



OPEN UNIVERSITY OF MAURITIUS

Undergraduate Programme Specification

## BSc (Hons) Hotel Management and Catering Technologies

| 1. PROGRAMME INFORMATION       |   |
|--------------------------------|---|
| <b>Title of final award</b>    | <b>Foundation in Hotel Management and Catering Technologies</b><br><b>Certificate in Hotel Management and Catering Technologies</b><br><b>Diploma in Hotel Management and Catering Technologies</b><br><b>BSc (Hons) Hotel Management and Catering Technologies</b>   |
| <b>Code</b>                    | OUbs047'  |
| <b>Awarding Body</b>           | Open University of Mauritius  |
| <b>Disciplinary Division</b>   | Management  |
| <b>Programme Manager</b>       | -   |
| <b>Administrator in charge</b> | -   |
| <b>Programme duration</b>      | <b>Foundation in Hotel Management and Catering Technologies</b><br>Minimum: 1 Year<br>Maximum: 2 Years<br><b>Certificate in Hotel Management and Catering Technologies</b><br>Minimum: 2 Year<br>Maximum: 3 Years<br><b>Diploma in Hotel Management and Catering Technologies</b><br>Minimum: 3 Years<br>Maximum: 5 Years<br><b>BSc (Hons) Hotel Management and Catering Technologies</b><br>Minimum: 4 years<br>Maximum: 6 years<br>For the above award, all modules of the programme must be completed. |
| <b>Total Credits</b>           | 240 credits ( <i>for BSc (Hons) Hotel Management and Catering Technologies</i> )  |
| <b>Credits per year</b>        | <i>Normally 60 credits per academic year</i><br><i>Minimum number of credits per semester 30</i>  |
| <b>MQA NQF Level</b>           | Level 8   |
| <b>EHEA EQF Level</b>          | Level 6   |
| <b>Programme Approval Date</b> | Till administrator in charge  |

## 2. ENTRY REQUIREMENTS

|         |  |
|---------|--|
| General | <p>General Entry Requirements under Direct Entry to Undergraduate Programmes. Applicants should fulfil the following conditions:</p> <p><b>General Entry requirements on Foundation Programmes</b></p> <p>Candidates having at least 25 years of age and who have Cambridge School Certificate or GCE O-Level with at least three credits or equivalent<br/>Or<br/>Candidates having less than 25 years of age and who have Cambridge School Certificate or GCE O-Level with at least three credits or equivalent and One Pass at Principal A-Level</p> <p><b>General Entry Requirements under Direct Entry to Certificate Programmes:</b></p> <p>Foundation in Hotel Management and Catering Technologies or equivalent</p> <p><b>General Entry Requirements under Direct Entry to Diploma Programmes:</b></p> <p>Certificate in Hotel Management and Catering Technologies or equivalent.</p> <p><b>General Entry Requirements under Direct Entry to Undergraduate:</b></p> <p>Diploma in Hotel Management and Catering Technologies or equivalent</p> |
|---------|--|

## 3. PROGRAMME OVERVIEW

|                                      |  |
|--------------------------------------|--|
| Aims and Objective of the Programme: | <p>Hotel Management is a key study that covers a wide range of topics concerned with the operational aspects of hotels. It is the job of the hotel manager to coordinate the operational tasks of running a successful hotel. Managing a hotel requires knowledge and skills within a wide variety of tasks.</p> <p><b>Aim of the Programme</b></p> <p>This programme aims to enable learners to acquire a set of skills that will be invaluable for those looking forward to a fulfilling career in the Hotel Management sector. Upon completion of the programme, learners will acquire the latest knowledge and skills required by professional Hoteliers. This programme covers a range of knowledge central in the understanding of hotel management and includes Hotel Administration, Finance, Hospitality, Catering Management, Housekeeping, Marketing and Accounts. A degree in Hotel Management opens up avenues in areas such as national and International Hotel Industries, the private sector or the possibility of higher studies.</p> |
|--------------------------------------|--|

| <b>Intended Learning outcomes:</b>                           |   |
|--|---|
| After completion of the programme, students will be able to: |   |
| Knowledge and Understanding                                  | <b>K1</b> Define the key concepts in Hotel Management<br><b>K2</b> Outline the different theories and emerging research about Hotel Management<br><b>K3</b> Describe the values and ethical standards needed for the profession<br><b>K4</b> Develop leadership and management skills through group cooperation.<br><b>K5</b> Describe the role and function of the leader in the hospitality industry.<br><b>K6</b> Describe the role and function of the manager in the hospitality industry. |
| Cognitive Skills   | <b>C1</b> Understand the importance of continuous improvement process.<br><b>C2</b> Understand the importance of goal-setting and team building.<br><b>C3</b> Understand the needs of career planning.<br><b>C4</b> Apply production forecasting techniques and procedures.<br><b>C5</b> Analyse Hotel management programmes.   |
| Practical/ Professional Skills                               | <b>P1</b> Describe physical and perpetual inventory system.<br><b>P2</b> Evaluate food and beverage operations control process.<br><b>P3</b> Recognize the importance of outstanding guest service quality, server guest relationships and ethics.<br><b>P4</b> Improve ability to exercise judgement and critical analyse problems.<br><b>P5</b> Devise and manage social research to analyse social problems.   |
| Transferable Skills  | <b>T1</b> Apply and improve written, oral, and non-verbal communication skills.<br><b>T2</b> Acquire a real-life experience in a hotel industry.<br><b>T3</b> Develop experiential learning opportunities at various level of responsibility.<br><b>T4</b> Exhibit positive behaviours in academic and professional using knowledge acquired  |

#### **4. PROFESSIONAL, STATUTORY AND REGULATORY BODIES (where applicable)**

Not applicable

#### **5. LEARNING AND TEACHING STRATEGY**

The programme is run on a blended-learning mode combining face to face learning interactions with e-learning. Using practical and hands-on approaches to learning, participants will be given the opportunity to develop knowledge in youth and development related areas through learning activities geared towards developing analytical and critical thinking.

##### **Learning and teaching methods:**

Students will be provided with opportunities to engage in a diverse range of learning environments so as to maximise their learning. For this programme students will interact with their tutor and their fellow students mostly through the e-platform.

The e- platform will use the following tools:

- Online activities: for every unit covered in each module students will be given opportunities to complete interactive learning activities including discussion forums, quizzes, field trips,

webinars and problem-solving activities. Students will be encouraged to work independently but also to engage in collaborative work.

- Independent study: Independent study forms an essential part in the development of your knowledge and understanding. We will guide you, via the e-platform, on the reading and reflection of primary and secondary texts. Students should use this independent study time to link knowledge with e-class and face-to-face activities and develop their own understanding and critical perspective on the topics they are studying.

**Strong Experimental/Practical Elements that learners need to grasp.**

We also offer optional face-to-face sessions.

The face-to-face sessions are an opportunity to untangle complex concepts and provide students with an opportunity to apply the knowledge acquired in the preceding weeks. During the face-to-face sessions, students can be expected to:

- Engage in discussions around youth development activities
- Engage with reading material to engage in class discussions
- Review core/complex concepts through applied work.

**Research supervision:**

In the final part, students will undertake a dissertation, supervised by one of our tutors with expertise in the area of the dissertation topic. Students will have the opportunity to meet with the supervisor to explore the topic, receive guidance on the research and receive feedback on the work as it progresses.

**Overall Workload:**

Your overall workload as a student consists of independent learning, e-learning activities and, if you choose to, face to face sessions. The following gives you an indication of how much time you will need to spend on the different components of your programme at each level. Each ECTS credit taken is equivalent to 25 hours of study time.

The expected study time for this programme will be as follow:

Foundation: 1,500 hours for 60 ECTS credits

Year 1: 1,500 hours for 60 ECTS credits.

Year 2: 1,500 hours for 60 ECTS credits.

Year 3: 1,500 hours for 60 ECTS credits.

Typically, for each year of your degree you will spend 0-10% of your time in face to face sessions, 30-40% of your time engaging with e-learning activities and 60% of your time in independent study time.

A typical study week for a student will involve some optional face to face sessions, required engagement in online discussion forum, the completion of online activities and independent study time to review attached readings, textbooks and relevant sections of the module document. Students should expect to devote 8 to 12 hours of study time per week per module.

These are indicative and may vary from student to student.

## 6. ASSESSMENT STRATEGY

### Assessment Methods

A range of formative and summative assessment exercises are designed to enable you to demonstrate and apply your knowledge and understanding.

Most modules will consist of a Tutor Marked Assessment component and an examination. TMAs can include:

- Tests
- Essays
- Written projects
- Practical projects
- Exercises and problem set
- Webinars
- Portfolio
- Team projects

**Industrial placement will be assessed through a portfolio. It is the onus of the students to secure their own industry placement.**

**The Industrial placement will be waived, based on evidence, for those already working in the Hotel Industry.**

### Academic Feedback

Throughout the course of your studies, tutors will provide informal feedback on your online activities and class contributions. Feedback may be individual or provided to the class as a whole.

Each summative assessment will be accompanied by detailed marking criteria and marking scheme detailing the expectation of the assessment at each grade classification level. Feedback on assessment will be provided along the marking criteria. Marking criteria will be made available to the student at the same time as the assessment details.

Students will receive written individual feedback on all TMA components.

The University Policy on Assessment Feedback and Guidance on provisional marks can be found in the General Rules

### Late submission, Extension and Resit Policy

The University Policy on Late Submission, Extension and re-sits can be found in the General Rules

### Special Circumstances

The University Policy on Special Circumstance can be found in the General Rules

### Continuous assessment and Exam Regulations

The University Regulations on Continuous Assessment and Examination can be found in the General Rules.

## 7. ACADEMIC MISCONDUCT

As a safeguard to the quality and standard of Open University's qualifications and awards, the university takes any incidence of academic misconduct seriously and will investigate any reported case. The registration of students who are found writing against the university on social media and press using baseless arguments will be terminated.

Academic Misconduct refers to any activity where a student, through unpermitted means, seeks to gain an advantage in the completion of an assessment. Any unpermitted action will be considered as academic misconduct when occurring during a formal examination, a TMA, or any other form of assessment considered by Board of Examiners and undertaken in pursuit of a University qualification or award.

**Plagiarism** (using, intentionally or unintentionally another person's work and presenting it as its own) will be systematically checked through a text-matching automated detection software that support the detection of plagiarism: Turnitin.

**Any suspected cases of academic misconduct will be reported and investigated. Academic misconduct offences, may lead to suspension or expulsion from the University.**

The university regulations on Academic Misconduct can be found in the General Rules.

## 8. PROGRAMME STRUCTURE

C = Core i.e. modules which must be taken to be eligible for the award

S1 = Semester 1

S2 = Semester 2

S3 = Semester 3

S4 = Semester 4

S5 = Semester 5

S6 = Semester 6

S7 = Semester 7

S8 = Semester 8

### SEMESTER I

| Code       | Subjects                            | Type | Semester            | Credits   |
|------------|-------------------------------------|------|---------------------|-----------|
| OUBs047111 | Food Production - I                 | Core | S1                  | 5         |
| OUBs047112 | Food and Beverage Management - I    | Core | S1                  | 7         |
| OUBs047113 | Tourism and Hospitality Industry    | Core | S1                  | 5         |
| OUBs047114 | Hospitality Communication           | Core | S1                  | 4         |
| OUBs047115 | Academic Literacies                 | Core | S1                  | 3         |
| OUBs047116 | Leisure and Recreational Management | Core | S1                  | 6         |
|            |                                     |      | <b>Credit Total</b> | <b>30</b> |

## SEMESTER II

| Code                | Subject                           | Type | Semester | Credits   |
|---------------------|-----------------------------------|------|----------|-----------|
| OUBs047121          | Food Production - II              | Core | S2       | 6         |
| OUBs047122          | Food and Beverage Management - II | Core | S2       | 5         |
| OUBs047123          | Accommodation Operation - I       | Core | S2       | 6         |
| OUBs047124          | Food Service and Nutrition        | Core | S2       | 4         |
| OUBs047125          | Basic Accounts                    | Core | S2       | 4         |
| OUBs047126          | Health and Safety Management      | Core | S2       | 5         |
| <b>Credit Total</b> |                                   |      |          | <b>30</b> |

Students who successfully complete Semester I and II and decide to exit the programme at this point will be awarded a Foundation in Hotel Management and Catering Technologies.

## SEMESTER III

| Code         | Subjects                                 | Type | Semester | Credits   |
|--------------|--|------|----------|-----------|
| OUBs047231   | Ethical Principles in Hotel Management   | Core | S3       | 5         |
| OUBs047232   | Food and Beverage Operations             | Core | S3       | 6         |
| OUBs047233   | Accommodation Operation - II             | Core | S3       | 5         |
| OUBs047234   | Front Office Operation                   | Core | S3       | 5         |
| OUBs047235   | Tourism Products, Design and Development | Core | S3       | 5         |
| OUBs047236   | Basic Principal and Strategic Management | Core | S3       | 4         |
| <b>Total</b> |  |      |          | <b>30</b> |

## SEMESTER IV

| Code                | Subject                 | Type | Semester | Credits   |
|---------------------|-------------------------|------|----------|-----------|
| OUBs047241          | Industrial Training - I | Core | S4       | 30        |
| <b>Credit Total</b> |                         |      |          | <b>30</b> |

Students who successfully complete Semester I, II, III and IV and decide to exit the programme at this point will be awarded a Certificate in Hotel Management and Catering Technologies.

## SEMESTER V

| Code         | Subjects                                   | Type | Semester | Credits   |
|--------------|--|------|----------|-----------|
| OUBs047351   | Local and International Cuisines           | Core | S5       | 7         |
| OUBs047352   | Research Methods                           | Core | S5       | 7         |
| OUBs047353   | Front Office Administration and Management | Core | S5       | 5         |
| OUBs047354   | Human Resources Management                 | Core | S5       | 4         |
| OUBs047355   | Marketing Management                       | Core | S5       | 3         |
| OUBs047356   | Hotel Operations Management                | Core | S5       | 4         |
| <b>Total</b> |  |      |          | <b>30</b> |

**SEMESTER VI**

| Code                | Subjects                                     | Type | Semester | Credits   |
|---------------------|--|------|----------|-----------|
| OUBs047361          | Inventory Management - I                     | Core | S6       | 7         |
| OUBs047362          | Facilities Management                        | Core | S6       | 7         |
| OUBs047363          | Process and Quality Management               | Core | S6       | 7         |
| OUBs047364          | Resort Designing, Development and Management | Core | S6       | 3         |
| OUBs047365          | Hospitality and Tourism Law                  | Core | S6       | 3         |
| OUBs047366          | Event and Disaster Management                | Core | S6       | 3         |
| <b>Credit Total</b> |  |      |          | <b>30</b> |

Students who successfully complete Semester I, II, III, IV, V and VI and decide to exit the programme at this point will be awarded a Diploma in Hotel Management and Catering Technologies.

**SEMESTER VII**

| Code          | Subject   | Type | Semester | Credits   |
|---------------|---|------|----------|-----------|
| OUBs047471    | Bakery and Patisserie                             | Core | S7       | 5         |
| OUBs047472    | Inventory Management - II                         | Core | S7       | 7         |
| OUBs047473    | Room Division Management                          | Core | S7       | 6         |
| OUBs047474    | Aviation and Cruise Line Operation                | Core | S7       | 3         |
| OUBs047475    | Retail Operation and Entrepreneurship Development | Core | S7       | 5         |
| OUBs047476    | Architecture and Interior Designing               | Core | S7       | 4         |
| <b>Credit</b> |   |      |          | <b>30</b> |
| <b>Total</b>  |   |      |          |           |

**SEMESTER VIII**

| Code          | Subject                                     | Type | Semester | Credits   |
|---------------|---|------|----------|-----------|
| OUBs047481    | Industrial Training - II<br>(5mths/22Weeks) | Core | S8       | 20        |
| OUBs047482    | Research Projects                           | Core | S8       | 10        |
| <b>Credit</b> |   |      |          | <b>30</b> |
| <b>Total</b>  |   |      |          |           |

Students who successfully complete Semester I, II, III, IV, V, VI, VII and VIII will be awarded a BSc (Hons) in Hotel Management and Catering Technologies.



## 9. GRADING

### Grading system:

Assessments are graded in percentage and correspond to a letter grade and a grade point.

To pass a module, students need an overall of 40% weighted average of their combined continuous assessment (TMA) and examination.

| Marks (x) %        | Description  | Letter Grade | Grade point |
|--------------------|--|--------------|-------------|
| $X \geq 70$        | Excellent  | A            | 5           |
| $60 \leq X < 70$   | Very Good  | B            | 4           |
| $50 \leq X < 60$   | Good   | C            | 3           |
| $40 \leq X < 50$   | Satisfactory   | D            | 2           |
| $X < 40$           | Ungraded   | U            | 0           |
| Non-graded/pending | Refer rules and regulation for pending grades letter codes |              |             |

To pass a module, students need an overall of 40% weighted average of their combined continuous assessment and examination. All components of TMAs will have to have be submitted and examination sat to pass the module.

Students will normally not be allowed to postpone more than two modules for the following semester.

If a student obtains grade "U" in three or more modules in the same semesters, and the CPA is below 40 for that semester, the student will be requested to repeat the semester unless decided otherwise by the Academic Council upon the recommendation of the Board of Examiners. When repeating a semester, a student may or may not take the modules for which Grade C or above have been obtained.

If after completing a level the student's CPA < 10, the student will have to repeat the entire academic year, and retake the modules as and when offered. However, s/he will not be required, if s/he wishes, to retake 3 module(s) for which Grade C or above has been obtained.

Students will not be allowed to repeat more than two semesters during the entire duration of the programme.

University General Marking Criteria for Undergraduate Exams and Undergraduate Dissertations can be found in the General Rules.

### Cumulative Point Average (CPA):

Total CPA for Undergraduate degrees is calculated by:

#### MINIMUM PASS MARKS :-

- a) Multiplying the module credit by the THEORY subjects by 40% marks, PRACTICAL subjects by 50% for the module and then summed up and divided by the total credits attempted over the cumulative period at each level (1 semester or 1 year

## 10. PROGRESSION, EXIT POINTS AND AWARD

| Progression                              | <p>If a student fails to achieve 60 credits at the end of a year level, the board of examiners will make a decision with regard to the student's progression. At its discretion, the board of examiners may:</p> <ul style="list-style-type: none"> <li>- Allow a student to carry forward up to 15 credits in the following year level in order to retake these units in attendance;</li> <li>- Require the student to repeat the year;</li> <li>- Award of an exit award once you've exhausted all the opportunities to retrieve failed assessment.</li> </ul>   |               |                        |   |                        |  |            |  |   |     |   |                                     |  |   |     |   |  |  |   |     |   |            |  |   |    |   |
|--|--|---------------|------------------------|---|------------------------|--|------------|--|---|-----|---|-------------------------------------|--|---|-----|---|--|--|---|-----|---|------------|--|---|----|---|
| Classification of Awards                 | <p>For the award of the Honours degree, all modules of the programme must be completed.</p> <p>The Certificate of Higher Education and the Diploma of Higher education are awarded as possible exit points in the programme as indicated in the table below:</p> <table border="1"> <thead> <tr> <th>Award</th> <th>Title</th> <th>Level NQF-MQA</th> <th>Total required Credits</th> <th>Classification Based on Cumulative Point Average (CPA)</th> </tr> </thead> <tbody> <tr> <td>BSc (Hons)</td> <td>Hotel Management and Catering Technologies</td> <td>8</td> <td>240</td> <td> <b>1<sup>st</sup> Class Honours (First):</b> CPA <math>\geq</math>70<br/> <b>2<sup>nd</sup> Class 1<sup>st</sup> Division Honours (2:1):</b><br/>                     60 <math>\leq</math> CPA &lt; 70<br/> <b>2<sup>nd</sup> Class 2<sup>nd</sup> Division Honours (2:2):</b><br/>                     50 <math>\leq</math> CPA &lt; 60<br/> <b>3<sup>rd</sup> Class Honours:</b> 45 <math>\leq</math> CPA &lt; 50                 </td> </tr> <tr> <td>Diploma of Higher Education (DipHE)</td> <td>Hotel Management and Catering Technologies</td> <td>6</td> <td>180</td> <td> <b>Distinction:</b> CPA <math>\geq</math> 70<br/> <b>Pass:</b> 40 <math>\leq</math> CPA &lt; 70<br/> <b>No Award:</b> CPA &lt; 40                 </td> </tr> <tr> <td>Certificate of Higher Education (CertHe)</td> <td>Hotel Management and Catering Technologies</td> <td>5</td> <td>120</td> <td> <b>Distinction:</b> CPA <math>\geq</math> 70<br/> <b>Pass:</b> 40 <math>\leq</math> CPA &lt; 70<br/> <b>No Award:</b> CPA &lt; 40                 </td> </tr> <tr> <td>Foundation</td> <td>Hotel Management and Catering Technologies</td> <td>5</td> <td>60</td> <td> <b>Distinction:</b> CPA <math>\geq</math> 70<br/> <b>Pass:</b> 40 <math>\leq</math> CPA &lt; 70<br/> <b>No Award:</b> CPA &lt; 40                 </td> </tr> </tbody> </table> | Award         | Title                  | Level NQF-MQA   | Total required Credits | Classification Based on Cumulative Point Average (CPA) | BSc (Hons) | Hotel Management and Catering Technologies | 8 | 240 | <b>1<sup>st</sup> Class Honours (First):</b> CPA $\geq$ 70<br><b>2<sup>nd</sup> Class 1<sup>st</sup> Division Honours (2:1):</b><br>60 $\leq$ CPA < 70<br><b>2<sup>nd</sup> Class 2<sup>nd</sup> Division Honours (2:2):</b><br>50 $\leq$ CPA < 60<br><b>3<sup>rd</sup> Class Honours:</b> 45 $\leq$ CPA < 50 | Diploma of Higher Education (DipHE) | Hotel Management and Catering Technologies | 6 | 180 | <b>Distinction:</b> CPA $\geq$ 70<br><b>Pass:</b> 40 $\leq$ CPA < 70<br><b>No Award:</b> CPA < 40 | Certificate of Higher Education (CertHe) | Hotel Management and Catering Technologies | 5 | 120 | <b>Distinction:</b> CPA $\geq$ 70<br><b>Pass:</b> 40 $\leq$ CPA < 70<br><b>No Award:</b> CPA < 40 | Foundation | Hotel Management and Catering Technologies | 5 | 60 | <b>Distinction:</b> CPA $\geq$ 70<br><b>Pass:</b> 40 $\leq$ CPA < 70<br><b>No Award:</b> CPA < 40 |
| Award                                    | Title  | Level NQF-MQA | Total required Credits | Classification Based on Cumulative Point Average (CPA)  |                        |  |            |  |   |     |   |                                     |  |   |     |   |  |  |   |     |   |            |  |   |    |   |
| BSc (Hons)                               | Hotel Management and Catering Technologies   | 8             | 240                    | <b>1<sup>st</sup> Class Honours (First):</b> CPA $\geq$ 70<br><b>2<sup>nd</sup> Class 1<sup>st</sup> Division Honours (2:1):</b><br>60 $\leq$ CPA < 70<br><b>2<sup>nd</sup> Class 2<sup>nd</sup> Division Honours (2:2):</b><br>50 $\leq$ CPA < 60<br><b>3<sup>rd</sup> Class Honours:</b> 45 $\leq$ CPA < 50 |                        |  |            |  |   |     |   |                                     |  |   |     |   |  |  |   |     |   |            |  |   |    |   |
| Diploma of Higher Education (DipHE)      | Hotel Management and Catering Technologies   | 6             | 180                    | <b>Distinction:</b> CPA $\geq$ 70<br><b>Pass:</b> 40 $\leq$ CPA < 70<br><b>No Award:</b> CPA < 40   |                        |  |            |  |   |     |   |                                     |  |   |     |   |  |  |   |     |   |            |  |   |    |   |
| Certificate of Higher Education (CertHe) | Hotel Management and Catering Technologies   | 5             | 120                    | <b>Distinction:</b> CPA $\geq$ 70<br><b>Pass:</b> 40 $\leq$ CPA < 70<br><b>No Award:</b> CPA < 40   |                        |  |            |  |   |     |   |                                     |  |   |     |   |  |  |   |     |   |            |  |   |    |   |
| Foundation                               | Hotel Management and Catering Technologies   | 5             | 60                     | <b>Distinction:</b> CPA $\geq$ 70<br><b>Pass:</b> 40 $\leq$ CPA < 70<br><b>No Award:</b> CPA < 40   |                        |  |            |  |   |     |   |                                     |  |   |     |   |  |  |   |     |   |            |  |   |    |   |

## 11. STUDENT SUPPORT

Support available through:  
[studentsupport@open.ac.mu](mailto:studentsupport@open.ac.mu)

## 12. Have Your Say

Open University values student feedback and students will be given opportunities to have their say on their learning experience in the following way:

- Student programme and module evaluation surveys;
- Acting as student representative and participate in a range of committees such as the staff-student consultative committee;
- Participate in programme validation processes.

The University will respond to student feedback through the following channels:

- Response and action taken following the module evaluation survey will be posted on the e-platform;
- Action from minutes will be monitored by the chair of the relevant committees;
- Annual programme monitoring process will take into account student feedback;
- Programme review process (every five years).