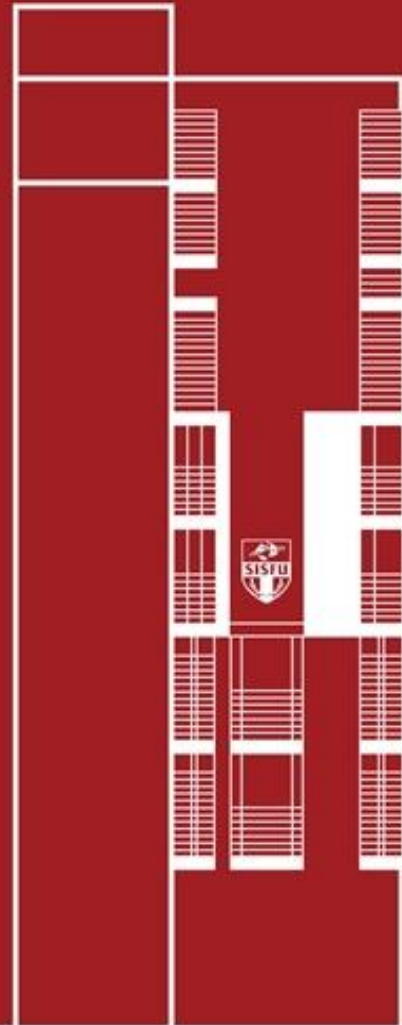


# College Student Handbook 2017-2018



SOUTHVILLE INTERNATIONAL SCHOOL  
AFFILIATED WITH FOREIGN UNIVERSITIES

## Contents

Part	
I	Title Page
II	Table of Contents
<b>1</b>	<b>Introduction</b>
1.1	Purpose of Student Handbook 4
1.2	Welcome Message of the President 4
1.3	Vision and Mission 5
1.4	5Cs' Culture 5
1.5	The Logo 7
1.6	History 8
1.7	Equal Opportunity Policy 8
<b>2</b>	<b>Facilities</b>
2.1	Lecture Rooms 9
2.2	Modern Computer Laboratories 9
2.3	Hotel Suite 9
2.4	Bistro Lima 9
2.5	Ultra-Modern Kitchen 9
2.6	SNX 9
2.7	CLMC 10
2.8	Library 10
2.9	Student Centre 10
2.10	Student Accommodation 10
<b>3</b>	<b>Partner Educational Institutions</b>
3.1	ICHM 11
3.2	De Montfort University Leicester 11
3.3	Pearson 12
<b>4</b>	<b>Getting Started</b>
4.1	Tuition Payment 13
4.2	New Students' Identification Card 14
4.3	Uniform 15
4.4	Adding or Dropping of Subjects 17
4.5	Class Attendance 18
4.6	Internship 19
4.7	Withdrawal from Programme 19
<b>5</b>	<b>Getting Around</b>
5.1	Student Relations Department 21
5.2	Student Organization 23
5.3	Student Feedback 25
5.4	Student Complaints 26
5.5	Campus and Classroom Regulation 26
5.6	Discipline Process 27
5.7	Investigative Discipline Process 27

<b>6</b>	<b>Recognition</b>	
6.1	Non Academic Awards for Graduation	28
6.2	EDEXCEL Academic Awards	29
6.3	Academic Excellence Awards	29
<b>7</b>	<b>Graduation</b>	
7.1	Requirements	31
7.2	Higher National Diploma	31
7.3	Top-up	31
7.4	Clearance	31

# I. INTRODUCTION

## PURPOSE OF THE STUDENT HANDBOOK

This handbook is your guide to the rules and regulations of SISFU that encourage appropriate student behavior, based on our 5C's culture: character, competence, commitment, creativity, and collaboration—in a nurturing environment.

Take a close look at them so that you may enjoy your time in the school as you work together with the faculty, staff and other students. This handbook will also acquaint you with the school's activities, policies, organizations, and services. As you become familiar with all these procedures, rules and regulations relating to your course of study, you can assist in their implementation. This handbook is divided into the following seven (7) sections with the Appendices at the end of 7<sup>th</sup> section.

SECTION	TOPIC
I	INTRODUCTION (Welcome, SISFU's Vision, Mission, Culture)
II	FACILITIES
III	PARTNER EDUCATIONAL INSTITUTIONS
IV	GETTING STARTED
V	GETTING AROUND SOUTHVILLE
VI	RECOGNITION OF STUDENTS
VII	GRADUATION

Should there be any changes to this handbook, they will be posted on the notice boards and published in the next release of the revised handbook.

## WELCOME MESSAGE

Welcome to **Southville International School Affiliated With Foreign Universities (SISFU)** where the focus is on quality and excellence in international education.

SISFU is the pioneer in transnational education in the Philippines. We establish partnerships and affiliations with colleges, universities, & academic programs from foreign countries which are known for their exacting standards and academic excellence. These affiliations enable us to deliver the curricula of selected institutions, here in the Philippines, using their syllabi, teaching and assessment methodologies, standards and grading systems. Upon completion of your courses, you will be awarded diplomas or degrees from these foreign partners.

We take pride in our student-centered educational system. You will readily find out that here, learning is focused on you. We maintain a low student-faculty ratio to ensure optimum learning, to allow our faculty to pay attention to your learning needs, and to challenge you to explore your

talents and full potential. Experiential learning takes place in the practical aspects of your curriculum and in your internships - mostly paid and abroad - in such places as the U.S.A., the U.K., Australia, Switzerland and the Middle East. The diversity of our student body exposes you to a variety of cultures and prepares you for the real life challenges of the 21st century. Equally diverse are our lecturers and tutors educated from all over the world, who bring with them not only their rich academic backgrounds but a wealth of industry experiences. I can say with pride that the academic rigor at SISFU prepares you to have an edge in the global market place.

It is indeed a great pleasure to have you at SISFU and enable you to discover and maximize your potential. Take full advantage of the wide range of services and personal support SISFU offers you to accomplish our mission - to make you globally competitive, competent professionals and successful entrepreneurs.

**Melva M. Diamante, D.B.A.**  
President

## **VISION & MISSION**

### **VISION**

SISFU will be the leading transnational university that develops global leaders and professionals. It is distinguished by its excellent academic standards, outstanding instructional methodologies, relevant research, high levels of student achievement, a culture of innovation, and strong partnerships with ranked educational institutions. Its graduates are sought after by top national and global organizations.

### **MISSION**

SISFU, the premier transnational university in the Philippines, delivers globally-relevant quality undergraduate and graduate programs developed by accredited educational partners from the UK, Australia and the USA. Using rigorous international standards in instruction, assessment and research, supported by excellent facilities, highly-qualified faculty, and industry collaboration, SISFU prepares students to be globally competitive, competent professionals, successful entrepreneurs, leaders and movers of society.

## **5C'S CULTURE**

S.I.S.F.U believes in five anchors that are necessary to succeed in the 21st century:

### **Character**

Character is the basic anchor in life. Great men and women achievers are known for striking qualities of courage and conviction. Character is the deep reservoir from which

words are spoken, behaviors acted out and wisdom manifested. Character encompasses values of time and money, justice, fairness, conviction, firmness, global sensitivity, local action, intrapersonal or interpersonal sensitivity, compassion, courage and integrity.

### **Competence**

Competence is the knowledge and skill required to do a task. Tasks have evolved into complex components necessitating a very broad base of information but a focused development of skills. Competence includes analytical skills, problem solving, decision making, creativity, innovation, technical knowledge, verbal fluency, expertise in a discipline, global awareness and knowledge, a strong capacity to manage change and a positive attitude for staying updated in information and a lifetime of learning.

### **Commitment**

Commitment to achieve is transforming dreams into reality, vision into tasks, aspirations into actual output. It involves a consistent commitment to get things done and have goals accomplished. What has transformed learners into great leaders, managers into effective managers, athletes into exemplary athletes, teachers into unforgettable teachers, the list goes on ... is a burning PASSION to get things done. These people think of, talk of, dream of the reality. For them, this quality is spelled out as an achievement and results orientation, excellence in work, timely delivery of output, focus and perseverance.

### **Creativity**

Creativity is the more efficient way of doing things, the new solution to old problems, the insatiable quest to improve processes and the improved of life. The mobility we are experiencing now, the technology we avail of, the excellent facility in communication and efficiency in systems, the quality of entertainment we enjoy, our ever-increasing stretching of life spans – these are all products of the genius of man. Creativity holds the key to our quality of life in the future. The genius in each child has to be awakened, nurtured, and ultimately utilized by mankind for its good.

### **Collaboration**

Collaboration is possessing excellent interpersonal skills, persuasive communication competencies, and well-developed collaborative attitude and skills. Great leaders are known for having these qualities. Although achievement can be an individual effort, there is much more that can be attained where there is synergy. The power to effect changes, to alter paradigms and to make a difference stems from the strength derived from a mass base. To galvanize a group into action or to inspire members to work towards something, group facilitation skills and a collaborative spirit are most essential.

Each member's talent, skill or competency is tapped; conflicts are effectively handled such that it benefits the group. Personality and cultural differences and varied perspectives are treated in a complementary way by using the diversity to enrich the quality of the decision or action taken. Most of all, a person with collaborative skills lives in harmony with himself and with others

### **SISFU'S LOGO**

- The Maroon color exemplifies the educational institution's passionate quest for knowledge.
- The white background refers to the purity of our intentions.
- The globe represents our international presence and the rings indicate our continuing search for technology.
- SISFU is written in a bold font to indicate the educational institution's passion in pursuit of its goals.
- SISFU in bold letters is carved in a wall of "T" to signify our commitment to pursue and defend the Educational institution's Statement of Intention with vigor.
- Two laurel branches with leaves stand for the excellent achievements of the educational institution, especially its graduates.
- The form of the logo is in the shield of a knight for us to emulate the rich history and heritage of our partner schools.



## **HISTORY**

It was Dr. Genevieve Ledesma-Tan who founded Southville International School and Colleges (SISC) in 1990, which grew rapidly into a full international school. In 1997, Roger and Helen Bartholomew teamed up with the founder of SISC to start SISFU, the first transnational university in the country. In May 1998, the opening of SISFU was graced by prestigious dignitaries and a large contingent from the press.

The need for world-class education is rapidly growing as trade barriers come down and countries become more and more interdependent on each other for a variety of products and services. With today's communication capabilities, knowledge and expertise can no longer be learned in isolation.

SISFU is characterized by a focused, relevant outcomes-based curriculum, professional and industry-recognized qualification, cutting-edge technology, integrated learning strategies and an international faculty. In addition, the learning environment reflects the interaction between custom designed facilities and a motivated student body. Students also have the option of taking the final year of their studies abroad. SISFU brings high quality education to the Philippines to enable its students to be globally competitive

## **EQUAL OPPORTUNITY POLICY**

SISFU seeks to ensure that all students are treated fairly and are afforded equal opportunity to develop your potential for learning and will promote an environment where staff and you recognize and respect the rights of others. SISFU is committed to providing equality of opportunity and freedom from unlawful discrimination on the grounds of race, color, nationality, ethnic origin, gender, marital or civil partnership status, disability, including mental health difficulties, sexual orientation, religion or belief, or age.

While you are provided protection from discrimination on the grounds listed above, you have the obligation to ensure that your behavior and actions treat other students, faculty and staff accordingly as well. The school takes equality of opportunity seriously and any violation of its policy and the equality laws of the Philippines could result in disciplinary action, including dismissal from the University.



## II. FACILITIES

### **LECTURE ROOMS**

The lecture rooms of SISFU are functionally-designed with first-class ergonomic seats for optimum comfort and support. Fully air-conditioned, the rooms are also equipped with state-of-the-art multimedia and audio-visual equipment for classroom instruction purposes.

### **COMPUTER LABORATORIES**

The modern computer laboratories are especially designed for the hands-on training of the students studying computer science & information systems management. The laboratory is also the training area for the Opera Front Office Management System. The 138-room Opera system provides training in the areas of reservations, sales, guest relations, statistics, reports and forecasts.

### **HOTEL SUITE**

The Hotel Suite is a spacious, beautifully decorated and furnished show room and practical training area, maintained to five-star hotel standards. The suite is fully-carpeted with built-in cabinets, luxury furnishings and an *en-suite* bathroom. The interior has been designed in such a way that it gives an elaborate appearance, but on closer inspection, you will find that many different interior finishes, textures and applications have been utilized in order to provide you exposure to a multitude of options with respect to aesthetics and interior design.

### **BISTRO LIMA**

The Bistro Lima is a training restaurant. With simple yet classy interiors, it is the perfect place to gather with friends and family to enjoy delectable food and beverage selections at very reasonable prices.

Open: Mondays to Fridays, 09:00 A.M. – 5:00 P.M.

### **KITCHEN**

The Ultra-Modern Kitchen is fully equipped with industry standard equipment and is Hazard Analysis & Critical Control Points (HACCP) compliant with respect to health, safety, hygiene and overall sanitation. The Kitchen is home for the hands-on lectures and practical applications in basic Kitchen Skills and Kitchen Operations Practical subjects, where you prepare an array of international dishes if you are involved in the School of Hospitality Management.

### **SNX**

Located just off the lobby of the SISFU Campus, is SNX. It offers ready-to-go snack items such as wraps, sandwiches and chips, as well as sweet or savoury breads and pastries, and various

beverage selections. Around noon, packed hot meals are also available at the SNX Counter. Open: Mondays to Fridays, 7:30 A.M. – 5:00 P.M.

### **LIBRARY**

The Library is located on the 3rd and 4th levels of the Luxembourg campus building. The collection primarily consists of printed as well as materials accessible online to support the varied curricular offerings of the university. Print materials include Filipiniana, journals, and magazines. Its audio-visual collection consists of DVDs, VCDs and CDs related to the courses offered. The library is equipped with modern IT facilities and comfortable group study rooms. SISFU students can likewise access the e-library of our partners overseas at all times.

### **CLMC**

Located on the 8th Floor of SISFU's Lima Building, the Capital Market Learning Center (CMLC), houses industry affiliated trading terminals that enable real-time monitoring and trading of bonds, equities, commodities, and currencies worldwide. The CMLC is envisioned to be the war zone for students who want to invest in the capital market or venture into entrepreneurship. With an in-house trader manning the center, visiting students are given free lectures about stock market investing. Investment ventures in need of capital can also avail of the entrepreneurship grants given by the center. With trading terminals equipped with a database of financial figures, company reports, and stock prices that date back to 1982, the CMLC also serves as a research center for financial and capital markets.

### **STUDENT CENTRE**

Located at the 3<sup>rd</sup> floor, the Laureano San Jose Santos Student Center is a comfortable area open to all SISFU students and conducive for gathering, studying, and relaxing between classes. The Student Center also offers variety of board games for use in the center during their recreation time. The student center also has a mini library and serves as the reading center for students.

### **STUDENT ACCOMMODATION**

There are apartments and dormitories nearby school that provide suitable accommodation for SISFU students. Located within walking distance and conveniently positioned near various establishments.

### III. PARTNER EDUCATIONAL INSTITUTIONS

#### **INTERNATIONAL COLLEGE OF HOTEL MANAGEMENT (ICHM)**

The International College of Hotel Management (ICHM) in Adelaide, Australia was established in 1992 in association with the Swiss Hotel Association (SHA) and the South Australian Government. It prepares students for success at the top end of the international hotel industry. Its graduates enjoy excellent career prospects, obtaining highly sought after positions around the world.

The professional hospitality and business skills that students learn with ICHM curricula are highly valued and sought after within hotels and at management levels across a variety of their industries. ICHM provides students with just the right balance of academic study, practical skills and industry internships to set them on the path for success.

ICHM was the first school outside of Switzerland able to offer the world renowned Swiss Hotel Association Diploma of International Hotel Management. For more than a century, the Swiss Hotel Association (SHA) has been the official organization for the hotel industry in Switzerland, setting the standards in hotel management education for the rest of the world to follow.

Now SISFU is the only educational institution in the Philippines that offers an Australian Degree Program in Hospitality Management.

ICHM and SISFU have joined together to give you an international education in the Philippines using modern European methods of teaching. On successful completion of the two-year program and industry placement, students have the option of finishing their final year at ICHM in Adelaide.

#### **DE MONTFORT UNIVERSITY**

The BA (Honours) Business Administration programme (Top Up) at SISFU is a qualification under the De Montfort University (DMU) partnership arrangement. This programme has run very successfully for many years at DMU (UK) and other campuses in several countries including Hong Kong, Denmark, and India. The programme has been validated by the British Quality Assurance Agency (QAA) and is subjected to the approval of Commission on Higher Education (CHED).

The excellence that we aim for in this degree scheme is a result of collaboration between staff and students. We try to provide a board and stimulating environment in which you can explore ideas and pursue projects. Our aim is to spark your enthusiasm and interest.

However, there is also a rigorous academic course and we expect you to attain the highest possible standards. We provide you with a lot of freedom and expect you take a responsible attitude towards the programme, especially at the times when independent self-study and group activities are expected. It is up to you to meet this challenge.

We hope that you will enjoy your time with DMU and find Business Administration as exciting as we do. Wishing you the best with your studies!

### **PEARSON**

BTEC is a U.K. based work-related qualification and the world's most successful applied learning brand. It has been engaging learners in practical, interpersonal and thinking skills for over 25 years.

BTEC is built to accommodate the needs of employers and allow progression to a university. BTEC provides a practical, real-world approach to learning without sacrificing any of the essential subject theory. Its programmes can be taken alongside, or in place of, GCSEs and A levels. They can also form the knowledge component of Foundation Learning or BTEC Apprenticeships. Available across a wide range of industry sectors, they are continually developed and updated to meet the needs of employers and learners.

BTEC is a member of the Pearson Group of Companies. Few other awarding bodies in the world are regulated and reviewed to such exacting standards.

## IV. GETTING STARTED

### TUITION PAYMENT

#### *Tuition and Other Fees*

**Application Fee:** For students seeking admission into any program, this is one-time, non-refundable fee is paid at the time the applicant will take the admission exam. **USD 30.00**

**Administration Fee:** For students who successfully passed the application requirements, this is one-time, non-refundable fee is paid on or before the start of classes. It serves as reservation fee for the chosen course. **USD 300.00**

**International Registration Fee (IRF):** The IRF covers the cost of official registration of each student with the foreign partner university for a specific period.

**Late enrolment Penalty:** If, you are a continuing student and you enroll after the first day of classes, you shall be charged a late enrolment fee of USD 150.00.

#### *Payments*

Fees are to be paid in US Dollars or the Philippine Peso equivalent using the foreign exchange rate at the time of payment.

Payments may be made using:

- Credit Cards (Visa/ Mastercard);
- Debit Cards (Visa/ Mastercard);
- Bank Transfers to SISFU Metrobank Account; and
- Checks (Peso and Dollar Check)

#### **Payment Scheme**

Fees per term may be paid through the following schemes:

- |         |   |
|---------|---|
| Plan A: | Tuition Fees are paid in full.                              |
| Plan B: | Two installments with 3% interest on the tuition fee only   |
| Plan C: | Three installments with 5% interest on the tuition fee only |

A 2% per month surcharge shall be imposed for delayed payments.

#### **Payment Procedure**

All payments and other financial transactions must be conducted at the Accounting Office only.

(Ground Floor of SISFU Building)

## **Refund Policy**

Students who leave the school after they have officially enrolled shall be entitled to a credit of their tuition fee, except for the miscellaneous fees in accordance with the following:

Tuition fees paid in full:

First Week –	80% refund
Second Week –	50% refund
Third & Fourth Weeks –	25% refund
After 30 days –	No refund

Tuition fees paid on installment:

First Week –	20% charged on tuition fee
Second to Fourth Week –	50% charged on tuition fee
After 30 days –	100% charged on tuition fee

Refund for advanced tuition fee payments requested before the start of the term will be processed upon the written request of the Parent/Guardian/Student addressed to the Registrar with the understanding that a handling fee of \$100.00 will be charged by SISFU.

If, for any personal reason or due to an administrative sanction from an infraction of rules and regulations, you drop out of school during a given term, you shall be required to settle in full your outstanding accounts before any school record. (e.g. report card, official transcript of records, etc) can be released.

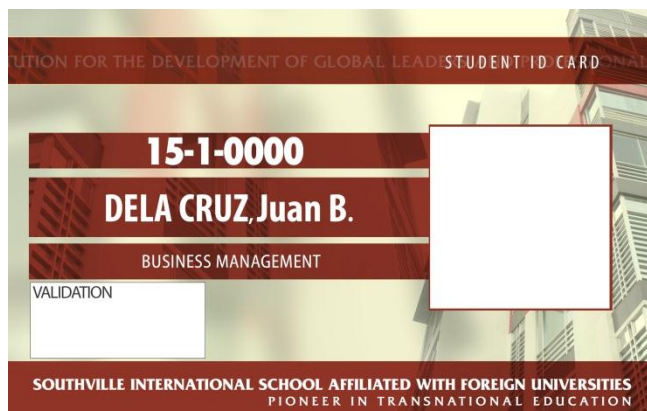
## **NEW STUDENTS' IDENTIFICATION CARD**

Upon enrolment, please submit a 2x2 ID picture with white background and complete the ID application form. A temporary ID will be issued to you until the school ID is available.

(Current Students/Returnees: present your IDs for validation of sticker every term upon enrolment.)

1. You must carry your own ID. Avoid using the ID of another student because this is school offense.
2. Present your ID to the guard before entering the campus, including the other campuses of Southville.

In case of loss or damaged ID, you have to present an affidavit of loss, duly notarized, to the Office of the Registrar for the application of a new ID. A temporary ID is issued until the school ID is available. The cost of the reissuance of a new ID is P300.00.



## UNIFORM

Our SISFU uniform distinguishes us from other universities. You are therefore required to wear it at all times inside the campus. As a Business and Hospitality Management school, where students are groomed to be future managers, entrepreneurs, and leaders, we take pride in our uniform.

You will be refused entry into the campus for improper use of your school uniform.

On days when you have no regular classes but need to come to school for official activities such as meetings, seminars, and others activities, please follow the prescribed uniform of the day below.

### Regular Days and Formal Occasion

<b>LADIES</b>	<b>GENTLEMEN</b>
<p><b><i>Hospitality &amp; Culinary</i></b></p> <ul style="list-style-type: none"> <li>▪ White Blouse with SISFU logo</li> <li>▪ Khaki Skirt (A-line and no more than 2 inches above the knee) inches above the knee)</li> <li>▪ Navy Blazer (full jacket with lapel) with SISFU badge</li> <li>▪ Neutral or beige stockings/pantyhose</li> <li>▪ Black court shoes (2 inch heel)</li> <li>▪ Well-groomed and clean hair</li> <li>▪ Discreet make-up</li> <li>▪ Discreet jewelry (one set of stud earrings, no other visible body piercing)</li> <li>▪ Well-manicured fingernails</li> <li>▪ SISFU Pullover (optional &amp; must be worn under the blazer)</li> </ul>	<p><b><i>Hospitality &amp; Culinary</i></b></p> <ul style="list-style-type: none"> <li>▪ White shirt with SISFU logo</li> <li>▪ Khaki Trousers (must be the prescribed fabric)</li> <li>▪ Navy Blazer (full jacket with lapel) with SISFU badge</li> <li>▪ Tie (properly knotted)</li> <li>▪ Black leather belt</li> <li>▪ Black socks</li> <li>▪ Black leather formal/dress shoes</li> <li>▪ Well-groomed and clean hair (off the collar and face , no colouring)</li> <li>▪ Clean shaven</li> <li>▪ No earrings or other visible body piercing</li> <li>▪ Well-manicured fingernails</li> <li>▪ SISFU Pullover (optional &amp; must be worn under the blazer)</li> </ul>
<p><b><i>Business &amp; Computer Science</i></b></p> <ul style="list-style-type: none"> <li>▪ White Blouse with SISFU logo</li> <li>▪ Khaki Skirt (A-line and no more than 2 inches above the knee) or trousers</li> <li>▪ Navy Blazer (round collar) with SISFU badge</li> <li>▪ Neutral or beige stockings/pantyhose (with skirt)</li> <li>▪ Black court shoes (2 inch heel)</li> <li>▪ Well-groomed and clean hair</li> <li>▪ Discreet make-up</li> <li>▪ Discreet jewelry (one set of stud earrings, no other visible body piercing)</li> <li>▪ Well-manicured fingernails</li> <li>▪ SISFU Pullover (optional &amp; must be worn under the blazer)</li> </ul>	<p><b><i>Business &amp; Computer Science</i></b></p> <ul style="list-style-type: none"> <li>▪ White shirt with SISFU logo</li> <li>▪ Khaki Trousers (must be the prescribed fabric)</li> <li>▪ Navy Blazer (full jacket with lapel) with SISFU badge</li> <li>▪ Tie (properly knotted)</li> <li>▪ Black leather belt</li> <li>▪ Black socks</li> <li>▪ Black leather formal/dress shoes</li> <li>▪ Well-groomed and clean hair (off the collar and face , no colouring)</li> <li>▪ Clean shaven</li> <li>▪ No earrings or other visible body piercing</li> <li>▪ Well-manicured fingernail</li> <li>▪ SISFU Pullover (optional &amp; must be worn under the blazer)</li> </ul>

### Wash Days (Monday & Saturday)

<b>LADIES</b>	<b>GENTLEMEN</b>
<ul style="list-style-type: none"> <li>▪ SISFU sports jacket</li> <li>▪ Maroon SISFU polo shirt</li> <li>▪ Jeans or trousers on wash days should be full length (no shorts, pedal pushers or leggings or torn jeans)</li> <li>▪ Closed shoes</li> <li>▪ Socks</li> <li>▪ Other grooming standards as per business uniform</li> <li>▪ SISFU Pullover (optional)</li> </ul>	<ul style="list-style-type: none"> <li>▪ SISFU sports jacket</li> <li>▪ Maroon SISFU polo shirt</li> <li>▪ Jeans or trousers on wash days should be full length (no shorts, pedal pushers or leggings or torn jeans)</li> <li>▪ Closed shoes</li> <li>▪ Socks</li> <li>▪ Other grooming standards as per business uniform</li> <li>▪ SISFU Pullover (optional)</li> </ul>

*Note: Students are not allowed to wear other jackets, sweaters, hoodies, and the like on regular days.*



### ***Additional Reminders***

Hats or any clothing other than authorized uniforms are not allowed to be worn during class lectures.

Any jewelry, body art, piercing or extreme hairstyle/color deemed by the school to be inappropriate due to distraction to the learning environment are not acceptable. Jewelry with spikes, chokers, wristbands or extra-large rings are not allowed on campus.

## **ADDING OR DROPPING OF SUBJECTS**

### **A. Adding / Dropping of Subjects**

You may add or drop subjects within one month from the start of classes.

1. You will be given an Enrolment Revision Form for adding or dropping a subject. Below are the subjects or the courses that you cannot drop:
  - 1.1. Foundation Subjects—they are considered pre-requisites.
  - 1.2. If you are under the SOHM program, which works on a modular system that spreads some units over more than one term, you can neither add nor drop units in the middle of the school year.
2. Fill out the Enrolment Revision Form. Below is the order of the signatories:
  - 2.1. Head of School
  - 2.2. Accounting Head
  - 2.3. Registrar
3. Submit the Enrolment Revision Form to the Registration Staff.

If your refund is based on the computation made by the Accounting Department, please follow up with the Accounting Department.

### **B. Refunds / Transfer of Tuition Fees / Dropping of Subjects**

Tuition Fees are non-refundable. However, the fees you have paid before withdrawing, due to illness or misadventure, may be transferred to the subsequent term. The transfer of

fees does not apply if you withdraw or drop out without valid reason, or are expelled from the school.

You will not be issued a clearance unless your outstanding accounts and unsettled balances are paid in full.

### **CLASS ATTENDANCE**

- Class attendance is a must for all subjects.
- You are required to attend at least 80% of the classes in all the courses for which you are registered. This applies to all classes, whether lectures, seminars, or workshops, or industrial visits.
- For absences due to medical conditions, you need to notify the Head of School or Dean and present a medical certificate from a doctor a day after you return to class.
- Each situation will be decided on individual basis, taking into consideration mitigating factors. A final decision will be made by the academics committee regarding your situation. Your performance, attitude, and faculty input will be considered and reviewed before a decision to excuse or not may be reached. A request by the student, addressed to the Head of School or Dean, will be necessary to conduct such a review.
- If you exceed the permissible percentage for absences (20%) and your appeal for consideration is denied, you will have to re-enroll in the subject when it is next offered.
- If you arrive fifteen (15) minutes late for class, you will be marked as “late.” You will not be allowed to enter the classroom during session one, but may join the session two after the break. A class of two hours or more is equivalent to two sessions. Session one begins at the scheduled start time per the timetable and session two commences after the break period.
- Two (2) late marks are equivalent to one (1) absence.
- If you leave the class and do not return for more than fifteen (15) minutes, you will be marked absent.
- Assessment papers; should you fail to attend at least 80% of the classes for a subject/unit, your assessment papers will not be accepted. In addition, you will not be allowed to take any exam.
- Your parents will be notified by the Dean or the Head of School as soon you incur two (2) absences in a class.
- Scholars are expected to lead by example. Your excessive absenteeism may jeopardize your scholarship.

## **INTERNSHIP**

Internship or an industry work placement experience is an integral learning exposure for all students to compliment the 'in-class' learning's; prepares students for the real world and expectations of career opportunities and provides the foundation for further studies so students can contribute to class discussions with confidence and share experiences.

Each programme has specific requirements for internship or industry work placements and the same will be discussed with students during the scheduled Career Development/Industry Placement sessions.

### ***Policies and Procedures***

SISFU has specific generic policies and procedures in place which are available in the Policies attachment or may be accessed via

However as we are a transnational education provider, the policies and procedures of our international partners are also applicable and the same may be accessed as follows:

**School of Hospitality Management** - International College of Hotel Management

<https://www.ichm.edu.au/admissions/rules-policies-procedures>

School of Business - De Montfort University:

<http://www.dmu.ac.uk/dmu-students/the-student-gateway/academic-support-office/student-regulations.aspx>

## **WITHDRAWAL FROM PROGRAMME**

Should you decide to discontinue your academic program, you must see the Dean/Head of School or the Registrar within four weeks from start of classes. You will be asked to complete an Enrolment Revision Form to be submitted it to the Registrar.

If you are unable to complete the above withdrawal process, you will still be considered enrolled in the subject/s.

Scholars: you may change majors without any cost only when the subjects you have completed are common to your new major. When the subjects are not common, the uncommon subjects already taken will be charged to you.

Non-Scholars: you are allowed to transfer courses once the term has commenced.

In order to withdraw from a subject without academic penalty, you must submit your Enrolment Revision Form on or before the 6th week of class. If you are able to withdraw within this period, you will receive a grade of WITHDRAWAL "W" for the subject.

If you are unable to withdraw after the sixth week, you will automatically receive a grade of FAILED "F" for the subject, unless the withdrawal is due to a valid medical reason.

The Enrolment Revision Form is available at the Office of the Registrar, and go through these steps:

1. Fill out the Enrolment Revision Form. Below is the order of the signatories:
  - a. Head of School/Dean
  - b. Accounting Head
  - c. Registrar
2. Indicate the reason for withdrawing from the subject/s and duly signed by the faculty of said subject/s.
3. If you withdraw after the 4th week, you get no refund from the tuition fee.
4. If you withdraw after the 6th week, you get a “Referred” or “Competency Not Achieved” grade.

## V. GETTING AROUND SOUTHVILLE

### STUDENT RELATIONS

Just as our intellectual culture of critical thinking - a disciplined process of actively questioning assumptions - defines SISFU, so too does our culture of service shape student life. Our dedication to constant searching, challenging, and examining carries over into a community that pushes you, students, to be the best that you can be.

At SISFU, you are part of a select group of people who share a passion and curiosity for exploration—going beyond your comfort zone and emerging stronger, more self-aware, self-assured, and self-reliant. In the process, your fellow students, staff, and faculty will challenge you, push you, support you, cheer you on, and gladly lend you a helping hand.

We have your back. If you have a question, we listen. If you have a problem, our doors are open – come in, no appointments required. If you need help with your subjects, we provide you with mentors and out-of- class consultations. We are committed to your academic success.

You work hard, have fun, and in the end, you achieve:

- The confidence to lead and inspire
- That awesome sense of accomplishment and pride
- Beautiful friendships and lasting memories
- Business relationships for life

At SISFU, you find a community that is challenging, exhilarating, fun, and thoroughly transformative—something you will recognize from the moment you enter its portal.

You are provided with full support to assist you in your academic performance and achievement through the following programmes:

**Consultation** – You are provided after-school-hours consultation with subject tutors on module assignments, topic clarifications, and other Q&A matters regarding the module.

- Consultation hours are held as a result of the following:
- Your name is included in a “List of Students at Risk” submitted by the tutor during the 4<sup>th</sup> week of the class. These are students whose academic performance is below acceptable levels.
- You may request for consultation or may see a tutor for consultation.
- Results of attendance monitoring and achievement tracking conducted by the School of Business and Computing with names of students who need help.

**Peer Mentoring** – This is a fairly new Student Relations scheme where scholars conduct mentoring sessions to meet your needs. Although training of mentors is currently held, SISFU is going to formalize the training process and conduct continuous training of

scholars for mentoring. Every start of school year, the process will be evaluated, you will be asked to evaluate the quality and effectiveness of their mentoring sessions if you have attended these sessions.

***Study Skills support*** - This consists of help to you with issues such as assignment planning and structuring, reflective writing, referencing, revision strategies and other study techniques. A team of tutors is designated to provide assistance to you. You can either make an appointment for the service or just see a tutor who might be available during their consultation hours.

***Student Counselling*** – This process enables you to explore and make sense of issues that may be distressing or disrupting in your life. Some of the issues that the counselor might discuss with you include managing depression, panic attacks, time management, low self-esteem and relationships. You may be referred by the counselor to a licensed guidance counselor or psychiatrist, as needed. Exploration of problems can lead to greater awareness, increased understanding, and change. The need for counseling can be initiated by you or a tutor or a Dormitory Manager. You are free to see the Career Counselor anytime the counselor is available. However, making an appointment is helpful and is more efficient.

***Financial Assistance*** – The school provides financial assistance to you if you would need immediate or temporary help in settling your financial obligations with the school to ensure that your academic performance is not disrupted by financial problems.

***Orientation*** - SISFU holds orientation and training programmes at the start of the school year and a series of consultation meetings with you to keep you abreast of the information about your programme of study. In these programmes, SISFU clearly sets out the school's expectations of the current students and what you can expect of the school. The Orientation programme will include topics such as: Time Management, Information on the UK System of Teaching and Learning, and Critical Thinking. SISFU, through its career counseling programme and career presentations, makes available to you important information to help you select your courses and help you understand the academic environment in which you will be studying and the support that will be made available to you.

***Training in English Language*** - The English Language Center was created to provide assistance to international students and sometimes to Filipino students who have not developed the required level of proficiency in the use of English Language. The Center conducts testing in English Language proficiency and classes in English Language are offered to potential students and students who need to improve their oral and written communication in English.

***Medical Services***- Medical Services are provided by an in-house nurse. There is also a medical clinic located in the Southville campus with nurses and a physician on-call which serves the schools under the Southville Global Education Network. In addition, there is a medical center (Las Pinas Doctors Hospital) located across the school and within walking distance.

## **STUDENT ORGANIZATIONS**

SISFU encourages students to pursue sports activities and other interests and to form groups or clubs to carry out these activities. As far as possible, the SISFU will provide the facilities for the clubs that are formed, and where needed, will provide advisers and coaches.

Student organizations may be created and the Director of Student Relations or Student Affairs Coordinator will determine the relevance of the organization to the academic needs of the students. You have to state the objective of the proposed organization and demonstrate that it is not a duplication of an existing student organization in SISFU. The proposed organization will be presented to the President of SISFU for approval.

All organizations must have individual vision and mission statements. Every year, a set of officers must be elected, and the elected officers will conduct a planning workshop to map out projects for the coming academic year.

The organizational structure of student organizations may change depending on the strategic needs of the members, but such changes must be approved by the Director of Student Relations.

## **STUDENT ORGANIZATIONS**

### ***SISFU Student Council***

In the spirit of diversity, the council promotes and protects your individual and collective rights and welfare in fostering a close relationship with everyone on campus. The Student Council serves as the representative of all your ideas to the school management, which upholds the ideals of SISFU, geared toward ensuring your social, cultural, international, and physical development.

### ***The Cradle***

While promoting our performing arts, this club will develop your creativity and skills through the mounting of musical productions with a wide repertoire. The Cradle empowers you to become well-grounded and creative artists who will effectively embody the importance of culture and the arts in everyday life.

### ***Athletic Organization***

The Futsal, Basketball and Volleyball teams for men and women mold you to become holistic individuals in pursuing excellence in sports. The organization fosters the value of fair play, camaraderie and healthy competitions, harnessing your talents in the field of sports.

### ***Yearbook Committee***

This is an initiative of Student Relations office to showcase your talents and designs. Each one of you will have a chance to participate from conceptualization to publication. This graduation memento will be something you can call your very own.

### ***Rotaract Club***

Consisting of a global network of diverse service volunteers, this club provides opportunities to enhance your social and leadership skills for your personality development. You will discover a wealth of experience in addressing the physical and social needs of your communities. Through fund-raising activities, you will find satisfaction in providing these communities with all types of services and assistance, preparing you for the global community in which you will eventually play a leadership role.

### ***Computer Society***

This trains and motivates you to be more technologically capable so that you may be able share with others your knowledge to face technology challenges, and to build your skills in editing and enhancing different types of media.

### ***SISFU Junior Financial Executives***

While training in financial management and international standards of finance, this club develops your financial and business skills, which you can showcase in various competitions in the industry.

### ***SISFU Junior Marketing Association***

This initiates marketing and business activities for you in partnership with other colleges and universities. It develops your skills to be at par with international marketing and business standards. You get to participate—and win—in regional and national marketing competitions.



### ***SOCOHMS – Southville Council of Hospitality Management Students***

Southville Council of Hospitality Management Students, is one of the chapters of the Philippine Council of Hospitality Management Students (PCOHMS).

SOCOHMS aims to provide you with challenging, interactive, and fun learning activities that will foster camaraderie, creativity and growth. You will be honed to be pro-active in serving the community, as well as to be future leaders of the hospitality industry.

### **STUDENT FEEDBACK**

We want to hear from you. We welcome your suggestion on how we can enhance the learning experiences we create for you. In this light, we have put in place various mechanisms for you to voice out your thoughts or ideas:

- In general, the Director of Student Relations is in charge of developing programs and initiatives that can enrich the lives of our students while in school, such that students are left feeling great about choosing to study at SISFU. In one particular role, the Director of Student Relations serves as an advocate for student concerns and provides them with a personalized venue to express themselves.
- Suggestion box: the box is located in the Student Center. Here you may drop a commentary on any aspect of your stay at SISFU; if you identify yourself, we could sit down and talk it over further
- Lunch meeting with the president: you may join a small group of SISFU students to have lunch and chat with the president during the school year; choose your schedule by going to the President’s Office on the 5<sup>th</sup> Floor
- Institutional survey: we conduct this survey twice a year to find out in what areas of our programs and services can be modified and improved
- Student Council: this is your venue to suggest, discuss, and brainstorm with the Council representatives or officers on how you can enrich your campus life and how best we can counsel and help you in the process; your Student Council officers are here to help represent your ideas
- Open-door policy: you may approach your Dean or Head of School, Program Leaders, or any professor/tutor should you have any question on any matter related to academics
- Student Relations: The Director of Student Relations can assist you in your SISFU activities outside of the classroom. You may see him or the Student Affairs Coordinator at the Student Center office for issues on student events and organizations

Open communication is key in making your stay at SISFU fulfilling and enjoyable.

## **STUDENT COMPLAINTS**

A student complaint is an allegation against a faculty or staff member that the member has harmed a student by violating a policy, rule, or regulation, or otherwise engaged in inappropriate conduct. Student complaints may have serious consequences for the faculty or staff member concerned.

You should recognize that differences in personality, opinion, and perceptions do occur, and can often be solved by discussion between the parties. Whenever possible, you are encouraged to address such differences directly with the faculty or staff member.

### Informal Process

- A complaint should first be raised directly with the faculty or staff member concerned.
- If a direct meeting does not resolve the complaint, or if either party is unable or unwilling to meet, the complaint should be taken to the Dean or Head of School.
- The Dean/ Head of School may take the following actions, including, but not limited to:
  - a. Investigating the complaint.
  - b. Meeting with any party separately or facilitating a joint meeting.
  - c. Recommending appropriate action to the Head of Human Resources.
- If the Dean/ Head of Human Resources / Head of School fail to resolve the complaint within 10 days, you may file a formal complaint in accordance with the process set forth in SISFU's procedure. Please refer to Student Complaint Procedure.
- If, after the failure of the Dean / Head of Human Resources / Head of School to resolve the complaint at the informal level, you fail to file a formal complaint within an additional 10 days, then the matter will be considered dropped.
- You will be informed of the resolution of the complaint in writing. Refer to Student Charter/ Rights and Responsibilities

## **CAMPUS CLASSROOM REGULATIONS**

For a fulfilling and enjoyable students' life, we encourage you to conduct yourself the SISFU way—appropriate and professional behavior at all times. Please observe politeness, etiquette, and courtesy both on-campus and off-campus. Non-compliance will lead to appropriate disciplinary action.

All offenders will appear before the Discipline Committee, consisting of the Head, SOBC; Head, SOHM; Chairpersons of SOBC and SOHM; Registrar and Head, Student Relations.

Refer to the list of academic and non-academic offenses in Student Code of Conduct.

### **INVESTIGATIVE DISCIPLINE PROCESS**

Discipline Committee will be composed of the Dean of School for SOHM, the Dean of School for SOBC, & Director of Student Relations (committee might invite faculty and students as needed).

In resolving a discipline case, the following steps will be taken.

- A written incident report must be submitted by the victim or a witness to the incident to the Student Relations Department and the Investigative/ Discipline Committee formal investigation;
- If students is of majority age, Investigative/Discipline Committee initially informs the concerned student of the complaint and requires the said student to submit a written response within 48 hours from the time of notice;
- If student is a minor, Investigative/Discipline Committee initially informs the parents/ guardians of concerned student of the complaint and invites the parents/ guardians for a case conference. A written response is solicited from the concerned student within 48 hours from the time of notice to parents/guardians.
- Upon receipt of the written response of the concerned student and/or the case conference with the parents/guardians, Investigative/Discipline Committee considers the response of concerned student in the investigation and does initial evaluation on the facts of the case.
- Initial Meeting will be held with the Dean – School of Hospitality Management, Associate Dean – School of Business and Computing, Director – Student Relations, Head - Student Relations and Representatives (committee might invite faculty and students as needed). This group (Investigative/Discipline Committee) will investigate the charge. The Discipline Committee will take minutes of the discussion/investigation.
- Parents/Guardians of the students involved in the case will be informed of the nature of the case by the Academics
- The Investigative/Discipline Committee will review the case, recommend actions and decide on the appropriate action to take. The student/parents will be informed by the Committee of its decision.
- Any Appeal will be referred to the President for final decision.

## VI. RECOGNITION

### NON-ACADEMIC AWARDS for GRADUATION

#### **Leadership Award**

Criteria: You have . . .

- a. handled one Tier 1 Officer Position in any of the accredited school organizations. Please refer to (QSS-ASH-012 Guidelines for Joining Student Organizations);
- b. actively and effectively implemented two or more organizational activities as recognized by SISFU (excluding the annual school activities such as SFUn, The Haunting and Cultural Diversity, General Assemblies and Orientations);
- c. have organized one successful school-wide activity for the student body;
- d. at least a GPA of 3.0; no grade lower than Distinction;
- e. not been found seriously violating any school policy during your stay at SISFU.

#### **College Achievement Award**

Criteria: You have . . .

- a. been elected, as a SISFU representative, to a national student organization in any leadership position; and/or been awarded or recognized by an international or national organizations for academic achievement; and/or been a delegate in an international conference or forum;
- b. been active in the promotion of SISFU outside the university;
- c. at least a GPA of 3.0, with no grade lower than Distinction;
- d. not been found seriously violating any school policy during your stay at SISFU.

#### **Distinguished Service Award**

Criteria: You have . . .

- a. been active in advancing the goals of SISFU;
- b. demonstrated dedicated service to SISFU and its community;
- c. at least a GPA of 3.0, with no grade lower than Distinction
- d. actively and effectively organized one successful school-wide activity or project for the student body;
- e. not been found seriously violating any school policy during your stay at SISFU.

#### **Service Excellence Award**

Criteria: You have . . .

- a. been an officer, as a representative of SISFU, in a national organization and have been recognized for your active participation and involvement in their events and activities;
- b. at least have a GPA of 3.0;
- c. not been found seriously violating any school policy during your stay at SISFU

## **EDEXCEL ACADEMIC AWARDS**

The **Distinction Pearson Academic Achievement Award** is given to you when you achieve a total of 150 (3.35 – 4.0 SISFU QUALITY POINTS) points scored in all of the 16 Edexcel units for those completing their QCF qualifications. For students who started with RQF, points for all 15 units apply. Upon finishing your Higher National Diploma without any referred and/or failed grade.

The **Merit Pearson Academic Achievement Award** is given to you when you achieve a total of 75 to 149 (2.68 – 3.34 SISFU QUALITY POINTS) points scored in all of the 16 Pearson units, upon finishing Higher National Diploma without any referred and/or failed grade.

The candidate must not have not been found seriously violating any school policy during your stay at SISFU.

## **ACADEMIC EXCELLENCE AWARDS**

A. The Latin Honors is given to you when you graduate with a Bachelor Degree with outstanding academic achievement. You must:

1. have completed all college requirements for graduation.
2. have no grades lower than 3.00 or (B) or Merit (M) in any subject.
3. show overall excellence in academic performance comprising of assessments, presentations, dissertations/theses and manuscripts submitted.
4. show concern for punctuality, attendance and good study habits.
5. have not been found in serious violation of any college policy during the term stay in Southville International School affiliated with Foreign Universities.

The criteria as follows:

Cum Laude Grade Point Average of 3.5 – 3.64

Magna Cum Laude Grade Point Average of 3.65 – 3.84

Summa Cum Laude Point Average of 3.85 – 4.00

B The academic excellence award is given to you when you graduate with a Master's Degree and have outstanding academic achievement. You must:

1. have completed all college requirements for graduation.
2. have no grades lower than 3.00 or (B) in any subject.
3. show overall excellence in academic performance comprising of assessments, presentations, dissertations and manuscripts submitted.
4. show concern for punctuality, attendance and good study habits.
5. have not been found in serious violation of any college policy during the term stay in Southville International School affiliated with Foreign Universities.

The criteria as follows:

High distinction Grade Point Average of 3.65 -3.84

Highest distinction Grade Point Average of 3.85 - 4.00.

## VII. GRADUATION

### **GRADUATION REQUIRMENTS**

Graduation is held once a year for all undergraduate and postgraduate degree programmes. It is a formal ceremony where you are conferred with your diploma and degree by authorised representatives of partner institutions. It is also a time when you will be recognised both for your academic and non-academic achievements during the period of your studies. The tutors, members of the management team and you are required to use academic regalia appropriate for your respective degrees and courses.

### **HIGHER NATIONAL DIPLOMA (HND)**

You must complete 16 units of your HND 15 units for RQF (8 core, 4 specialist, and 4 optional units) and internship (500 hours) with the minimum passing marks to be considered as a candidate for graduation. The Academics Office submits the interim transcripts of the students to the Office of the Registrar (OUR). The registrar claims the full transcript of the students from Edexcel/Pearson online. Once the Pearson releases the documents, including yours, you become eligible to graduate.

### **TOP-UP**

You must complete the required units for the degree. The Awards Assessment Board declares your eligibility to receive the degree. The confirmed results are published on-line (*except for ICHM*). The partner institution sends the transcripts and diplomas of students eligible to graduate to the Office of the Registrar.

### **CLEARANCE**

Should you wish to request for any of your records or documents, you need to secure a clearance, following the steps below:

1. Get two (2) copies of the Student Clearance Form from the Office of the Registrar (OUR).
2. Complete the Clearance Forms.
3. Route the clearance forms to the following departments for approval:
  - a. Executive Assistant – Academics
  - b. Library/ Student Relations/ Student Affairs
  - c. MIS Head – MIS
  - d. Administration Head – Administration
  - e. Registrar – Registrar’s office
  - g. Accounting Staff – Accounting (Last Department to Sign)

4. The Registration Staff determines if all the signatories are complete and indicates in your Student Clearance Form the total amount you need to pay.
5. Pay the fee for the requested records or documents at the Accounting Department.
6. Submit the Student Clearance Form to the Registration Staff.
7. The Registration Staff processes the documents or records for which you requested. This takes three (3) working days from the day you submitted your request.
8. You may claim the records/documents from the Registration Staff. If you cannot claim the records or documents yourself, you may authorize anyone who should present to the Registration Staff the following:
  - a. Letter of Authorization from you
  - b. Student Clearance Form
  - c. Your representative's valid ID