
</table>

Contact:
Food and Beverage Office, Tel: 8598-3168, 8598-1416 / iftfb@ift.edu.mo;
Kitchen Office, Tel: 8598-1373, 8598-1265 / iftfb@ift.edu.mo
Windows Office, Tel: 8598-1441, 8598-1446 / FBwindows@ift.edu.mo

IFT Friends Club

The “IFT Friends Club”, launched in 1997, aims to support students in experiencing the real world of customer service. With a number of loyal customers who frequently dine in the Educational Restaurant, it is hoped that students could have more chances to practise and improve their hospitality skills. Member privileges include:

- 10% discount on food charges at Educational Restaurant (except Friday dinner buffet, happy hour, function, special promotion, food festival and coupon);
- free entry to IFT Library.

Interested parties may contact Public Relations Team at iflpr@ift.edu.mo or 8598-3046 for application and enquiries.
6.0 Rules and Regulations

6.1 Code of Student Discipline

1. Introduction

a. Students of the Institute are obliged to comply with this Code of Student Discipline whilst on campus and/or when acting in a capacity of representative of the Institute.

b. Students must abide by all rules and regulations stipulated in this Handbook. Rules and regulations for specific activities or areas of the Institute, e.g. IFT Library, Computer Laboratories, Gymnasium, Tennis Court, etc. can be referred to the relevant sections of this Handbook.

c. The rules and regulations of IFT are superseded by rules and regulations of the organisations at which students (i) undertake internship/industry work assignments or (ii) are on official fieldtrips.

d. Punctuality in reporting for classes is very important. Lecturers may enforce such through provisions detailed in the course outlines.

e. No recording in any form by students is allowed when classes or examinations are in progress.

f. Attire on campus, other than times when the uniform is to be worn, is to be smart casual and befitting an individual who aspires to become a professional in the tourism and hospitality industries.

g. All freshman students have to be in formal uniform during school days and should temperature drop below 13 degree Celsius, IFT sportswear is allowed. Without permission given by Technical and Academic Support Division, no sportswear is allowed. Student allowed to put on sportswear will be notified to concerned lecturers by Technical and Academic Support Division. PCS will be deducted due to improper uniform standard.

Any student who does not follow the uniform and grooming standard will lead to the deduction of his/her PCS score by the lecturers, as a first warning. If the student continues to violate the rules, s/he will receive a demerit which will be recorded on his/her academic report and transcript. The third and subsequent offences will result in suspension from classes for one week.

Dress Code

Students on campus are not permitted to wear:
- hair colourings of non-natural colours;
- hair styles (unruly or long hair) which are not permissible in Theory and Practice courses;
- excessive jewellery (large and multiple rings, multiple bangles, multiple necklaces or chains) or trinkets;
- tattoos;
- singlet;
- jewellery of body piercing nature (other than a single pair of simple earrings or ear-studs for ladies);
- coloured contact lenses or sunglasses;
- long fingernails, or have their fingernails and toenails painted with bright colours or decorated with decals or glitter;
- cut-off or ripped jeans;
- revealing or obscene clothing;
- flip-flops, slippers or be barefoot;
- attire which have objectionable illustrations or slogans;
- sleeveless T-shirts;
- dirty or threadbare or frayed or unpressed clothing;
- tracksuits or overalls; and
- hats or caps or headgear.

Girls who have long hair in school uniform are suggested to have hair buns as shown in the picture.
Samples of proper dress code and grooming
Samples of improper dress code and grooming
h. As a matter of courtesy and in order not to disturb others, the use of mobile phones or pagers, even if they are in vibration mode, are not allowed during classes, evaluation sessions or in areas dedicated for quiet study such as IFT Library Quiet Zone. Any violation will lead to disciplinary action.

i. Smoking is allowed only in Aerial Garden, veranda of Pousada de Mong-H’a, Windows Cafeteria (outdoor area) and alfresco of Educational Restaurant while food and beverage consumption is allowed in Aerial Garden, rooftop of Inspiration Building, Recreation Room, Cafeteria and Educational Restaurant. Disciplinary action will be taken against offenders.

j. Students who wish to do anything in the name of the Institute must first obtain written permission from the Institute. Without this written permission, no student may claim to represent the Institute in any matter whatsoever, including correspondence with the press or public.

k. Students who wish to arrange activities open to members of the public must obtain prior permission from the Institute. The students concerned shall be responsible for the good behaviour of their visitors.

l. All Institute property and installations must not be defaced, damaged or removed. If Institute property is damaged or lost, those found responsible shall be liable to meet the cost of its repair or replacement in whole or in part.

m. Students should assist in keeping all parts of the Institute clean and tidy by utilising the rubbish receptacles provided.

n. Students may put up posters or notices only on designated notice boards after being given expressed permission by Campus Services. Unauthorised posters and notices will be removed.

o. Students are permitted to play musical instruments and personal audio/video devices only in areas designated for such purposes. The usage of devices which emit sound that may infringe on other persons’ privacy in public areas is prohibited.

p. The parking of student vehicles must be within designated parking areas. Parking in non-designated areas will result in the vehicle being removed or clamped.(only applicable to Evening Programme students).

q. The campus is open to students on the day and at the time as agreed by the Institute, information can be obtained from Technical and Academic Support Division or Reception. Students who allow i) non-IFT students accessing and using IFT resources (Recreation Room or Laboratories) or ii) IFT sports facilities without their companion, might be temporarily suspended of user privilege and Smart Card will be deactivated for the suspension period.

2. Scheme of Jurisdiction in Cases of Offence Against the Rules Governing Student Behaviour

a. In the case of minor offences as defined in (4a), jurisdiction shall be exercised by one of the authorised officers of the Institute as stated in (4b) and appeals will be heard by the Student Discipline Panel as stated in (3b).

b. In the case of major offences as defined in (5a), jurisdiction shall be exercised by the Student Discipline Panel as stated in (3b). Appeals will be heard by the President through such mechanisms deemed appropriate (see 6).

3. The Student Discipline Panel

a. The Student Discipline Panel (hereafter called “The Panel”) shall exercise summary jurisdiction in major offences against the Code of Student Discipline, and also deal with appeals arising from minor offences.

b. The constitution of the Panel may consist of the following members:

i. President;

ii. Vice-President;

iii. Vice-Director of the Tourism College;

iv. Academic Coordinator;

v. Two full-time academic staff members;

vi. Head of Technical and Academic Support Division;
vii. Student Counsellors;
viii. Student Union's President or nominee; and/or
ix. One student representative nominated by the Student Union.

4. Minor Offences

a. The nature of minor offences include:
   i. removing property without permission but without the suspicion of theft;
   ii. rowdy, boisterous or anti-social behaviour resulting in damage to property or disturbance to people where such behaviour is not intended to result in damage disturbance;
   iii. any activity of a mischievous nature which may result in disruption to the normal functioning of the Institute but which stops short of damaging property or causing injury; and/or
   iv. any offensive activity of less seriousness than those that would normally be regarded as a major offence.

b. Jurisdiction
   The following Institute officers are authorised to deal with minor offences:
   i. President;
   ii. Vice-President;
   iii. Vice-Director of Tourism College;
   iv. Director of Tourism and Hotel School;
   v. Academic Coordinator; and
   vi. such other officers as the President may designate from time to time.

c. Procedure
   i. In every case, the student concerned will be specifically informed by the Institute officer identified in (4b) or his/her representative of the details of the offence alleged to have been committed and even the opportunity of defending himself.
   ii. In cases where guilt is admitted or proved, except where the penalty is an oral warning, a record of the offence and of the penalty will be kept by Head of Technical and Academic Support Division.
   iii. When guilt is denied, and the Institute officer has found the student guilty after considering the evidence, the student has the right to appeal to the Panel through Head of Technical and Academic Support Division. The appeal, which must be made within 10 working days of the decision, shall be in the form of a letter and must state the grounds on which it is made.
   iv. The grounds for appeal when guilt is denied shall only be acceptable if they relate to either:
      - fresh evidence which for good reason had not been presented to the Institute officer at the time of the decision; or
      - a material irregularity of proceedings in the Institute officer’s disposing of the case.
   v. The Panel shall meet within 10 working days of the date at which the appeal is lodged with Head of Technical and Academic Support Division.
   vi. The student shall have the right to appear before the Panel to explain the grounds for the appeal. S/he may call such witnesses in defence as s/he may think fit provided that Head of Technical and Academic Support Division is informed of their names at least three working days prior to the meeting.
   vii. The Panel shall regulate its own proceedings in the consideration of the appeal and may summon before it such officers or persons as it deems necessary to dispose of the case.
   viii. The Panel may either uphold or reject the appeal, and may set aside, vary or confirm the penalty imposed by the Institute officer.
   ix. In all cases of appeal before it, the Panel's decision shall be final.
   x. Head of Technical and Academic Support Division shall keep a written record of the proceedings of all cases of appeal to the Panel.

d. Penalties
   The penalties which an Institute officer may impose in respect of minor offences includes:
   i. an oral or written warning that a repetition of the offence will lead to a more severe penalty;
   ii. a formal reprimand resulting in a written statement of the matter being filed in Technical and Academic Support Division for a period to be determined in each case;
   iii. exclusion from any class or physical area, or from the use of facilities, of the Institute for a period not exceeding four weeks such that in being so excluded the student is not prevented from continuing with his studies as if he were suspended as a student of the Institute.
   iv. any or all of the above together with a requirement that the student makes good, in whole or in part, any damage or loss caused to the property or premises of the Institute or used by the Institute.
5. Major Offences

a. The nature of major offences include:
   i. offences in connection with Institute assessments;
   ii. falsification or misuse of Institute documents and records;
   iii. false pretences or impersonation of others within or outside the Institute;
   iv. theft, fraud, misapplication of, or gross negligence in connection with, Institute funds or property of any kind;
   v. riotous or violent conduct causing damage to or on Institute property, or on property being used by the Institute, or seriously affecting good order within the Institute;
   vi. offences against the criminal law, where these offences involve other students or staff of the Institute or directly affect the interests of the Institute;
   vii. failure to pay any monetary recompense or to keep to the terms of any penalty imposed by an Institute officer as a result of minor offence, or of another major offence, providing always that the student has had fair and reasonable notice of the penalty and of the consequences of the failure to comply with it;
   viii. material breach of, or non-compliance with, the rules governing student behaviour for the time being in force in the Institute.

b. Jurisdiction
   i. In cases where in his opinion the gravity of the offence appears to warrant it or the appropriate penalty might be beyond the limit specified for a minor offence, the Institute officer dealing with the case shall make a report to Head of Technical and Academic Support Division within 10 working days from the date when the alleged offence takes place.
   ii. Any case instigated as a major offence by Head of Technical and Academic Support Division, including cases relating to offence in connection with Institute examinations, shall prima facie be a case of major offence and shall be dealt with by the Panel.

c. Procedure
   i. A student charged with a major offence which is to be considered under (5bii) will receive written notice from Head of Technical and Academic Support Division, clearly specifying the charge and calling upon the student to explain in writing the alleged misconduct within 10 working days from the date of the notice. If no response is received by the specified date, and the Panel is satisfied that due and proper notice of the charge and has been served, it may proceed to consider the charge and, if warranted, impose the appropriate penalty in the student’s absence.
   ii. A student wishing to admit the charge should do so in a written explanation to Head of Technical and Academic Support Division. The student needs not appear before the Panel, unless required by the Panel, but may opt to do so if he wishes.
   iii. If the student wishes to change the charge,
      - he must do so in writing to Head of Technical and Academic Support Division within 10 working days from the date of the written notice, and may choose to appear before the Panel in person; and
      - the case brought against the students shall be presented by an Institute officer appointed by the Chairman of the Panel.
   iv. The Panel may call upon the student to appear before it in order to facilitate its adjudication of the case, if deemed necessary.
   v. When a student chooses to appear before the Panel, or is called upon by the Panel to appear, s/he may call such witnesses in defence as s/he may think fit provided that Head of Technical and Academic Support Division is informed of their names at least three working days before the meeting.
   vi. In all other respects, the Panel shall regulate its own proceedings in the consideration of the case and may call before it such officers of persons as it deems necessary.
   vii. The student may admit the charge, or any part of it, at any stage of the proceedings.
   viii. If the Panel finds the charge against the student proved, it shall determine the appropriate penalty and in so doing may take into account any record of previous misconduct by the student.
   ix. Head of Technical and Academic Support Division shall keep a written record of the proceedings.
   x. The Institute reserves the right to report to the police authorities any case of a major offence which involves a breach of the criminal law.

d. Penalties
   The penalties which may be imposed by the Panel in respect of major offences include:
i. a formal reprimand resulting in a written statement of the matter being filed in Technical and Academic Support Division. The record should be filed for a period not less than 12 months from the date of the Panel’s decision;

ii. suspension as a student of the Institute for a specified period;

iii. expulsion as a student of the Institute together with the determination of a period during which the student will not be considered for re-admission to studies at the Institute;

iv. a requirement that a student completes specified academic work or assessment;

v. withholding for a specified period of any award for which the student is a candidate;

vi. any or all of the above together with a requirement that the student makes good, in whole or in part, any damage or loss caused to the property or premises of the Institute or used by the Institute.

6. Procedure for Appeals against Decisions of the Student Discipline Panel

a. In all appeal cases in regard to minor offences, the decision of the Panel is final and not subject to review by any other body.

b. After the decision of the Panel has been made on a major offence, the student shall be allowed 10 working days in which to make an appeal in writing through Head of Technical and Academic Support Division to President.

c. The appeal may be either against the decision or against the penalty and shall state the grounds on which it is made.

d. The ground for appeal against the decision shall only be acceptable if they relate to either:
   - Fresh evidence which for good reason had not been presented to the Panel at the time of its decision; or
   - A material irregularity in the proceedings in the Panel’s disposing of the case.

e. When an appeal has been notified, President shall take such action as deemed fit in considering the appeal.

f. The decision of President on the appeal shall be made within 10 working days of the appeal being lodged with Head of Technical and Academic Support Division to President and shall be notified to the student by the Head of Technical and Academic Support Division to President forthwith.

g. President may either uphold or reject the appeal, and may set aside, vary or confirm the penalty already imposed. The decision of the President shall be final and not subject to review by any other body.

Contact:
Technical and Academic Support Division, Tel: 8598-1371, 8598-3127 / a_support@ift.edu.mo
1. Introduction

a. Computing and network resources are important components of the Institute infrastructure. This Statement governs the appropriate and ethical use of these resources, informs users of expectations and responsibilities assumed in the use of IFT computing and network resources, and clarifies the context.

b. IFT computing and network resources are provided primarily to support and further the mission of IFT. IFT does encourage the use of these resources to enhance the learning, teaching and working environment of its members.

c. In this Statement, computing and network resources refer to all computing and network hardware including PABX system, all computing and network software, network user accounts, application user accounts, email user accounts and Internet access service while users of IFT computing and network resources refer to all IFT members including students, academic and non-academic employees.

d. This Statement applies to all users of IFT computing and network resources.

2. Rights and Responsibilities

a. IFT and ITT (Information Technology Team) rights and responsibilities
   i. IFT computing and network resources are properties of IFT and centrally allocated to all users by ITT. Access privileges of all users to these resources are also defined by ITT. These resources will be redrawn without any notice after the date of termination of the relationship between users and the Institute or the date when users’ checkout. Users should backup their personal files before leaving as ITT has no obligation to do so.
   ii. In order to maintain the integrity, reliability and security of IFT campus network and protect authorised users from the effects of unauthorised or improper use, ITT reserves the right to disallow or limit any use of these resources, inspect, copy, and remove or otherwise alter any data, file, or system resources which may cause disruption. ITT shall not exercise this right unreasonably and shall provide written or verbal justification for such action.
   iii. To protect the rightful benefits of the Institute, certain information of user’s network activities such as source and destination of incoming/outgoing emails, Internet usage history, logs of phone call transactions, etc is gathered routinely and will be kept for six months in the related log files. Only the Network Administrator and designated personnel have the right to view these files for network administration or administrative purposes. All this information will not be disclosed without the permission of the Head of ITT and the President.
   iv. ITT shall take all reasonable actions to protect against loss of data in its efforts to maintain the integrity, privacy and security of the network facilities.
   v. IFT reserves the right to alter these present regulations when necessary and such amendments will be posted on IFT website.

b. User rights and responsibilities
   i. Users could seek permission from ITT to use IFT computing or network resources for fundamentally different purposes than those for which they were allocated. Users could also make a request to access or verify their own data stored in the related network activity log files.
   ii. Users have the rights to access the resources which were assigned to them only. Having these rights does not imply that they can transfer/share the rights to/with others unless it is approved by ITT.
   iii. Users are responsible for the proper password protection of their user accounts.
   iv. Users should use these resources for activities that are related to the Institute or their positions. These resources are not for any kind of entertainment or sales purposes.
   v. Users are responsible for the proper use of all computer hardware. Without first seeking permission from ITT, users should not attempt to connect/disconnect any equipment to/from the network which may degrade the integrity of the network.
   vi. User should not abuse or waste these resources or attempt to degrade the performance of the campus network. Such actions include sending chain mail or an irrelevant file to a large group of recipients, downloading a huge and inappropriate file from the Internet, etc.
   vii. Users should not intentionally interfere with the work of other users or the integrity of the network. Such actions include unauthorised use of user accounts, impersonation of other users in communications, attempts to capture or break passwords, compromising privacy, destruction or alteration of data or programs belonging to other users, etc.
viii. Network objects such as data, information and programs not particularly locked or protected by the system do not imply that they can be copied, altered, deleted or manipulated. This is same as the common understanding that one does not have the right to take away belongings of others although they are not locked.

ix. All software installed in IFT’s computers must carry valid and appropriate license. Users should not copy or distribute any licensed software from the campus.

x. All installations or un installations of software should be done by ITT. Users should not install or uninstall any software, including freeware and shareware, without prior permission from ITT.

xi. Users should not intentionally or knowingly create or distribute worms or virus programs on the network, and shall take all reasonable precautions to prevent such actions.

xii. Users should not create, store, distribute or display fraudulent, harassing, obscene, indecent, pornographic, intimidating materials in IFT campus network.

c. Adjudication/Disciplinary Action
   i. All users should comply with this Statement and the law of Macao.
   ii. Any offence against this Statement may result in disciplinary action within the Institute.
   iii. For any offence against the law of Macao, IFT will cooperate with the Macao Government for investigation and impose the necessary penalties, including suspension of access to all IFT computing and network resources.

Contact:
Information Technology Team, Tel: 8598-3120 / helpdesk@ift.edu.mo
6.3 Computer Labs

1. Introduction

Apart from computer training courses, Computer Labs are also open to facilitate students in their studying. It provides computers and multifunctional photocopiers for academic use. All workstations are equipped different software and have internet access.

2. Opening Hours

Computer Labs are open during campus opening hours.

3. Admittance

Nobody is permitted to enter Computer Labs when classes are held. Access is controlled by Smart Cards. Any user without the required identity document may be asked to leave Computer Rooms immediately.

4. User Account

Each user needs a network account and a password. New students are given user accounts after being admitted. Please also refer to the Statement on the Use of IFT Computing and Network Resources in the previous section for more information about the use of the campus computing and network resources.

5. Usage Regulations

a. User conduct
   i. Smoking, eating and drinking are strictly prohibited in Computer Labs which should always be kept clean.
   ii. Computer Labs should not be used for any purposes other than the use of computer facilities. Users should, after switching off computer and clearing all their belongings, leave Laboratories when the facilities are no longer required.
   iii. Users should pay attention to the instructions from ITT, and maintain silence and refrain from disturbing.

b. Use of equipment
   i. When using the equipment, users should handle it with great care and should ensure that the correct operating procedures are properly followed. They may be liable for the cost of repair/replacement of any damage to the equipment caused by negligence or failure to adhere to the proper operating procedures.
   ii. In case of any malfunction of the equipment, users should inform ITT Service Desk immediately. Under no circumstances should users attempt to repair equipment themselves.
   iii. The multifunctional photocopiers should only be used for printing and scanning jobs for academic purposes. The multifunctional photocopiers should not be occupied for more than 15 minutes when there are other users waiting.

c. Penalties for misconduct in Computer Labs and abuse of computer service
   i. Any user who is engaged in noisy activities or who is caught disturbing other users in Computer Labs will be expelled immediately.
   ii. Functional Head of ITT may temporarily suspend a user from the use of any facility in Computer Labs, should this person be found violating Computer Lab regulations or acting in any way which may interfere with other users or with the work of ITT. The offence may also be reported to Head of Technical and Academic Support Division and to Functional Head of ITT, and the offender’s user privileges shall be withdrawn until written permission is given by Head of Technical and Academic Support Division and Functional Head of ITT.
   iii. Any user who commits any serious offence, such as stealing computer equipment or accessories, intentionally damaging computing facilities, equipment or furniture in the Computer Rooms, may be permanently excluded from using all IT facilities and will be required to pay for the cost of any damage or loss resulting from the offence. The offence may also be reported to the Institute authority for further disciplinary action.

Contact:
Information Technology Team, Tel: 8598-3120 / helpdesk@ift.edu.mo
6.4 Health Care Centre

1. Introduction

Health Care Centre provides emergency medical treatment and care to all IFT students and staff.

2. Location and medical consultation hours

A certified doctor will be on duty from Monday to Friday at the Centre. Simply present student card or staff card at the Centre for identification by the doctor.

<table>
<thead>
<tr>
<th>Location</th>
<th>Operation Hours</th>
<th>Contact Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mong Hά Campus</td>
<td>Mon – Thu 0930-1400 &amp; 1500-1745 Fri 0930-1400 &amp; 1500-1730</td>
<td>8598 1222</td>
</tr>
<tr>
<td>Inspiration Building 3/F</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Room 1301</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Forward Building F151A</td>
<td>Mon – Thu 0930-1400 &amp; 1500-1745 Fri 0930-1400 &amp; 1500-1730</td>
<td>8598 2222</td>
</tr>
</tbody>
</table>

For any medical emergency treatment during non-operation hours, please approach the nearest security station or call to any of the following numbers for assistance:

<table>
<thead>
<tr>
<th>Location</th>
<th>Contact Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mong-Hά Campus</td>
<td>8598 1278 (Team Building) 8598 3045 (Educational Restaurant Building 8598 3069 (Inspiration Building)</td>
</tr>
<tr>
<td>Forward Building</td>
<td>8598 2100</td>
</tr>
<tr>
<td>East Asia Hall</td>
<td>2885 1162</td>
</tr>
</tbody>
</table>

Contact:
Campus Services, Tel: 8598-3049 (Mong Hά Campus) or 8598 3092(Forward Building)
6.5 IFT Smart Cards

1. Introduction

All students undertaking Diploma or Bachelor Degree Programmes will be issued a multi-function IFT Smart Card (hereafter named as Smart Card) for identification purpose, access control to designated areas and attendance management.

2. Functions Offered by Smart Cards

Smart Card serves as:
- Student Card;
- Library Card;
- Access control card to various campus facilities such as Laboratories and Car Park; and
- Punch card for attendance management.

3. Use of Smart Cards

a. All operations are done by simply placing Smart Cards on card readers installed on campus.

b. Do not put two cards on to the card reader at the same time.

c. Cardholders are kindly requested to take good care of the cards and prevent them from being scratched, written on or bent. Do not put them in wallets or bags next to coins, studs or zippers.

d. Make sure that the card is not being sat on in the back pocket to avoid damaging the microchip inside.

e. If the card is not working properly, cardholder should immediately report the problem to Technical and Academic Support Division (for students) respectively.

4. Regulations on the Use of Smart Cards

a. All Smart Cards remain the property of the Institute and they are not transferable.

b. First and all subsequent renewal card issuances by IFT are free of charge. However, MOP100 will be charged to the cardholder for card replacement due to loss, damage and theft.

c. Cardholders are liable to any and all negative consequences arising from the loss or theft of your card.

d. If Smart Card is lost or stolen, cardholder should immediately report the problem to Technical and Academic Support Division (for students) respectively. The respective department should immediately take steps to deactivate Smart Card as soon as it receives the message of loss or stolen.

e. The Institute reserves and retains all the rights pertaining to the use of Smart Cards, including the right to suspend any suspect or defective card and request cardholder's assistance in any investigation.

f. Use of Smart Card constitutes acceptance of all the terms and conditions stated in these rules and regulations governing the use of Smart Cards. IFT reserves the right to alter these regulations when necessary and such amendment will be posted on IFT website.

g. The validity of Smart Cards is the normal duration of study of the cardholder at IFT.

Contact:
Information Technology Team, Tel: 8598-3120 / helpdesk@ift.edu.mo
6.6 IFT Library

1. Mission

IFT Library (hereafter named as Library) focuses on collecting reference materials related to tourism management, hospitality studies, event management and cultural heritage studies and courses provided in the curriculum of IFT, it aims to support student learning, academic and research support in a user friendly manner.

2. Admittance

a. To have access to the Library, a user has to present either a valid Student Card, Staff Card or Library Card.

b. Staff from Government Departments and practitioners of the tourism and hospitality industries, upon the authorisation of the Library, could have access to the Library.

c. Those who can provide proof of their need to use the Library may be admitted, provided they have the authorization of the Library.

3. Timetable

a. Opening hours

<table>
<thead>
<tr>
<th>Opening Hours</th>
<th>Mong-Há Campus Library</th>
<th>Taipa Campus Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday</td>
<td>0900-2200</td>
<td>0900-2200</td>
</tr>
<tr>
<td>Saturday and Sunday</td>
<td>0900-1800</td>
<td>0900-1800</td>
</tr>
</tbody>
</table>

b. Library is closed on official holidays of Macao (Please refer to the calendar of public holidays published in the “Boletim Official da Região Administrativa Especial De Macau” of the corresponding year).

c. Users will be advised to leave 15 minutes before the Library closes, in order to adhere to the timetable.

d. Users of Library will be advised if there is an alteration to the timetable. Please kindly refer to IFT Library Webpage (www.ift.edu.mo/library).

Notice: Special operating hours during examinations and term break will be announced on our website in advance.

4. Reading and Consultation

a. Users are granted access to all reference materials on display in the Library, except in the case of (4c) and (4f).

b. Users are allowed to consult all available documentation within the Library or borrow to be read at home, except in cases (4c) to (4f).

c. Materials in the "On Reserved" section can be viewed but not borrowed. In order to consult the reserved materials, the user is required to present his/her Smart Card or Library Card, which will be kept at the circulation counter until the particular materials are returned. Each user is eligible to consult these 'On Reserved' materials for a maximum duration of three hours if another user had queue up for the same materials.

d. Materials in the “Course Reserve” section can be viewed within the Library only.

e. Reference documents, namely annual publications, bibliographies, statistics, dictionaries, encyclopedias, almanacs, atlases, maps and serial publications, as well as any document in a poor state of preservation, can only be viewed within the Library, except in cases pertaining to (4h).

f. Bibliographical materials in the format of folder with flying pages are kept in the special display area. Owing to preservation reason, only IFT staffs are allowed to borrow them to read outside the Library. Student users have to leave their cards at the circulation counter when consulting these materials inside the Library.
g. All Library materials, including books, audio-visual materials, as well as maps and tutorial materials requested by the lecturers/professors for use in the classroom, can only be used after having been duly processed.

h. Professors/Lecturers are authorized to borrow maps and tutorial materials for use in the classrooms by filling in a special requisition form, except in cases pertaining to (4c) and (4d).

i. The latest editions of periodical publications can be found on the display shelves, according to their respective subject.

j. Teacher's manuals are reserved for professors/lecturers who teach in the corresponding subjects only.

5. Rules for Library Loans

a. Identification: In order to maintain control of the material lent out, it is necessary for borrowers to present their valid Smart Cards or Library Cards.

b. Loan quotas: Without written permission of the Library, the maximum number of books in any one time period that a borrower may have on loan to him/her is as follows. Besides, each user has two extra quotas for borrowing Fiction Collection.

<table>
<thead>
<tr>
<th>Patron Type</th>
<th>Total Quota</th>
<th>On-Loan Items</th>
<th>On-Loan Duration (Days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bachelor / Diploma</td>
<td>8</td>
<td>B,AV</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>FC</td>
<td>16</td>
</tr>
<tr>
<td>Staff</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full-Time Academic Staff</td>
<td>20</td>
<td>B,TE,F</td>
<td>60</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AV</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>FC</td>
<td>16</td>
</tr>
<tr>
<td>Part-Time Academic Staff</td>
<td>10</td>
<td>B,TE,F</td>
<td>60</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AV</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>FC</td>
<td>16</td>
</tr>
<tr>
<td>Administrative</td>
<td>5</td>
<td>B,AV</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>FC</td>
<td>16</td>
</tr>
<tr>
<td>External Users</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Industry Library Membership</td>
<td>3</td>
<td>B</td>
<td>8</td>
</tr>
<tr>
<td>Macau Academic Library Alliance</td>
<td>3</td>
<td>B</td>
<td>21</td>
</tr>
<tr>
<td>Alumni</td>
<td>3</td>
<td>B</td>
<td>8</td>
</tr>
</tbody>
</table>

Remarks:

ii. Maximum renewal is 3 times for above items. (Except for External Users)
iii. Academic staff are eligible to borrow course reserves if there are more than one copy in the Library

<table>
<thead>
<tr>
<th>Patron Type</th>
<th>Total Quota</th>
<th>On-Loan Items</th>
<th>On-Loan Duration (Days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bachelor / Diploma</td>
<td>8</td>
<td>B,AV</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>FC</td>
<td>16</td>
</tr>
<tr>
<td>Staff</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full-Time Academic Staff</td>
<td>20</td>
<td>B,TE,F</td>
<td>60</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AV</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>FC</td>
<td>16</td>
</tr>
<tr>
<td>Part-Time Academic Staff</td>
<td>10</td>
<td>B,TE,F</td>
<td>60</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AV</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>FC</td>
<td>16</td>
</tr>
<tr>
<td>Administrative</td>
<td>5</td>
<td>B,AV</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>FC</td>
<td>16</td>
</tr>
<tr>
<td>External Users</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Industry Library Membership</td>
<td>3</td>
<td>B</td>
<td>8</td>
</tr>
<tr>
<td>Macau Academic Library Alliance</td>
<td>3</td>
<td>B</td>
<td>21</td>
</tr>
<tr>
<td>Alumni</td>
<td>3</td>
<td>B</td>
<td>8</td>
</tr>
</tbody>
</table>

Remarks:

ii. Maximum renewal is 3 times for above items. (Except for External Users)
iii. Academic staff are eligible to borrow course reserves if there are more than one copy in the Library

iv. On special occasions such as when the Library needs to carry out an inventory check, all loans may be recalled and it must then be returned on or before the new due date. Late return will be treated as an overdue and is liable to an overdue administrative charge.
e. Overdue administrative charge: Borrowers are responsible to return their loans on or before the due date. The overdue administrative charge is calculated with effect from the day following the due date, charged at MOP10.00 per item per working day.

f. The maximum overdue charge is MOP500 per loan. Thereafter if a loan is still not returned, they will be regarded as lost and an additional charge equivalent to the cost of the replacement of the book plus the processing costs will be claimed. Thus, the total amount of the extra administrative charge for the mentioned case would be MOP500 plus two times of the item price.

g. Return items will not be accepted for waiving or reducing overdue administrative charges after the lost claim notices are issued.

h. Overdue notice: Attempts will be made to send overdue notices to borrowers as soon as possible. All Library notices are e-mailed to users with IFT email accounts. Non-receipt of such notices will not be accepted as an excuse for waiving or reducing overdue administrative charges for overdue loans.

i. All administrative charges shall be paid via the Campus Kiosk using MACAUpass or at the Administrative and Financial Support Division.

j. At the end of the loan period, a user may ask for a renewal of the period for the same length of time as before. Renewal will not be authorized to overdue items or if another user has made a prior request to borrow the same material. Users can arrange the renewal through Webpac (Web Public Access Catalogue) by themselves, or they may bring their renewal items to the circulation desk to arrange for renewal.

k. Users may serve any borrowed items through the Webpac or at the circulation counter. Upon receiving the return loan, the user will be informed of the availability by IFT e-mail.

l. Users are forbidden to lend material to a third party.

m. Interlibrary loan can be applied at the circulation counter in the Library.

6. Rules for Book Return

   a. The ‘Book Return’ will be in service ONLY when the library closes. Please return your books directly to the library counter.

   b. All items will be treated as OVERDUE even users drop them inside the ‘Book Return’ ON the due date.

   c. Users are liable to pay any overdue administrative charges when depositing overdue items inside the ‘Book Return’.

   d. All books deposited to the ‘Book Return’ will be collected by library staff on the following working day, please check your Library Account to view current status of your items.

   e. Please DO NOT take any books out from the ‘Book Return’, for any check out, kindly approach the library.

7. Rules for Meeting Room

Regulations of meeting room: Three meeting rooms can be found in the Mong-Há Campus Library for discussion and project work. Flip chart is available upon request. Interested parties may check the time availability in Venue Booking System, fill in the online form and your booking will be confirmed if no one places a request on the same date and time.

Under Normal Situation:
   i. The room is open to all users, when no reservation is made.
   ii. Door should be kept open all the time when no reservation is made.
   iii. Eating, drinking, smoking, sleeping, using pagers and mobile phones, shouting, playing and misconduct of any kind are strictly prohibited.
Under Reservation:
i. A minimum of 3 (for Meeting Room A), 8 (for Meeting Room B) or 6 (for Audio Visual Room) persons should show up (within 15 minutes).
ii. Users can reserve the room at a maximum of 2 hours a time. Extension could be made if no reservations follow.
iii. Extension should be made half an hour before the end of current reservation.
iv. Door should be kept closed.
v. Eating, drinking, smoking, sleeping, using pagers and mobile phones, shouting, playing and misconduct of any kind are strictly prohibited.

Any violation of the above term(s) will result in the suspension in using the meeting room. The Library reserves the right to adjust the regulations without further notices.

8 Rules for Locker Service

a. Users can use the lockers when they enter the Library, and should clear their belongings from the lockers before leaving.

b. Valuable materials are not suggested to keep inside the lockers.

c. Any abuse use of lockers (such as keeping as personal lockers, etc.), the Library has the authority to clear the lockers, and users are liable for all responsibilities thereafter.

d. Library is not responsible for any loss.

e. Library has the right to modify the regulations without any notice.

9 Conduct in the Library

a. Group work should not, under any circumstances, disturb the tranquillity of the Library. Any user causing disturbance to others and ignoring the verbal warning of the Library staff may be expelled from Library.

b. Users are forbidden to mark, fold, and spoil in any way, the Library materials or to remove any signs added by the services of the Library (notes, stamps, or any other registration marks).

c. Users are forbidden to smoke, drink, eat, sleep, talk (loudly), sit down on the table or on the arms of the chairs, or move furniture from the position where it is, in the Library.

d. Mobile phones, pagers, telephones or any beeping devices should not be used inside the Library.

e. Users are responsible for their personal belongings inside the Library.

f. Books stamped with “Reference” are not allowed to be taken away from the Library unless prior permission is given.

g. In order to avoid any misplacement of the books and the Library materials, users should leave them on the table or the book cart. Users can also hand them back to the Library staff for shelving.

h. For the convenience of the other users in locating the periodicals that are frequently used, users should place the newspapers and the magazines on the specified shelves after consulting them.

i. When using IT resources, such as computers, scanners, multifunctional photocopiers, etc. inside Library, users should comply with the Statement on the Use of IFT Computing and Network Resources.

j. Pets are not allowed to enter the Library.

10. Sanctions

a. The borrower will automatically lose the borrowing privilege when there is any overdue item appearing in his/her Library loan record.

b. In the event of the same user repeatedly returning damaged material, the Library reserves the right to suspend future borrowing.
c. Requested or borrowed material is to be preserved in good condition by the borrower. In the event of loss or damage to the material, an additional administrative charge equivalent to the cost of the replacement of the book plus the processing costs (i.e. two times of the item prices) will be claimed. If there is no reference for the price of the lost or damaged item, the replacement cost will be calculated by the number of pages. Each page will be charged at MOP1 and the minimum charge will be MOP100. Those items with no reference of page numbers will be charged at MOP300. In case when the price of non-print or multimedia materials are not clear, the replacement cost will be decided by the price of similar items available in the market.

d. In the event that users are found occupying the compartments (lockers) of Library with their personal belongings when they are not using the Library, Library staff may remove them from the lockers as unwanted materials. Moreover, Library reserves the right to suspend the future usage of the lockers by these users.

e. Any misconduct mentioned in the previous sections is considered as a Library offence. The Library reserves the right to suspend the future privileges of the user in using Library services when s/he ignores the verbal warning from Library staff. In the case of the offender, s/he will be served with a warning letter via email, notifying Academic Coordinator, Head of Technical and Academic Support Division and Student Counsellors.

f. Users should be responsible for their conduct inside the Library. Any cases related to theft and vandalism may be referred to the Macao Special Administrative Region Police Department.

11. Recommendation of Library Acquisition

a. Users are welcome to recommend Library acquisitions by submitting the recommendation forms together with the information (such as editorial reviews, table of contents or the bibliographical sources, from which you select the specific titles) of the materials to the Library. The recommendation forms can be downloaded or submitted online via the Library Website.

b. Student’s recommendation should be first endorsed by the professors/lecturers of the corresponding subjects or by the Academic Coordinator.

c. Recommendations will then be submitted to Library for opinion regarding the interest and relevance of an acquisition before passing to the Administrative Council for approval.

12. Photocopying

a. Photocopying inside the Library is on a self-service basis. Users can make photocopies with their Macau Pass.

b. When using the Library photocopier, users should assume all responsibility and consequences for violating patents and copyrights.

13. Food and Drink Guidelines

a. Covered beverages and small odorless snacks are permitted in the Casual Reading Area of Taipa Campus Library. Messy or aromatic foods and meals (eg. pizza, hamburgers, hot food) are not permitted.

b. Food and drink pose a potential risk to library collection, equipment and furnishing. Please act responsibly when consuming food and drink in the library.

c. All rubbish must be placed in the bins provided.

d. Report any spills that many occur to library staff immediately.

e. Help us to keep the library free of litter including cans, bottles and food containers/wrappers.
14. Special Regulations

a. In addition to the above regulations, the Library can adopt contingency measures to ensure the smooth operation of the Library.

b. The Library reserves the right to adjust the regulations without further notices.

Contact:
IFT Library, Tel: 8598-3071 / library@ift.edu.mo
6.7 Sports Facilities

1. Introduction

The sports facilities available at IFT are tabulated below:

<table>
<thead>
<tr>
<th>Location</th>
<th>Facilities</th>
</tr>
</thead>
</table>
| Recreation Room of Educational Restaurant Building | - Foosball machine  
- Snooker table*                               |
| Team Building                         | - Outdoor Multi-purpose Court equipped with facilities for tennis, basketball and mini football  
- Gymnasium provides basic gymnastic machines                           |
| Inspiration Building                  | - Squash Court  
- Indoor Multi-purpose Court equipped with facilities for badminton, table tennis and volleyball  
- lockers and shower facilities at I206 (female shower room) and I207 (male shower room) which are located inside Indoor Multi-purpose Court |
| Forward Building                      | - Gymnasium provides basic gymnastic machines                                |
| East Asia Hall                        | - Foosball machine  
- Snooker table*                                                                |

*Snooker ball set and cue are available at (i) Reception Counter of Team Building (Mong-Há Campus) or (ii) Security Station (East Asia Hall).

2. Details

Regulations for using sports facilities, please click [here](#).

Contact:  
Campus Services, Tel: 8598-3047(Mong-Há Campus) 8598 3092 (Forward Building) / cs_helpdesk@ift.edu.mo

6.8 Student Hostel

Regulations for student hostel, please click [here](#).

Contact:  
Pousada de Mong-Há, Tel: 2851-5222;  
Hostel Management Team, Tel: 8598-3044 / ifthostelteam@ift.edu.mo
6.9 Student Lockers

1. Eligibility
   a. Lockers for storing personal belongings are available to full-time students on a one-to-one basis and are allocated on a first-come-first-served basis.
   b. A student who intends to apply for a locker should request through eServices.

2. Use of Lockers
   a. Lockers are rented on an academic year basis, with renting period posted on SATA portal.
   b. All year 1 students are assigned a locker for the first year. Other students could apply by themselves when necessary.
   c. An annual rental fee of MOP100, subject to annual review, should be paid via Campus Kisok using MACAUpass once the request is approved by Technical and Academic Support Division.
   d. Lockers are not transferable. Students who wish to change their lockers must send request through eServices to Technical and Academic Support Division.
   e. Lockers are properties of the Institute. The Institute also reserves the right to relocate lockers provided that prior notices are given.

3. Penalties
   Students are responsible for keeping their lockers in good condition during the rental period. Any student who damages a locker intentionally must pay for the repair or the replacement, and will be subject to disciplinary action.

4. Return of Lockers
   a. Students would be notified to return their vacant lockers towards the end of the respective academic year. Any items found therein after the due date will be cleared.
   b. Students who withdraw from studies or whose studies are terminated must clear their lockers immediately. If students fail to do so, Campus Services shall have the authority to open such lockers and dispose of all property found therein.

5. Loss of Property
   a. Students must take full responsibility for the items stored in the lockers. It is not advisable to store money and valuables in the lockers. Any loss or damage must be reported to Technical and Academic Support Division immediately.
   b. The Institute shall not be liable in any circumstance for any loss or damages to property stored in any locker.

Contact:
Technical and Academic Support Division, Tel: 8598-1371 or 8598-3127 / a_support@ift.edu.mo
The customers of Cafeteria are students and staff. It provides a convenient and a substantial choice of catering. Approved guest by the management can also dine here with staff or student price. Other outside guests are also welcome to consume food and beverages at Cafeteria, in condition that they need to pay 3 times of normal price. Outside guests are mostly welcome to dine at Educational Restaurant.

Is the food expensive?

All food and beverage items are at a very special price as the institute has subsidised a large percentage of the cost. Only students and staff are entitled to enjoy this privilege.

How can I buy a meal?

Staff and students are required to pay for the food and beverage consumption with MACAUpass at the cashier. Complimentary coffee and tea is available within operating hours.

Are there any rules to follow or to take note of?

1. Aside from the breakfast breads and discounted pastries, all food and beverage items supplied by Cafeteria are to be consumed within Cafeteria, please do not bring out of the catering area.

2. To ensure the food hygiene, please do not bring outside food and beverage items to Windows Cafeteria for consumption.

3. All tableware (e.g. plastic Coca Cola cups) supplied by Windows Cafeteria could only be used within the premises of Windows Cafeteria, please do not bring out of the catering area.

4. For students and staff who have MACAUpass should use it for payment, Cafeteria cashiers reserve the rights to ask students or staff to show their student or staff ID cards for proving their identities. Those who are not MACAUpass holders should settle their payment in cash (MOP only) at the cashier.

5. Approved guest by the management should fill in their information to prove their identity, or else, they cannot enjoy the staff or student prices. Pet is prohibited inside Windows Cafeteria.

6. No refund or change after you have made the payment for order. Besides, refillable is not allowed for those purchased items.

7. Both students and staff need to comply with the Institute regulations regarding the kitchen food waste recycling procedure.

8. Since the cashier’s cash flow is quite limited, we may refuse to accept MOP1,000 / MOP500 notes and no change service is provided.

9. In order to provide a better and faster service, students and staff are recommended to come to the Cafeteria for meals during the slots from Monday to Friday as follows:

<table>
<thead>
<tr>
<th>Windows Cafeteria</th>
<th>Breakfast</th>
<th>0800 - 1000</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Lunch (for on-duty staff)</td>
<td>1130 - 1230</td>
</tr>
<tr>
<td></td>
<td>T &amp; P course students</td>
<td>1200 - 1300</td>
</tr>
<tr>
<td></td>
<td>Lunch</td>
<td>1200 - 1430</td>
</tr>
<tr>
<td></td>
<td>Dinner (for on-duty staff)</td>
<td>1800 - 1830</td>
</tr>
<tr>
<td></td>
<td>Dinner</td>
<td>1800 - 2000</td>
</tr>
</tbody>
</table>

Contact:
Food and Beverage Office, Tel: 8598-3168, 8598-3185 / iftb@ift.edu.mo;
Kitchen Office, Tel: 8598-1373, 8598-1265 / iftb@ift.edu.mo
Windows Office, Tel: 8598-1441 8598-1446 / FBwindows@ift.edu.mo
7.0 Fees and Charges

1. Application Fee and Tuition Fee for Degree Programmes

   a. MOP200 is charged upon application to Degree Programmes.

   b. Students of 2018/19 intake

<table>
<thead>
<tr>
<th>Description</th>
<th>Students from Macao</th>
<th>Students from Mainland China, Hong Kong and Chinese Taiwan</th>
<th>Students from other places</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual fee</td>
<td>MOP24,000 / year</td>
<td>MOP28,800 / year</td>
<td>MOP37,400 / year</td>
</tr>
<tr>
<td>Per credit charge</td>
<td>MOP820</td>
<td>MOP980</td>
<td>MOP1,270</td>
</tr>
</tbody>
</table>

   c. Students before 2018/19 intake

<table>
<thead>
<tr>
<th>Description</th>
<th>Students from China (including Macao, Hong Kong and Chinese Taiwan)</th>
<th>Students from other places</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual fee</td>
<td>MOP24,000 / year</td>
<td>MOP31,200 / year</td>
</tr>
<tr>
<td>Per credit charge</td>
<td>MOP820</td>
<td>MOP1,060</td>
</tr>
</tbody>
</table>

   Remarks:
   - Retaking / Enrolling internship incurs a full semester tuition fee payment.
   - Transfer students will be charged for the study semesters at IFT.
   - Debit note for tuition fee is downloaded from eServices and notification will be sent to students. The following is the payment method which can be used to settle tuition fee and hostel fee.

2. Payment Methods for Bachelor Degree Programmes (including Hostel Fee)

   a. Payment at Cashier and Enquiry Counter, Inspiration Building
      - Credit Card/UnionPay/Local Company Cheque/Cashier Order
      - (either one of the payment methods above can be chosen for fee settlement)

      Within payment period stated on the debit note, students bring along the debit note and settle the fee by Credit Card (VISA/MASTER) or UnionPay (Credit or Debit Card) or Local Company Cheque or Cashier Order (cheque or cashier order should be made payable to “Instituto de Formacao Turistica”). Once the fee is received, student will be given a receipt and the payment status of that debit note will be updated as “Paid”.

      Office hours
      Monday to Friday 09:00 – 13:00, 14:30 – 19:00
      Closed on Saturday, Sunday and Public Holidays

      Note: Students can choose either one of the payment methods above to settle the fee at Cashier and Enquiry Counter, Inspiration Building

   b. Payment at “Bank of China, Macau Branch” or “Banco Nacional Ultramarino”

      Bring along the debit note to Bank of China, Macau Branch or Banco Nacional Ultramarino and settle the fee as stated on the debit note. The part 3 of the debit note will be given back to the student for reference.

      The payment status of that debit note will be updated as “Paid” within 3 working days after the bank receives the fee.

   c. Online Payment through Internet Banking at “Bank of China, Macau Branch” or “Banco Nacional Ultramarino”

      User of Bank of China Macau Branch or Banco Nacional Ultramarino can settle the fee through their internet banking services provided before the payment due date stated on the debit note. Please select “Institute for Tourism Studies (IFT)”, then input the Debit Note No. for the online payment. Fees for internet banking transaction (if any) shall be borne by students. Online payment is subject to system availability of the bank.

      The payment status of that debit note will be updated as “Paid” within 3 working days after the bank receives the fee.
d. BOC Express

User of Bank of China Macau Branch can settle the fee through BOC Express. The payment status of that debit note will be updated as “Paid” within 3 working days after the bank receives the fee.

e. Caixa Online Payment

Students can settle the fee through Student Information eServices. Go to the Debit Note section and click the "Online Payment" icon which will redirect students to the CAIXA online payment page.

f. Payment by Remittance

Students can settle the fee by remittance from abroad or Mainland. The exact amount stated on the debit note can be transferred to the accounts of IFT in Bank of China, Macau Branch. The remittance information is listed below:

Bank Name : Bank of China Macau Branch
Bank Address : Avenida Doutor Mario Soares, Bank of China Building, Macau
Beneficiary Name : Instituto de Formacao Turistica
Beneficiary Address : Colina de Mong-Ha, Macau, China
Beneficiary Bank A/C No. : 01-01-20-78688-7
Telegraph transfer code (SWIFT code) : BKCHMOMX

Please fill in the information of Beneficiary and Applicant (e.g. name, address, Telegraph transfer code, Beneficiary’s A/C no., etc.) clearly on the application for remittance and have the personal information such as student name, student ID and debit note no. on the remark. The date of transacting the remittance should not be later than the due date on the debit note, students have to instruct the bank that all charges incurred for the transaction should be borne by the student and the final remitted amount to IFT should be the same as shown on the debit note. Otherwise, students have to settle the deficit derived before proceeding course enrolment (at the same time, there will be an outstanding debit note in student’s account). After completing the remittance, students have to upload a scanned copy of the remittance form through the Student Information eServices for accurate matching and timely update of student's payment record. The payment status will be updated as "Paid" within 5 working days after the remittance and the remittance form are accepted.
g. Payment beyond Payment Period

Payment made beyond payment period will incur an additional administrative charge:
Administrative charge for tuition fee late payment – MOP200
Administrative charge for hostel fee late payment – MOP200

Payment made beyond payment period has to be settled at Cashier and Enquiry Counter at Inspiration Building during office hours by Credit Card (VISA/MASTER) or UnionPay (Credit or Debit Card) or Local Company Cheque or Cashier Order (cheque or cashier order should be made payable to “Instituto de Formacao Turistica”). Once the fee is received, student will be given a receipt and the payment status of that debit note will be updated as “Paid”.

Office hours
Monday to Friday 09:00 – 13:00, 14:30 – 19:00
Closed on Saturday, Sunday and Public Holidays

Note: Students can choose either one of the payment methods above to settle the fee at Cashier and Enquiry Counter, Inspiration Building

h. Refund Policy

i. All fees paid (including caution fee) will not be refunded under any circumstances unless otherwise stated.

<table>
<thead>
<tr>
<th>Payment period</th>
<th>For settlement of</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 – 10 Jan 2019</td>
<td>Second Semester 2018/19</td>
</tr>
<tr>
<td>01 – 10 Aug 2019</td>
<td>First Semester 2019/20</td>
</tr>
</tbody>
</table>

ii. Late payment
i. Students wishing to settle tuition fee beyond the regular deadline should request so to Technical and Academic Support Division and the extended deadline would be the last working day of the first week of each semester. An additional administrative charge of MOP200 will be levied.
3. **Application via eServices**

<table>
<thead>
<tr>
<th>Service items governed by Performance Pledge Programme</th>
<th>Handling time after settlement of application fee</th>
<th>Per copy fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Academic report (by semester)</td>
<td>3 working days</td>
<td>MOP50</td>
</tr>
<tr>
<td>2. Transcript (by programme)</td>
<td>3 working days</td>
<td>MOP50</td>
</tr>
<tr>
<td>3. Testimonial (samples are available in moodle)</td>
<td>3 working days</td>
<td>MOP50</td>
</tr>
<tr>
<td>4. Course outline (one copy for the same academic year)</td>
<td>3 working days</td>
<td>MOP50</td>
</tr>
<tr>
<td>5. Smart Card replacement</td>
<td>3 working days</td>
<td>MOP100</td>
</tr>
<tr>
<td>6. Lockers (for annual rental)</td>
<td>2 working days</td>
<td>MOP100</td>
</tr>
<tr>
<td>7. Supplementary exam</td>
<td>3 working days</td>
<td>MOP150</td>
</tr>
<tr>
<td>8. Others</td>
<td>3 working days</td>
<td>---</td>
</tr>
</tbody>
</table>

**Remarks:**
- If the application fee is not settled after the request has been approved within 7 days from the approval day, the application will be automatically cancelled by the system.
- Items 1 to 5 will not be posted or emailed to registered students. Therefore, sufficient application lead time should be anticipated.
- System email will be sent to applicants when the above is ready for use / collection. They will be disposed of if not collected within 3 months.

<table>
<thead>
<tr>
<th>Other service items (free of charge)</th>
<th>Handling time upon submission of necessary information / documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Leave</td>
<td>3 working days</td>
</tr>
<tr>
<td>2. Appeal</td>
<td>2 working days</td>
</tr>
<tr>
<td>3. Course Add/Drop</td>
<td>2 working days</td>
</tr>
<tr>
<td>4. Deferral</td>
<td>3 working days</td>
</tr>
<tr>
<td>5. Withdrawal</td>
<td>3 working days</td>
</tr>
<tr>
<td>6. Miscellaneous</td>
<td>3 working days</td>
</tr>
</tbody>
</table>

The requested document will be prepared after the applicants have settled the application fee via Campus Kiosk using MACAUpass and when they have no outstanding fees with the Institute. Any outstanding fee arising from eServices will prevent students from proceeding with course enrolment. Simply login eServices and click Debit Note to check your payment status.

Any request which needs to be processed in less than the stipulated working days should be justified with valid reason and when necessary, the students have to substantiate the urgent request with proof. If such request is accepted, the document will be issued after 24 hours from the time of application.

**Payment with Student Card via Campus Kiosk**
1. Select payment type on touchscreen;
2. Scan Student Card at student card detection zone;
3. Check payment amount;
4. Scan Student MACAUpass at MACAUpass detection zone;
5. Select “Confirm” on touchscreen to end transaction.

**Payment without Student Card via Campus Kiosk**
1. Select payment type on touchscreen;
2. Enter Student Card number and the last 4 digits of registered ID number* / passport number;
3. Check payment amount;
4. Scan Student MACAUpass at MACAUpass detection zone;
5. Select “Confirm” on touchscreen to end transaction.

* Macao BIR, Mainland China ID or Chinese Taiwan resident ID only

4. **Certified True Copy**

Any student who wishes to have certified true copy of the following documents could simply bring original document to SATA whose staff would make copies for them. Each document type is limited to 5 copies. This service is free of charge.
- Honour certificate
- Graduation certificate
5. **Dining Etiquette Sessions**

These sessions are part of the course Supervised Work Experience and all Hotel Management Year 2 students should pay a semester expenditure of MOP300 when they settle their first tuition payment for Year 2.

6. **Graduation Gown Rental / Purchase**

For the official graduation ceremony of Bachelor Degree Programmes, graduates are required to pay a rental fee of MOP100 for the gown, tassel and hood. Any student who is interested in possessing can purchase a complete set at a cost of MOP400.

7. **SERVSAFE® FOOD SAFETY MANAGER TRAINING AND CERTIFICATION**

IFT will arrange all year 1 students of Culinary Arts Management to take this examination and will pay for the examination fees. If a student fails, s/he could retake as many times within 10 days at his/her own expenses.

8. **Student Hostel**

**Rental Fee**

Student Hostel monthly rental fee is MOP1,200 (Sharing room) and MOP2,400 (Single room).

Students who fail to settle hostel fee before the deadline will be levied with an extra administrative charge of MOP200. Paid hostel fee will not be refunded under any circumstances. Rates are subject to annual review without prior notice.

Students who wish to stay at the Student Hostel from June to August are requested to apply in advance and payment should be made before the specified deadline.

**Payment Period**

<table>
<thead>
<tr>
<th>1st semester</th>
<th>July to August</th>
</tr>
</thead>
<tbody>
<tr>
<td>2nd semester</td>
<td>January</td>
</tr>
</tbody>
</table>

**Utilities**

Electricity charges will be fully borne and shared by students living in the same room. Resident students are responsible for settling the fees on their own. Other utilities fee in the hostel building (including broadband services, LP gas, electricity and water) will be borne by the Institute. Resident students who wish to check out have to notify Hostel Management Team at least 10 days before moving out, so as to calculate the amount to be paid.

9. **Supplementary Examination**

Students who have been granted permission to take supplementary examination are required to pay supplementary examination fee of MOP200 for each course enrolled.

All fees and charges mentioned above are non-refundable, unless otherwise stated, and are subject to annual review.

Contact:

Technical and Academic Support Division, Tel: 8598-1371 or 8598-3127 / a_support@ift.edu.mo
8.0 Miscellaneous

1. **Campus Property or Services**

   Should broken or damaged property (classrooms, equipment, water leaking, etc.) be found or air-condition not work, please contact Campus Services or security guard immediately.

2. **Bus Information**

   There are several buses reaching our both campuses. More information can be found at [http://www.dsat.gov.mo/bus/en/search_index.aspx](http://www.dsat.gov.mo/bus/en/search_index.aspx)

3. **Change Personal Data**

   Students should update their personal data via eServices.

4. **Communication channels**

   Student Portal and IFT emails are used frequently for information dissemination and communication purpose. However, in the event of sudden or unforeseen circumstances, other supplementary channels like mobile SMS, IFT facebook page or IFT official webpage will be adopted whenever feasible.

5. **Campus Opening Hours**

   The entrances of both campuses will be open from 0700 to 2400 during which student facilities like (i) Student Room in Windows Cafeteria, (ii) Recreation Room and (iii) designated Lab could be used.

6. **Emergency**

   In the event of an emergency, such as a serious accident, you should inform the nearest staff member, security guard or Technical and Academic Support Division immediately. In case of a fire, please remain calm and quickly evacuate from the building. Please approach to the fire assembly point below:

   ![](Mong-Ha_Campus.jpg)
   ![](East_Asia_Hall_and_Forward_Building.jpg)

   Mong-Há Campus
   (Location: Fountain area opposite to the Educational Restaurant)

   East Asia Hall and Forward Building
   (Location: Patio area at 9/F East Asia Hall)

7. **IFT News Portal**

   IFT News Portal is an online news platform of the Institute, featuring the Institute’s events and latest news of programmes, as well as interviews with industry professionals, students, alumni and faculty members. The link of the IFT News Portal is [https://www2.ift.edu.mo/NewsPortal/](https://www2.ift.edu.mo/NewsPortal/). You may subscribe to receive the latest news via email at [https://www2.ift.edu.mo/NewsPortal/receive-our-latest-news-via-email/](https://www2.ift.edu.mo/NewsPortal/receive-our-latest-news-via-email/).

   Currently, the Institute has developed a wide range of social media platforms and channels, including Facebook, Wechat, Youtube, Youku, Sina blog and Linkedin, as well as IFT App, in order to allow people to follow the Institute and learn about our news and promotions. Please scan below social media and mobile app QR codes to start following us, thanks.
8. Insurance

Student Insurance

The Institute has purchased an insurance package for all IFT full-time students. A claim will then be forwarded to and dealt with by the insurance company, accompanied by supporting documents. Any claim request should be submitted to SATA within 2 working days after the accident has happened.

The policy covers medical expenses arising from medical treatment incurred at any legally registered hospitals, clinics, Chinese herbalists and bonesetter. The maximum claim for casualties per pax is MOP500,000.

Coverage of the insurance policy as below:
- Accidental death or bodily injury sustained by the students at the institute or during course related activities.
- Accidental death or bodily injury sustained by the students in student hostels;
- Accident death or bodily injury sustained by the students whilst traveling between the insured usual residences and the Institute/student hostels/internship companies / destinations of institute supervised or organised activities;
- Accidental death or bodily injury sustained by the students outside Macao S.A.R. whilst engaging in institute supervised/organised activities;
- Accident death or bodily injury during internship in Macao S.A.R. or overseas.
- Overseas medical treatment.

The details of student insurance can be found in Student Portal.

Accident and Medical Insurance

- Non-local students are required to purchase accident and medical insurance covering their stay in Macao. This requirement is to ensure that their possible expenses can be probably covered. Therefore, non-local students should purchase accident and medical insurance in their country of residence. If the said insurance cannot be arranged before arriving Macao, students can purchase a travel insurance covering their travel to Macao first. They can then purchase accident and medical insurance with any insurance company in Macao after their arrival.
- Students performing overseas internship or exchange programmes can have additional insurance policy for better coverage if necessary.
- The details of Macao Insurance companies can be found at Yellow Pages.
9. Lost and Found Items

You should take good care of your personal belongings. If you have lost any personal items, you may approach the security station. It is up to the individual student's decision if the matter should be reported to the police or not.

Any lost items found within the Institute will be delivered to the security station and Campus Services for temporary storage awaiting for the owners to claim. Any unclaimed items will be disposed or donated to charity organisations after one year from the day that they were announced. For any enquiry of any lost item, please call Campus Services at Tel: 8598-3048/ 8598-3047. Further details, please visit this [page](#).

10. Campus Kiosk (MACAUpass payment services)

They are located as follows. Settlement of eServices application, car parking fee and air-conditioning fee of Indoor Multipurpose Court could be made directly via kiosks.
- Inspiration Building
- Forward Building
- Team Building
- East Asia Hall

Replenishment of MACAUpass could be made at Cashier and Enquiry Counter in Inspiration Building, Windows Cafeteria, Library in Forward Building or Hostel Support Team Office in East Asia Hall and each minimum purchase is MOP50 or its multiples while no change would be offered.

11. On-campus IT Infrastructure

Apart from notice boards, the Institute communicates with students electronically. Each student enrolled in Diploma or Degree Programmes is assigned a free network account, an email box and a network drive which are valid during their study at IFT.

IT facilities are available in Computer Rooms and Library. All computers in IFT are connected to internet and the campus is equipped with wireless facilities. For the use of these campus network facilities, students can refer to Statement on the Use of IFT Computing and Network Resources in this Handbook.

Other eServices include survey, course evaluation, course enrolment, grade checking, workload schedule, etc. **Students are NOT advised to save their work in Institute's computers as system settings will be restored once they are switched on again.** Classrooms are equipped with computers and multimedia projector for teaching purposes and students should, by no means, use them for whatever purposes.

Should you encounter any problem in using any of this, please feel free to approach Technical and Academic Support Division or ITT.

12. Student Visa

Once deferral or withdrawal approval is given to non-local students who are on study visa, s/he has to leave Macao latest by the following working day. Any student needing to extend his/her stay has to approach the Immigration Department (within office hours) in person directly also by the same deadline for the necessary procedure.

13. Temporary Storage of Event Items

- Year 2 and Year 3 Students' event materials can be temporarily stored in the designated cabinets located near Locker Room (Mong-Há Campus) or Staff Pantry (Taipa Campus). They should take full responsibility for the items stored therein.
- Usage requests should be raised via course lecturer's account or course event account to SATA at least 48 hours in advance via the link [https://portal.ift.edu.mo/venue](https://portal.ift.edu.mo/venue).
- Any stored items found after the usage period will be cleared.
14. Service Support for Course Events

There are systems to streamline service requests and to keep track of handling status. Therefore, email requests will not be dealt with. Network accounts will be provided to courses requiring events. A checklist is provided for easy reference.

<table>
<thead>
<tr>
<th>Service Request Platform</th>
<th>Handling Department</th>
</tr>
</thead>
</table>
| Document Management System (DMS)  
http://dms.ift.edu.mo/dms | Food and Beverage Department  
- food and beverage item borrowing  
- sponsorship of coupons  
- function arrangement |
| Pousada de Mong-Hà |  
- linen  
- uniform / shoes  
- accommodation request  
- venue request |
| Public Relations Team |  
- press release proofreading  
- consultancy service (students)  
- souvenir request, for item costs, please click link |
| Technical and Academic Support Division |  
- stationery  
- other miscellaneous requests can be sent via eServices, |
| Venue Reservation (Portal)  
https://portal.ift.edu.mo/venue | Campus Services  
- venue reservation and setup  
- security service  
- parking request  
- use of furniture and equipment outside campus  
- maintenance technician support |
| CS Help Desk  
http://servicedesk.ift.edu.mo | Information Technology Team  
- Walkie talkie, IT and AV equipment  
- IT and AV equipment technical support |
| ITT Service Desk  
http://servicedesk.ift.edu.mo | |

15. Rainstorm Warning Signal

If Rainstorm Warning Signal is hoisted, all classes and final examinations will be held as scheduled.

16. Typhoon Signals and Forecast

<table>
<thead>
<tr>
<th>Signal</th>
<th>Arrangement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signal No. 8 or above is still hoisted at 0700</td>
<td>Morning classes and examinations from 0800 - 1300 are cancelled</td>
</tr>
<tr>
<td>Signal No. 8 or above is still hoisted at 1200</td>
<td>Afternoon classes and examinations from 1300 - 1830 are cancelled</td>
</tr>
<tr>
<td>Signal No. 8 or above is still hoisted at 1430</td>
<td>Evening classes and examinations after 1830 are cancelled</td>
</tr>
</tbody>
</table>

If the Meteorological and Geophysical Bureau confirms that Typhoon Signal No.8 or above will be in force at a particular time which is overlapping the duration of classes or examinations, the classes and examinations are cancelled.

17. Uniform

Freshman students who need any adjustment to the uniform after collection should approach the uniform supplier directly. If assistance is needed after the adjustment period, our Linen Room could help. Name tag could simply be purchased from the reception of Educational Hotel.
18. Usable Belongings Recycling

In order to nurture the idea of recycling, Hostel Management Team has prepared recycling bags to collect resident students’ usable belongings (e.g. electrical appliances, bed linen sets, clothes, cutleries, etc. that are still in good condition) which can be donated or redistributed to other students or charitable organisations.

19. Guideline for Posting Materials on Campus

If student needs to post any promotional materials or posters for event promotion, please apply to Campus Services in advance. Please visit the link for details.

20. Drop Boxes (Suggestions, Comments and Document Submission)

We welcome your suggestions and comments for service improvement. For online submission, you may visit student portal: Student Portal. Also feel free to submit through the drop boxes near SATA at both campuses.

Document submission to SATA can also be made via these Drop Boxes.

Contact:
Technical and Academic Support Division, Tel: 8598-1371 or 8598-3127 / a_support@ift.edu.mo

21. Performance Pledge

Performance Pledge Programme (PPP) is a quality management system monitoring the continuous improvement in provision of public services. To exercise a close supervision over service quality, all participating entities are subject to re-assessment by the Public Administration and Civil Service Bureau (SAFP) every 2 year. IFT joined this programme in 2008, and has been accredited ever since.

The IFT units that have joined the Programme include: Technical and Academic Support Division, Library, Pousade de Mong- Hâ, Tourism and Hotel School, Educational Restaurant and Public Relations Team. For details please visit IFT website (www.ift.edu.mo).

For service transparency, several PPP reports are published on IFT website (www.ift.edu.mo) on a yearly basis, for public awareness and information: 1) Report of the Handling of Suggestions/Complaints/Objections, 2) User Satisfaction Survey Report and 3) Service Target Achievement Report.

Contact:
Quality Team, Tel: 8598-1430 / qualityteam@ift.edu.mo
Appendix I - Global Code of Ethics for Tourism

Source: United Nations World Tourism Organization (UNWTO)

As a fundamental frame of reference for responsible and sustainable tourism, the Global Code of Ethics for Tourism (GCET) is a comprehensive set of principles designed to guide key-players in tourism development. Addressed to governments, the travel industry, communities and tourists alike, it aims to help maximise the sector’s benefits while minimising its potentially negative impact on the environment, cultural heritage and societies across the globe.

Article 1: Tourism's contribution to mutual understanding and respect between peoples and societies

1. The understanding and promotion of the ethical values common to humanity, with an attitude of tolerance and respect for the diversity of religious, philosophical and moral beliefs, are both the foundation and the consequence of responsible tourism; stakeholders in tourism development and tourists themselves should observe the social and cultural traditions and practices of all peoples, including those of minorities and indigenous peoples and to recognize their worth;

2. Tourism activities should be conducted in harmony with the attributes and traditions of the host regions and countries and in respect for their laws, practices and customs;

3. The host communities, on the one hand, and local professionals, on the other, should acquaint themselves with and respect the tourists who visit them and find out about their lifestyles, tastes and expectations; the education and training imparted to professionals contribute to a hospitable welcome;

4. It is the task of the public authorities to provide protection for tourists and visitors and their belongings; they must pay particular attention to the safety of foreign tourists owing to the particular vulnerability they may have; they should facilitate the introduction of specific means of information, prevention, security, insurance and assistance consistent with their needs; any attacks, assaults, kidnappings or threats against tourists or workers in the tourism industry, as well as the wilful destruction of tourism facilities or of elements of cultural or natural heritage should be severely condemned and punished in accordance with their respective national laws;

5. When travelling, tourists and visitors should not commit any criminal act or any act considered criminal by the laws of the country visited and abstain from any conduct felt to be offensive or injurious by the local populations, or likely to damage the local environment; they should refrain from all trafficking in illicit drugs, arms, antiques, protected species and products and substances that are dangerous or prohibited by national regulations;

6. Tourists and visitors have the responsibility to acquaint themselves, even before their departure, with the characteristics of the countries they are preparing to visit; they must be aware of the health and security risks inherent in any travel outside their usual environment and behave in such a way as to minimize those risks.

Article 2: Tourism as a vehicle for individual and collective fulfilment

1. Tourism, the activity most frequently associated with rest and relaxation, sport and access to culture and nature, should be planned and practised as a privileged means of individual and collective fulfilment; when practised with a sufficiently open mind, it is an irreplaceable factor of self-education, mutual tolerance and for learning about the legitimate differences between peoples and cultures and their diversity;

2. Tourism activities should respect the equality of men and women; they should promote human rights and, more particularly, the individual rights of the most vulnerable groups, notably children, the elderly, the handicapped, ethnic minorities and indigenous peoples;

3. The exploitation of human beings in any form, particularly sexual, especially when applied to children, conflicts with the fundamental aims of tourism and is the negation of tourism; as such, in accordance with international law, it should be energetically combatted with the cooperation of all the States concerned and penalized without concession by the national legislation of both the countries visited and the countries of the perpetrators of these acts, even when they are carried out abroad;

4. Travel for purposes of religion, health, education and cultural or linguistic exchanges are particularly beneficial forms of tourism, which deserve encouragement;
5. The introduction into curricula of education about the value of tourist exchanges, their economic, social and cultural benefits, and also their risks, should be encouraged.

**Article 3: Tourism, a factor of sustainable development**

1. All the stakeholders in tourism development should safeguard the natural environment with a view to achieving sound, continuous and sustainable economic growth geared to satisfying equitably the needs and aspirations of present and future generations;

2. All forms of tourism development that are conducive to saving rare and precious resources, in particular water and energy, as well as avoiding so far as possible waste production, should be given priority and encouraged by national, regional and local public authorities;

3. The staggering in time and space of tourist and visitor flows, particularly those resulting from paid leave and school holidays, and a more even distribution of holidays should be sought so as to reduce the pressure of tourism activity on the environment and enhance its beneficial impact on the tourism industry and the local economy;

4. Tourism infrastructure should be designed and tourism activities programmed in such a way as to protect the natural heritage composed of ecosystems and biodiversity and to preserve endangered species of wildlife; the stakeholders in tourism development, and especially professionals, should agree to the imposition of limitations or constraints on their activities when these are exercised in particularly sensitive areas: desert, polar or high mountain regions, coastal areas, tropical forests or wetlands, propitious to the creation of nature reserves or protected areas;

5. Nature tourism and ecotourism are recognized as being particularly conducive to enriching and enhancing the standing of tourism, provided they respect the natural heritage and local populations and are in keeping with the carrying capacity of the sites.

**Article 4: Tourism, a user of the cultural heritage of mankind and contributor to its enhancement**

1. Tourism resources belong to the common heritage of mankind; the communities in whose territories they are situated have particular rights and obligations to them;

2. Tourism policies and activities should be conducted with respect for the artistic, archaeological and cultural heritage, which they should protect and pass on to future generations; particular care should be devoted to preserving and upgrading monuments, shrines and museums as well as archaeological and historic sites which must be widely open to tourist visits; encouragement should be given to public access to privately-owned cultural property and monuments, with respect for the rights of their owners, as well as to religious buildings, without prejudice to normal needs of worship;

3. Financial resources derived from visits to cultural sites and monuments should, at least in part, be used for the upkeep, safeguard, development and embellishment of this heritage;

4. Tourism activity should be planned in such a way as to allow traditional cultural products, crafts and folklore to survive and flourish, rather than causing them to degenerate and become standardized.

**Article 5: Tourism, a beneficial activity for host countries and communities**

1. Local populations should be associated with tourism activities and share equitably in the economic, social and cultural benefits they generate, and particularly in the creation of direct and indirect jobs resulting from them;

2. Tourism policies should be applied in such a way as to help to raise the standard of living of the populations of the regions visited and meet their needs; the planning and architectural approach to and operation of tourism resorts and accommodation should aim to integrate them, to the extent possible, in the local economic and social fabric; where skills are equal, priority should be given to local manpower;

3. Special attention should be paid to the specific problems of coastal areas and island territories and to vulnerable rural or mountain regions, for which tourism often represents a rare opportunity for development in the face of the decline of traditional economic activities;

4. Tourism professionals, particularly investors, governed by the regulations laid down by the public authorities, should carry out studies of the impact of their development projects on the environment and natural surroundings; they should also deliver, with the greatest transparency and objectivity, information on
their future programmes and their foreseeable repercussions and foster dialogue on their contents with the populations concerned.

**Article 6: Obligations of stakeholders in tourism development**

1. Tourism professionals have an obligation to provide tourists with objective and honest information on their places of destination and on the conditions of travel, hospitality and stays; they should ensure that the contractual clauses proposed to their customers are readily understandable as to the nature, price and quality of the services they commit themselves to providing and the financial compensation payable by them in the event of a unilateral breach of contract on their part;

2. Tourism professionals, insofar as it depends on them, should show concern, in co-operation with the public authorities, for the security and safety, accident prevention, health protection and food safety of those who seek their services; likewise, they should ensure the existence of suitable systems of insurance and assistance; they should accept the reporting obligations prescribed by national regulations and pay fair compensation in the event of failure to observe their contractual obligations;

3. Tourism professionals, so far as this depends on them, should contribute to the cultural and spiritual fulfilment of tourists and allow them, during their travels, to practise their religions;

4. The public authorities of the generating States and the host countries, in cooperation with the professionals concerned and their associations, should ensure that the necessary mechanisms are in place for the repatriation of tourists in the event of the bankruptcy of the enterprise that organized their travel;

5. Governments have the right – and the duty - especially in a crisis, to inform their nationals of the difficult circumstances, or even the dangers they may encounter during their travels abroad; it is their responsibility however to issue such information without prejudicing in an unjustified or exaggerated manner the tourism industry of the host countries and the interests of their own operators; the contents of travel advisories should therefore be discussed beforehand with the authorities of the host countries and the professionals concerned; recommendations formulated should be strictly proportionate to the gravity of the situations encountered and confined to the geographical areas where the insecurity has arisen; such advisories should be qualified or cancelled as soon as a return to normality permits;

6. The press, and particularly the specialized travel press and the other media, including modern means of electronic communication, should issue honest and balanced information on events and situations that could influence the flow of tourists; they should also provide accurate and reliable information to the consumers of tourism services; the new communication and electronic commerce technologies should also be developed and used for this purpose; as is the case for the media, they should not in any way promote sex tourism.

**Article 7: Right to tourism**

1. The prospect of direct and personal access to the discovery and enjoyment of the planet’s resources constitutes a right equally open to all the world’s inhabitants; the increasingly extensive participation in national and international tourism should be regarded as one of the best possible expressions of the sustained growth of free time, and obstacles should not be placed in its way;

2. The universal right to tourism must be regarded as the corollary of the right to rest and leisure, including reasonable limitation of working hours and periodic holidays with pay, guaranteed by Article 24 of the Universal Declaration of Human Rights and Article 7.d of the International Covenant on Economic, Social and Cultural Rights;

3. Social tourism, and in particular associative tourism, which facilitates widespread access to leisure, travel and holidays, should be developed with the support of the public authorities;

4. Family, youth, student and senior tourism and tourism for people with disabilities, should be encouraged and facilitated.

**Article 8: Liberty of tourist movements**

1. Tourists and visitors should benefit, in compliance with international law and national legislation, from the liberty to move within their countries and from one State to another, in accordance with Article 13 of the Universal Declaration of Human Rights; they should have access to places of transit and stay and to tourism and cultural sites without being subject to excessive formalities or discrimination;
2. Tourists and visitors should have access to all available forms of communication, internal or external; they should benefit from prompt and easy access to local administrative, legal and health services; they should be free to contact the consular representatives of their countries of origin in compliance with the diplomatic conventions in force;

3. Tourists and visitors should benefit from the same rights as the citizens of the country visited concerning the confidentiality of the personal data and information concerning them, especially when these are stored electronically;

4. Administrative procedures relating to border crossings whether they fall within the competence of States or result from international agreements, such as visas or health and customs formalities, should be adapted, so far as possible, so as to facilitate to the maximum freedom of travel and widespread access to international tourism; agreements between groups of countries to harmonize and simplify these procedures should be encouraged; specific taxes and levies penalizing the tourism industry and undermining its competitiveness should be gradually phased out or corrected;

5. So far as the economic situation of the countries from which they come permits, travellers should have access to allowances of convertible currencies needed for their travels.

Article 9: Rights of the workers and entrepreneurs in the tourism industry

1. The fundamental rights of salaried and self-employed workers in the tourism industry and related activities, should be guaranteed under the supervision of the national and local administrations, both of their States of origin and of the host countries with particular care, given the specific constraints linked in particular to the seasonality of their activity, the global dimension of their industry and the flexibility often required of them by the nature of their work;

2. Salaried and self-employed workers in the tourism industry and related activities have the right and the duty to acquire appropriate initial and continuous training; they should be given adequate social protection; job insecurity should be limited so far as possible; and a specific status, with particular regard to their social welfare, should be offered to seasonal workers in the sector;

3. Any natural or legal person, provided he, she or it has the necessary abilities and skills, should be entitled to develop a professional activity in the field of tourism under existing national laws; entrepreneurs and investors - especially in the area of small and medium-sized enterprises - should be entitled to free access to the tourism sector with a minimum of legal or administrative restrictions;

4. Exchanges of experience offered to executives and workers, whether salaried or not, from different countries, contributes to foster the development of the world tourism industry; these movements should be facilitated so far as possible in compliance with the applicable national laws and international conventions;

5. As an irreplaceable factor of solidarity in the development and dynamic growth of international exchanges, multinational enterprises of the tourism industry should not exploit the dominant positions they sometimes occupy; they should avoid becoming the vehicles of cultural and social models artificially imposed on the host communities; in exchange for their freedom to invest and trade which should be fully recognized, they should involve themselves in local development, avoiding, by the excessive repatriation of their profits or their induced imports, a reduction of their contribution to the economies in which they are established;

6. Partnership and the establishment of balanced relations between enterprises of generating and receiving countries contribute to the sustainable development of tourism and an equitable distribution of the benefits of its growth.

Article 10: Implementation of the principles of the Global Code of Ethics for Tourism

1. The public and private stakeholders in tourism development should cooperate in the implementation of these principles and monitor their effective application;

2. The stakeholders in tourism development should recognize the role of international institutions, among which the World Tourism Organization ranks first, and non-governmental organizations with competence in the field of tourism promotion and development, the protection of human rights, the environment or health, with due respect for the general principles of international law;

3. The same stakeholders should demonstrate their intention to refer any disputes concerning the application or interpretation of the Global Code of Ethics for Tourism for conciliation to an impartial third body known as the World Committee on Tourism Ethics.
Guidelines for Research Ethics

- Research, in this context, involves all projects of an applied or practical nature conducted by members of the IFT community (faculty, staff, students)
Guidelines for Research Ethics

- Research, in this context, involves all projects of an applied or practical nature conducted by members of the IFT community (faculty, staff, students)
# TABLE OF CONTENTS

**GUIDE QUESTIONS AND PRINCIPLES FOR THE ETHICAL CONDUCT OF RESEARCH** .................................................................................................................................................. 2

PREAMBLE .................................................................................................................................................................................................................. 2

PART A .................................................................................................................................................................................................................. 3

1. *Is it your idea? Is it an original idea?* ................................................................................................................................. 3

2. *Is your research free from substantial conflict of interest?* ................................................................................. 3

3. *Is it your data?* ................................................................................................................................................................. 4

4. *Is the data underlying the analysis of your research genuine and authentic?* ..... 4

5. *Was your data collected in an appropriate way and in accordance with the highest standards of ethics and respect for individuals and organizations?* ....... 5

6. *Did you protect the confidentiality of information obtained from your subjects or participants?* ........................................................................................................................................................................................................ 6

7. *Did you write your report and give due credit or acknowledgement?* .............. 7

PART B: STEPS TO TAKE TO ADHERE TO THESE GUIDELINES ................................................................. 7

PART C: RESOURCES AND TEMPLATES ........................................................................................................ 8

1. *Consent form templates* .................................................................................................................................................. 8

    Consent form template A: Declaration of Understanding (Students)......... 8

    Consent form template B: Interview................................................................................................................................. 9

    Consent form template C: Participant consent ................................................................................................................. 10

2. *External links for references* ........................................................................................................................................ 11
GUIDE QUESTIONS AND PRINCIPLES FOR THE ETHICAL CONDUCT OF RESEARCH¹

PREAMBLE

The Institute for Tourism Studies (hereafter IFT) encourages research activities undertaken by all members of its community (students, faculty & staff), for it is through research that the greater Macao community can become informed, new policies can be created, problems can be addressed and future actions can be considered.

While individuals engaging in the research process benefit through the acquisition of valuable problem solving, analytical and critical thinking skills; it is imperative that research conducted by members of the IFT community observe the highest standards of professional conduct and integrity in adhering to the following guiding principles:

Rights. Research participants have the right to:

- Decline participation or quit in the middle of the process
- Be informed that data is being collected
- Know how collected data will be used

Respect. The researcher must show utmost respect for:

- Previous research
- The ideas of others
- The availability and time committed by others to participate and take part
- The responses and information obtained from research participants

Responsibility. It is the responsibility of the researcher to:

- Inform participants of the research objectives and expected duration
- Ensure there is no conflict of interest
- Present research findings honestly, objectively and accurately
- Protect the security of all data/information collected (and the identity of its source)
- Obtain consent for the photographing, audio and/or video recording of the participants (if applicable)
- Obtain consent for the use of any information that will be represented in the research findings
- Ensure that contribution to the research is given due recognition (e.g. joint authorship in publication, mention of contribution…)

¹ Research in the sense used in this guide includes projects (i.e., research of an applied or practical nature). This document is not exhaustive. The reader is encouraged to read the list of resources at the end of the document.
PART A

1. *Is it your idea? Is it an original idea?*

- Are the central ideas of your research originally yours? Could other researchers (that you are not aware of or are not cited in your study) have written about the same or closely related ideas? How different or similar is your idea from others close to it?

**What to avoid and why:**
Avoid plagiarizing others’ ideas and/or research design. (Plagiarism is innocently or deliberately presenting others’ ideas as your own.)

**How to avoid plagiarism:**
Ensure the originality of your research by comparing and contrasting the central ideas of your research with others who have written something about the same topic or close to it. Highlight how your ideas differ or overlap to existing ideas. Spare no effort in reading the literature covering your research topic and citing and referencing any ideas that are closely related to yours. If needed, communicate directly with those, whose research work touches upon yours and discuss/share with them your ideas to see if there is any potential overlap.

2. *Is your research free from substantial conflict of interest?*

- Does your study have any conflict of interest\(^2\) or does it advance any particular idea that benefits you, your position or beliefs, or those personally relevant to you? Does your research show bias (undue preference) towards your own ideas and disregard those of others?
- Are you doing your research because it is genuinely your academic interest or are you doing it principally on behalf of, or to gain favor from, or as compensation for, or under pressure from another party?

**What to avoid and why:**
Avoid bias and subjectivity in your research. Avoid highlighting only one-side or a singular perspective in your research.

To prevent potential conflict of interest, under the Supervisor to Supervisee relationship of THES413 all research collaboration should be avoided (e.g. sharing of data, co-collection of data, utilization of data collection mechanisms, co-publication of the Thesis/Project)

---

\(^2\) The Office for Responsible Conduct of Research of Columbia University defines conflict of interest thus: ‘A conflict of interest is a situation in which financial or other personal considerations have the potential to compromise or bias professional judgment and objectivity.’ For more information, please visit: [http://ccnmtl.columbia.edu/projects/rcr/rcr_conflicts/foundation/#1_1](http://ccnmtl.columbia.edu/projects/rcr/rcr_conflicts/foundation/#1_1)
How to avoid conflict of interest:
While no research is totally free of personal bias or conflict of interest a recommended course of action is to be very transparent and to disclose any information that will address the questions above. Include a balanced discussion and exploration of ideas, including as much as possible all relevant perspectives, especially those contrary to your own ideas.

3. Is it your data?

- Do you own the data used in your research? Did you, yourself, collect the data used in your research? If others own the data used for your research, did you obtain written consent, permission, or the right to use it? Did someone else or some third party help finance the collection of your data, and if so did you declare this in your report?
- Did someone or some third party help collect or provide you with the data and if so was it obtained with proper permission/consent and was the right for you to use it obtained appropriately and formally?
- Did you pay others to obtain your data or source your data from a third party? If yes, under what circumstances did you do so? Provide/describe details to your supervisor and in your report.

What to avoid:
Avoid using data without the consent and permission of other parties who own, share or have a claim to usage of the data.

How to avoid misusing or misappropriating data:

If for any reason other parties or stakeholders also lay claim to the data or share in its use, you must inform and obtain the agreement of such parties regarding how you intend to use the data for your research.

After informing and obtaining the consent of all relevant stakeholders or claimants to the data, you must honor whatever conditions were agreed upon by joint claimants to the data, for example, in joint authorship, acknowledgement, or giving credit.

4. Is the data underlying the analysis of your research genuine and authentic?

- Is your data free from any falsification, fabrication, or manipulation? What steps were taken by you to ensure this?

What to avoid:
Avoid any act of falsifying, fabricating, or manipulating data, either in the collection stage or in the data treatment or analysis stage of your research.
**How to avoid:**
Maintain detailed and updated records of your procedure and data collection activities. Catalog the steps you took in analyzing your data and the procedures you followed. Keep detailed records of all steps taken so that if needed by a reviewer, you can refer back to it.

5. **Was your data collected in an appropriate way and in accordance with the highest standards of ethics and respect for individuals and organizations?**

- How was your data collected?
- Were interviewees/subjects/participants fully informed about the nature of your study, about the data you are collecting, and what purpose the data will be used and how it will be used?
- Were study participants—deliberately or inadvertently—misled in any way for the sake of obtaining data or gaining their participation?
- Were incentives offered to participants to gain their consent or participation? Describe these and whether or not they were appropriate.
- How were participants recruited or selected? Were they in any way pressured or obliged to participate? Describe the circumstances.
- Did you obtain permission or the consent of interviewees, subjects, or participants?
- If data for your research was collected on your behalf by a third party, describe who collected the data and details of the arrangement and how did the third party guarantee their adherence to the ethical guidelines herein.
- Did you use the data you collected solely for the purpose for which it was collected? (i.e., was data misused or used for purposes other than why it was collected)

**What to avoid:**
Avoid collecting or obtaining data in mercenary, venal, or unscrupulous ways. During the data collection stage of your study, avoid any behavior that may raise questions, cause discomfort to any of your participants, or put your participants at risk.

**How to avoid:**
Allow target participants to refuse or terminate participation. Be transparent and upfront about the information to be collected, how the information will be used, and to what extent the participant identity will be protected. Utilize due diligence to ensure accuracy and to protect yourself / your research participants when collecting data via semi-structured interview, open ended interview, focus group discussion, journal entries, etc; through one or more of the following means:
- obtain signature of consent from the participant (at the onset), and/or
- email the participant with the transcription of the interview as well as your interpretive comments, to ensure his/her words have not been misinterpreted (after the event). Keep the return email approval indicating
that the participant has no problem with your understanding (note: if there are problems, appropriate adjustments/deletions should be made), and/or
- Sign a Researcher’s declaration, that you take full responsibility that any data used in your research was collected according to the terms specified in these guidelines (this option may be utilized if any of the following conditions exist):
  o subjects refuse to be identified via the consent document, or
  o the researcher can demonstrate that the data collection presents minimal harm or risk to the subject, or
  o the research context, objectives, and type of information sought by the data collection does not normally require a written consent.

If you are collecting large data sets using a survey mechanism (e.g. via written and/or online survey, telephone inquiry, interview using a survey) be sure to list on the relevant document **and** inform participants of the 1) research objective; 2) treatment of data; 3) protection of anonymity; 4) a statement that participation is voluntary.

If the research is conducted in **open public areas** all data collection tools should include a brief of the following: 1) research objective; 2) treatment of data; 3) protection of anonymity; 4) a statement that participation is voluntary.

If the research is conducted on **private property and/or within a corporate facility** a letter requesting permission to carry out the research must precede any data collection process; once granted, the researcher should follow the guidance for conducting research in open public areas.

6. **Did you protect the confidentiality of information obtained from your subjects or participants?**

- What steps did you take to protect the identity of your subjects/participants/interviewees and the information they provided?
- Were interviewees/subjects/participants briefed about how you will keep their data confidential/secure and up to when you will retain the data? Did you assure and inform them of these steps prior to getting their consent?

**What to avoid:**
Avoid being careless in handling data and information. Do not share data with third or external parties unless necessary and unless it is within the scope of your research activities. Do not share your data with others either for profit or for favor.

This point is not just an ethical issue: You may be legally liable if any breach of confidentiality occurs, under privacy laws and the protection of information.

**How to avoid:**
Keep all digital and physical information in a secure location and guard access to data. Ensure that all data stored are digitally or physically locked, allowing access only to you. Encrypt data if possible.
7. Did you write your report and give due credit or acknowledgement?

- Is your report your own work and writing?
- Did you personally undertake the analysis? If someone else did or assisted you with the analysis, did you report to what extent they did so (and under what terms, e.g., to acknowledge them as a coauthor).
- Did you give due acknowledgement, credit or recognition to any person or party that appropriately assisted you in any way in your research?

What to avoid:
Avoid failing to mention and/or give credit to any source, individual and/or contributing body that assisted you in completing your research.

How to avoid:
There are varying levels of contribution, in general if the contributor designed your methodology and/or created your data collection mechanism and/or was instrumental in determining how to analyze your data he/she should be listed as a co-author of the work. If the contribution was contractual (e.g. as in the case of a research assistant helping to collect and/or input the data to gain experience/income), payment for his/her services should be given in a timely fashion and mention of this involvement should be made in the paper.

PART B: STEPS TO TAKE TO ADHERE TO THESE GUIDELINES

a) Read and study the questions and guidelines in Part A. Discuss with your supervisors, co-researchers, and supervisees, as the case may be, and ask pertinent questions before, during, and after undertaking your research activities.

b) When in doubt or when concerns or issues are raised by others regarding your research activities, the following course of action should be taken:

i. For students undertaking Thesis/Project:
   i. Contact your Supervisors/Guiding Faculty members for guidance.
   ii. In the event that the matter is not settled either student or supervisor or both parties can approach the Regent for Thesis/Project for guidance.
   iii. The Regent may elect to elevate the issue, if needed, to the IFT Management Team and SATA.

ii. For faculty members and students undertaking research with faculty members:
   i. Consult with your respective Programme Coordinators for guidance.
   ii. In the event that the matter is not settled they can approach the Thesis Sub-Committee of Pedagogic Council.

c) Final thesis report of students should be prefaced by a declaration of integrity or adherence to these ethical guidelines. (Refer to Sr. Thesis/Project template).
PART C: RESOURCES AND TEMPLATES

1. Consent form templates

Consent form template A: Declaration of Understanding (Students)

Declaration of Understanding
Required of all students undertaking a research
Thesis/Project³

I _________________(student’s full name typed) hereby declare that

- I have completed the E-module on Academic Integrity and attained 100%
- I have read through the IFT Ethics Guidelines and directed enquiries to my supervisors when clarification was sought and
- I will, in good faith, conduct myself according to the standards communicated in this document while completing my Sr. Thesis/Project assignment.

_________________________  __________________
Student Signature          Date

³This declaration is a requirement for any student undertaking research at IFT while under the guidance of a faculty supervisor (e.g. students in THES413, DRD Candidates and/or Students working on a research publication under the guidance of an IFT Faculty member). THES413 students need to upload a scanned copy/photo of this signed document to the THES413 course site in Moodle before the deadline indicated in their course.
Consent form template B: Interview

Consent Form 同意書
I, ____________________, give my permission for ____________________________ to interview me in support of research concerning ______________________________.
I understand that, my name and my personal details will remain secure. I have been informed that information discussed during the interview could possibly be published in an anonymized form. I hereby give my permission in the form of my signature below.

本人__________允許____________為其有關____________________________的研究與本人進行面談。我明白我的姓名及個人資料絕不會被洩露，亦得悉面談的內容將會以不記名的形式出版於日後完成的論文中。特立此書連同以下簽名為憑以示同意。

Signature 簽名______________________________ Date 日期__________________

*****Interviewee Copy 受訪者副本*****
INFORMED CONSENT FORM

PRINCIPAL INVESTIGATOR: ______________________ (researcher’s name)

PROJECT TITLE: ___________________________________________________

SCHOOL: _______________________________________________________

CONTACT DETAILS

Email: __________________________ Tel: __________________________

Mailing Address: _______________________________________________

The end result of the project is a BSc Thesis/Project. There are ___(No.) components\(^5\) of this study which will require the interviews or surveys of respondents.

Component 1 is (provide detailed information about your assessment tool, No. of target participants, main objective for the data and how the data will be used and secured...).

Component 2 is (provide detailed information about your assessment tool, No. of target participants, main objective for the data and how the data will be used and secured...).

Component 3 is (provide detailed information about your assessment tool, No. of target participants, main objective for the data and how the data will be used and secured...).

In all components (listed above), respondents have a right to accept or reject to participate in the interview, refuse to answer any questions, and also the right to withdraw from the interview anytime in the interview process. There will be/No video/audio-taping or photographing will be required. Each respondent will be required of a maximum of ___(No.) minutes for the studies in part 1 and part 2 whereas a typical interview will last for around ___(No.) minutes in component 3\(^6\). A small token of appreciation\(^7\) to compensate the respondents' time might be presented in the form of ball pens/postcards/memo pads and the like.

Where it is inconvenient to include a consent form for impromptu street interviews/public surveys, a verbal informed consent will be used, informing the respondents of the right they have as stated above (right to reject, withdraw, terminate etc.).

The aims of this study have been clearly explained to me and I understand what is wanted of me. I know that taking part in this study is voluntary and I am aware that I can stop taking part in it at any time and may refuse to answer any questions.

I understand that any information I give will be kept strictly confidential and that no names will be used to identify me with this study without my approval.

Name: (printed)

Signature: __________________________ Date: __________________________

---

\(^4\) Adapted from informed consent form developed by James Cook University

\(^5\) Number of components may vary depending on the nature and breadth of the study

\(^6\) Description will vary according to the actual study goals

\(^7\) Only required if incentives have been offered
2. External links for references


