




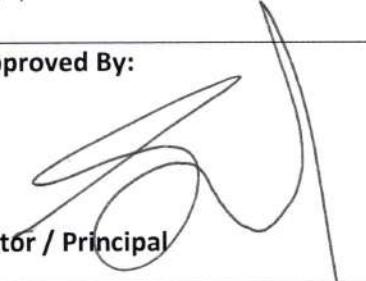
V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

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2.5 Evaluation Process and Reforms
Examination SOPs

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SOP REVIEW FORM

SOP Title	Standard Operating Procedure for Examination: Undergraduate Programme
Revision Number	01
Revision Date	08/08/2022
Revision Suggested By	Principal/Director
Reason for Revision <ul style="list-style-type: none">• New programme B. Sc. Culinary Arts added• Fined tuned the procedure	
SOP Revision Appropriate	YES/NO  Administrator
Approved By:  Director / Principal	

Standard Operating Procedure for Examination: Undergraduate Programme

Objectives:

- 1) To ensure smooth conduct of examinations.
- 2) To bring clarity among the faculty, administrative staff and the students about the procedure related to examination, re-examination, assessment and declaration of result.

About the Examination Committee: The examination committee is constituted for every two years. It is the apex body of the institute for examination headed by the coordinator of the examination and assisted by the members of the committee. The committee is empowered with conduct of examination, maintenance of records and publishing of results at the end of each trimester/semester.

Following is the composition of the Examination Committee:

- | | |
|-------------------------------------|------------------------------|
| 1) Principal/Director | -Chairperson |
| 2) Senior Faculty | -Co-ordinator of Examination |
| 3) One Faculty | -Member |
| 4) All the Class Co-ordinators | - Member |
| 5) System Administrator | -Member |
| 6) Librarian | -Member |
| 7) Assistant Administrative Officer | -Member |
| 8) Administrator | -Pre-Audit Member |
| 9) Compliance Officer | -Pre-Audit Member |

- **Procedures to be followed by faculty for the conduct of examination:**
 - a) The examination of B. Sc. Programme is conducted as per the ordinance OC 57 and OA 16 of Goa University. B. Sc. International Hospitality Management Programme follows trimester system and B. Sc. Culinary Arts Programme follows semester system.
 - b) The scheme of the examination includes two components. The first component is Internal Semester Assessment (ISA) and second component is Semester End Assessment (SEA).
 - c) ISA and SEA carry equal weightage that is 50% each of the total marks of the subject.
 - d) The faculty has to mention the scheme of evaluation of ISA and SEA in the course outline of the respective subject.

Internal Semester Assessment (ISA):

- a) Two ISAs are conducted by the faculty during their class through different modes like closed book test, individual/group class assignment, individual/group project, group event, etc.
- b) The faculty can conduct three ISAs and consider the marks of two best out of three, but it is compulsory to conduct two ISAs per subject.
- c) If an ISA assignment is given to the students the faculty has to share the guidelines well in advance. For assignment the faculty have to follow the guidelines provided by Internal Quality Assurance Cell (IQAC). (Annexure I)

- d) The faculty has to inform the students and the class coordinator about the dates of the ISA so that it can be incorporated in the time table.
- e) The faculty has to set a question paper for the ISA by following the format provided by examination committee. (Annexure II)
- f) The faculty has to collect the answer papers for the ISA (test) from the examination cell.
- g) The faculty has to show the marks of the ISA to the students after the assessment.
- h) Faculty have to identify the students with the difficulty in learning and conduct extra/special classes to solve the difficulties faced by the students. The same should be documented. (notice, attendance and contents of extra class)

Semester End Assessment (SEA):

- a) The SEA is in the form of closed book test or practical examination or assignment and presentation.
- b) Practical examination: The journal/ e-portfolio prepared by the students for the practical subjects is required to be submitted a week before the practical examination to the respective faculty. It must be signed/approved by the faculty and Principal/Director.
- c) Examination committee prepares the time table of the semester end assessment (SEA) four weeks before the end of each trimester/semester. It is displayed on the notice board one week before the end of each trimester/semester. It is also emailed to the class coordinators who in turn email the same to the students.

- d) Four weeks before the end of each trimester/semester the examination committee sends an email to class coordinators for submission of two sets of question papers by the faculty. The faculty has to follow the guidelines for preparing the question papers. (Annexure III)
- e) Two weeks before the end of each trimester/semester the faculty has to submit two sets of question papers to the class coordinators through an e-mail.
- f) Class Coordinators forward the two sets of question papers to the Principal/Director for selection and approval of the question paper set.
- g) The Principal/Director instructs the examination committee for printing of question papers.
- h) After printing the question paper sets are put in an envelope and sealed with subscription of title of the paper, date, time and name of the invigilator. The envelopes are then kept in the safe locker.
- i) Examination committee prepares the seating arrangement of students and invigilation schedule. The same is sent to the faculty through an email.

- **For Invigilators**

1. Faculty should note and follow the invigilation schedule as provided by examination committee. Any request for change in the invigilation schedule will be subject to approval of Principal/Director.

2. Invigilators should report to the examination cell 30 minutes before the commencement of the examination to collect the envelope containing the answer papers, attendance sheet, supplements, and stationery. The key of the class room is to be collected from the reception desk.

3. Invigilators should reach the examination hall at least 15 minutes before the commencement of each examination.

4. The students will be allowed to enter the examination hall 10 minutes prior to the start of the examination. Students should not be permitted in the examination hall without the Hall Ticket. Invigilators should ensure that students come without blazers and are well groomed.

5. Invigilator should ensure that no student carries any type of unauthorized material in the examination hall. Bags, eatables, drinks, cell phones, electronic data banks, beeping/smart watches and scientific calculators are not allowed in the examination hall. Students are permitted to carry their own stationery, simple calculator and water bottle.

6. The Invigilator should check the students' hall ticket and the seating arrangement of the examination hall and then distribute the answer papers 05 minutes before commencement of the examination.

7. The question papers will be given by the Principal/Director or the exam coordinator to the invigilators 05 minutes before the commencement of the examination.

Invigilators have to distribute the question papers to the students and students should start answering at the appointed time.

8. The Invigilator should take the attendance of the students by obtaining their signature against their permanent registration number (PRN) on the attendance sheet after 15 minutes of the commencement of the examination.
9. Invigilator has to ensure that the student has correctly entered details of their full name, permanent registration number (PRN), class and subject on question paper, main answer sheet as well as on supplements. On verification of the same the invigilator has to sign on the respective documents.
10. No student shall be permitted to talk, make any gestures, share or exchange pens, simple calculators, etc. among themselves in the examination hall as it will be considered as an attempt at cheating/ copying/ sharing information/using unfair means.
11. In case of any unfair means the invigilator will report the matter to the examination coordinator. The examination coordinator will appraise the matter to the Principal/Director for further course of action in accordance with 'Unfair Means' Guidelines. (Annexure IV and V)
12. Invigilators should not permit students to leave the examination hall during the first 30 minutes and during the last 10 minutes of the examination.
13. No Student will be permitted to leave the examination hall during the examination.
In case of an emergency the invigilator has to inform the examination coordinator who will review the urgency for further action. In case a male student wants to use the

washroom, a male attendant will accompany him. In case a female student wants to use the washroom, a female attendant will accompany her.

14. Invigilators should not distribute supplement papers 10 minutes before the end of the examination.
15. Invigilators must announce the time to the students 10 minutes prior to the end of the examination and ensure that the students have stapled the question paper, main answer sheets and the supplement/s taken.
16. At the end of examination, all answer papers must be collected, counted, checked and put in the envelope, along with the attendance sheet. The Invigilator has to lock the examination hall and hand over the key at the reception and the envelope containing the answer sheet should be submitted at the examination cell. The invigilator is also required to hand over any extra stationery to the exam cell.
17. The examination committee hands over the answer papers to the faculty for assessment on obtaining their signatures.

For Assessment and Declaration of Results:

1. On completion of the semester end examination one week time is provided to the faculty to assess the papers.
2. The grade sheet formats are given by the examination committee to the faculty to enter the marks. After entering the marks faculty obtains the signature of Principal/Director and email the soft copy to the examination committee. The grade

sheets have to be filed in the course file. The faculty is also required to enter the marks in the ERP system of the institute.

3. Internship assessment: The scheme of evaluation for industrial internship is as per Annexure VI.
4. The examination committee verifies the marks of all the subjects and prepares a consolidated sheet. A summarized copy of the same is submitted to the Principal/Director with the overall ranks of the students.
5. At the end of the term the examination committee prepares academic performance reports which are sent to parents by post, and at the end of the academic year, consolidated grade sheets are prepared and sent to parents by post.
6. Copies of all the letters and the grade sheets sent to the parents are kept in a separate file for record keeping.
7. After the completion of assessment of each trimester/semester parents are invited for the open house to discuss the progress of the students.
8. Every faculty has to submit the course file after the assessment of each term to the class coordinator as per the guidelines. (Annexure VII)
9. The class coordinators have to check all the course files and ensure that they are in order. The course files are verified by the examination committee for internal audit.
10. Once the internal academic audit is conducted, a team of external academic audit checks and reviews all course files. The audit report is prepared and signed by the chairperson and members of the external academic audit committee (two original

copies). One original copy is handed over to the chairperson for onward submission to the examination cell of Goa University. The second copy is kept in the academic audit file for the record keeping.

11. Once the external academic audit is completed the marks of all examinations are entered in the result sheet format of Goa University duly signed by Principal/Director and Chairperson of the External Academic Audit Committee.
12. The examination committee should ensure to submit the result sheet to the exam cell of Goa University within one month from the conduct of examination.
13. The hard copy in triplicate and the soft copy (CD) of result sheet is sent to the examination cell of Goa University with a covering letter, for declaration of results.
14. Goa University sends an email to collect the marks sheets and passing certificates on making requisite payment for the same.
15. The marks sheets and the passing certificates are collected from the exam cell of Goa University for handing over the same to the students.
16. An email is sent to the students for payment and collection of their mark sheets, passing certificates, followed by distribution of the same on making requisite payment.
17. If a student is unable to collect the result then he/she can send an authorisation letter for collection of the result.

- **Examination Rules for the Students:**

1. Once the semester end assessment (SEA) schedule is displayed on the notice board, the student should collect the hall ticket from the librarian on the assigned dates, after submitting their leadership worksheets to the faculty in charge of the leadership programme.
2. The librarian issues the hall tickets to those students who have completed their leadership hours on the basis of the list sent by the leadership programme in charge to the librarian and subject to the payment of course fees.
3. Students should be well groomed and should not wear a blazer for the semester end examination.
4. Student should be present in examination hall 10 minutes prior to the commencement of the examination.
5. No student will be permitted to appear for the semester end examination without the hall ticket.
6. Bags, eatables, drinks, cell phones, electronic data banks, beeping/smart watches and scientific calculators are not allowed in the examination hall.
7. Student are permitted to carry their own stationery, simple calculator and water bottle. No student shall be permitted to talk, make gestures, share, exchange pens, simple calculators, etc. among themselves in the examination hall, as it will be considered as an attempt at cheating/ copying/ sharing information/using unfair means.

8. Student should fill complete details like their full name, permanent registration number (PRN), class and subject on question paper, main answer sheet as well as on supplements.
 9. Students are permitted to clear their doubts with the concerned faculty only during the first 10 minutes of the commencement of examination.
 10. Student cannot leave the examination hall during the first 30 minutes and during the last 10 minutes of the examination time.
 11. Student should write the total number of main answer book and supplement/s taken on the cover page of question paper before submission of the answer paper.
 12. In case a student has misplaced his/her hall ticket he/she has to apply for a duplicate one by following the below mentioned procedure:
 - i. The student has to make an application to the Principal/Director for duplicate hall ticket.
 - ii. On approval, the student has to pay requisite amount of fees at the cash counter and obtain a receipt.
 - iii. The student has to show the receipt to the librarian and collect the duplicate hall ticket.
- **For the Semester End Re- Examination:**
 1. The student who fails to get the minimum 40% passing marks in a particular subject has to answer the re-examination.

2. Extra/Remedial classes can be arranged by the faculty before the re-examination in order to help students to perform well.
3. The faculty in consultation with the class coordinators decides the schedule of the re-examination and informs the concerned students and the examination committee through an e-mail.
4. Accordingly the exam committee has to inform the concerned students about the payment of the re-examination fees by marking cc to the cashier.
5. For answering the re- examination, the student has to pay the required amount of re-examination fees for practical and theory paper as applicable.
6. The student has to show the receipt for answering the re-examination to the invigilator which serves as a hall ticket. The other rules remain the same as Semester End Examination.
7. The students appearing in the re-examination will be awarded only minimum passing grade even if they excel in the re-examination.

Annexure I: Assignment Format Guidelines for Assignment Submission

- Assignment quality should focus on the **process** and not the final end submission. Students should be guided along the timeline of their assignment with any clarifications or doubts they may have. Faculty should meet students to track their progress on assignments at least twice before the submission date. For example, if the assignment is given on 1st August, and the submission date is 30th August, the faculty should meet the students on 10th August and again on 20th August to track the student's progress with the assignment. The faculty can award marks for the progress done during these meetings (Kindly inform students of this in your assignment guideline). The meetings can be done during the lecture time (last 15-30 minutes) or out of class during SS – Library time. This will help limit late submission of assignments as well.
- Students should focus on research, analysis and specific conclusion for their assignments.
- Format of the assignment to be specified
 - A. Plain A4 page layout
 - Font – Times New Roman
 - Size – 12 {Headings – 14}
 - Spacing – 1.5 line spacing
 - Paragraphs – double spacing
 - Full justified
 - Margins – Left 1.5”, Top, side, bottom – 1 inch
 - Page number at the bottom (centred)
 - Student's name/ Assignment Group Number bottom (left)



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B. Format

- Title Page
- Abstract
- a) Introduction
- b) Objective
- c) Literature review
- d) Methodology
- Discussion (Main idea)
- Conclusion
- Bibliography

C. Word limit –

F.Y.	(1000-1500 words)	Abstract	100-150 words
		Introduction	250-400 words
		Discussion	500-650 words
		Conclusion	150-300 words
S.Y.	(1500-2000 words)	Abstract	150-200 words
		Introduction	400-550 words
		Discussion	650 – 800 words
		Conclusion	300 – 450 words
T.Y.	(1500-2000 words)	Abstract	200 – 250 words
		Introduction	550 – 700 words
		Discussion	800 – 950 words
		Conclusion	450 – 600 words



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- Method of submission – PDF Format. Upload through a management learning system – e.g. Google classroom. Hard copies can be submitted.
- Plagiarism should be not more than 5%. Marks can be allotted for plagiarism report – serves as a motivation for students to run their assignments through Urkund.
- Maximum marks of the assignment should be specified.
- Late submission should be specified clearly.

10% deduction for submitting 1 day late

20% deduction for submitting 2-3 days late

30% deduction for submitting after 3 days to up to a week late

For eg: Out of 10 marks, 10% deduction for submitting 1 day late (1 mark), 20% deduction for submitting 2-3 days late (2 marks), 30% deduction for submitting after 3 days to up to a week late (3 marks).

Out of 15 marks, 10% deduction for submitting 1 day late (1.5 mark), 20% deduction for submitting 2-3 days late (3 marks), 30% deduction for submitting after 3 days to up to a week late (4.5 marks).

- Weightage and distribution of marks should be specified. This is up to the faculty to put weightage according to learning outcomes.

Eg. Write up – 50%

Good quality bibliography – 20%

Plagiarism report – 10%

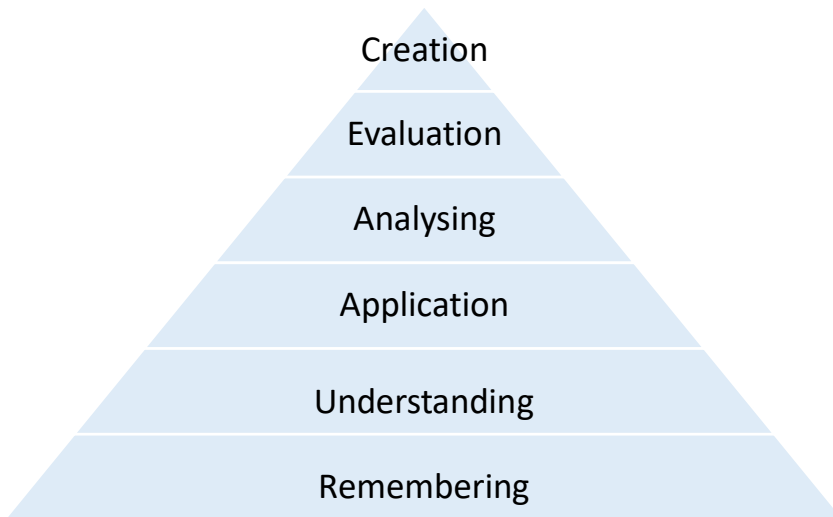
Presentation/Viva – 20%

Total – 100%



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- Framework of questions –



* Tentative example

F.Y. – 60% Lower Order Thinking & 40% Higher Order Thinking

S.Y. – 50% Lower Order Thinking & 50% Higher Order Thinking

T.Y. – 40% Lower Order Thinking & 60% Higher Order Thinking

Faculty are free to frame questions according to the aptitude of the class.



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Assignment Guideline Example (Student's Copy)

Subject Name	International Hospitality Management	
Name of the topic	Globalization of Hospitality Management	
Type of assignment	Internal Semester Assessment 1 – Group Assignment	
Date Of Assignment	01.08.2022	
Date Of Submission	31.08.2022	
Question	Define the hospitality concept in the global business environment. Describe the structure of the International Hospitality Industry. Adapting the Maslow's hierarchy of needs model analyse how the hospitality offer has been shaped and structured by the International hospitality Industry to identify and satisfy the guests' needs. Justify your argument whether you think that satisfying needs is an appropriate basis on which to catalogue the international hospitality industry.	
Expected Format	Length 2000 words max Double spacing Times New Roman Font Font size 12	
Method Of Submission	PDF Format to be emailed latest by 31.08.2020 by 5.00 PM. Class discussion through PPT presentation by groups	
Maximum Marks	15	
Late Penalty	There will be penalty in the form of marks deduction for late submission Late up to 1 day : 1 mark will be deducted 2-3 days : 3 marks After 3 days and up to a week : 5 marks	
Weightage & Distribution	Write up 60% Presentation / viva voce 40% Total	
Learning Outcomes	The student will be able to comprehend the hospitality concept in a global business environment.	
Further Requirements & Clarifications	Write up	Your assignment must contain the following: 1. Abstract 2.Introduction 3.Discussion



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		4. Conclusion 5. Bibliography/References
	Expected References	The assignment must contain at least 3 references. A total of five references are expected. The aim here is to encourage you to research more than what might be normally taught in class.
Further Clarification	Requesting you to work in groups and submit before deadline	



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Assignment Guideline Example (Teacher's Copy)

Subject Name	International Hospitality Management	
Name of the topic	Globalization of Hospitality Management	
Type of assignment	Internal Semester Assessment 1 – Group Assignment	
Date Of Assignment	01.08.2022	
Date Of Submission	31.08.2022	
Question	Define the hospitality concept in the global business environment (Remembering). Describe the structure of the International Hospitality Industry (Understanding). Adapting the Maslow's hierarchy of needs model analyse how the hospitality offer has been shaped and structured by the International hospitality Industry to identify and satisfy the guests needs (Analysing). Justify your argument whether you think that satisfying needs is an appropriate basis on which to catalogue the international hospitality industry (Evaluating).	
Expected Format	Length 2000 words max Double spacing Times New Roman Font Font size 12	
Method Of Submission	PDF Format to be emailed latest by 31.08.2020 by 5.00 PM. Class discussion through PPT presentation by groups	
Maximum Marks	15	
Late Penalty	There will be penalty in the form of marks deduction for late submission Late up to 1 day : 1 mark will be deducted 2-3 days : 3 marks After 3 days and up to a week : 5 marks	
Weightage & Distribution	Write up 60% Presentation / viva voce 40% Total	
Learning Outcomes	The student will be able to comprehend the hospitality concept in a global business environment.	
Further Requirements	Write up	Your assignment must contain the following: 1. Abstract 2.Introduction



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& Clarifications		3.Discussion 4.Conclusion 5.Bibliography/References
	Expected References	The assignment must contain at least 3 references. A total of five references are expected. The aim here is to encourage you to research more than what might be normally taught in class.
Further Clarification	Requesting you to work in groups and submit before deadline	



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Annexure II: ISA Question Paper guidelines followed by format of Question Paper

Question paper setting guidelines for faculty:

- 1) Please follow the format given on page 2 of this document as the cover page of the question paper of ISA test.
 - 2) The font style should be Calibri and font size should be 12. The line spacing should not be less than 1.5
 - 4) Each question should be serially numbered.
 - 4) Marks of the questions should be indicated on the right-hand side.
-



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Name of the Programme

Type: Internal Semester Assessment (ISA)

Date:

Term:

Total Marks:

Time Duration:

Course Name:

Course Code:

Instructor:

This paper contains 01 page in addition to the cover page.

Full Name of the Student: _____

Permanent Registration Number: _____ Class: _____

Marks Obtained: _____ Faculty Signature: _____ Invigilator Signature: _____

Main Answer sheet	Number of Supplements	Total number of Answer sheets
01		

- Carefully read each question at the outset of the paper. All queries must be addressed to the faculty within the first 10 minutes of the examination.
- Students are expected to maintain complete silence in the examination hall and should not interact or communicate with their peers.
- Students will carry only their essential stationery like pens, pencils, ruler and simple calculators into the examination hall.
- Bags, eatables, drinks, etc. will not be allowed inside the hall with the exception of a bottle of water.
- Cell phones, electronic data banks, scientific calculator and smart/beeping watches are prohibited in the examination hall.
- Students will answer the examination with only blue/ black ball point pens unless informed differently by faculty. Avoid usage of green or red ink pens on the answer sheet.
- Dictionaries will not be allowed into examination hall unless informed differently by faculty.



Annexure III: SEA Question paper guidelines followed by format of Cover Page of Question Paper

Question paper setting guidelines for faculty:

- 1) Please follow the format given on page 2 and 3 of this document as the cover page and for footer of the question paper of SEA
- 2) The font style should be Calibri and font size should be 12. The line spacing should not be less than 1.5
- 4) Each question should be serially numbered.
- 5) Marks of the question should be indicated on the right-hand side.



Name of the Programme

Type: Semester End Assessment (SEA)

Date:

Batch and Semester:

Total Marks:

Time Duration:

Course Name:

Course Code:

Instructor:

This paper contains 01 page in addition to the cover page.

Full Name of the Student: _____

Permanent Registration Number: _____ Class: _____

Marks Obtained: _____ Faculty Signature: _____ Invigilator Signature: _____

Main Answer sheet	Number of Supplements	Total number of Answer sheets
01		

- Carefully read each question at the outset of the paper. All queries must be addressed to the faculty within the first 10 minutes of the examination.
- Students are expected to maintain complete silence in the examination hall and should not interact or communicate with their peers.
- Students will carry only their essential stationery like pens, pencils, ruler and simple calculators into the examination hall.
- Bags, eatables, drinks, etc. will not be allowed inside the hall with the exception of a bottle of water.
- Cell phones, electronic data banks, scientific calculators and smart/beeping watches are prohibited in the examination hall.
- Students will answer the examination with only blue/ black ball point pens unless informed differently by faculty. Avoid usage of green or red ink pens on the answer sheet.
- Dictionaries will not be allowed into examination hall unless informed differently by faculty.



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Q.1.

(10 Marks)

Q.2.

(05 Marks)

Q.3.

(05 Marks)

ANNEXURE IV: GUIDELINES FOR UNFAIR MEANS

Instructions pertaining to unfair means

The ordinances of Goa University pertaining to unfair means shall apply to all the examinations held by the University or conducted by the affiliated colleges/institutions on behalf of the University.

- I. “Unfair Means” includes any one or more of the following acts/omissions on part of student/s/examinee(s) during the examination period.
 1. Intimidating or using obscene language or threatening or use of violence against invigilator or person on duty for the conduct of examination or manhandling him/her or leaving the **examination** hall without permission of the supervisor or causing disturbances in any manner in the examination proceedings.
 2. Possessing unfair means material and or copying there from. Interfering with or counterfeiting or University/Institution Seal or answer books or office stationery used in the examination.
 3. Transcribing any unauthorized material or any other use thereof.
 4. Communicating with any candidate or any other person in or outside the examination hall with a view to take assistance or aid to answer in the examination.
 5. Mutual/Mass copying.
 6. Insertion of currency notes in the answer books or attempting to bribe any of the persons connected with conduct of examinations.
 7. Smuggling-out either blank or written or smuggling-in of the answer books/supplements as copying material and/or smuggling-in blank or written answer book/supplements and forging signature of the Junior Supervisor thereon.
 8. Impersonating or allowing any other person to impersonate for him/her in the examination hall.
 9. Committing any other act or omission which may be considered as unfair means by the Unfair Means Committee.

II. Procedure

1. If unfair means by a candidate is noticed by the invigilator or the Block supervisor, he/she shall seize the incriminating material and the answer script and other substances forming part of the answer and report the same to the Senior Supervisor/ Chief Conductor immediately.
2. The candidate however shall be allowed to write the remaining part of the examination on a fresh answer paper.
3. If the candidate refuses to handover the incriminating material or destroys or runs away with material, the facts shall be noted duly witnessed by two members of the supervisory staff and report the matter to the Senior Supervisor/ Chief Conductor.
4. The candidate will have to give in writing the statement of admission.
5. If the candidate refuses to give the statement, he/she should be asked to record in writing his refusal to give a statement.
6. If he refuses to do even that, the fact shall be recorded, duly witnessed by two members of the supervisory staff.
7. The Sr. supervisor/ Chief Conductor shall hold a summary enquiry, immediately after the conclusion of the said paper and record the report of the Invigilator, the statement of the candidate in presence of a teacher other than the invigilator concerned.
8. The Chief Conductor shall forward a report along with the answer script or other substances and the incriminating material in sealed cover , the statement and the report of the invigilator, the statement of the candidate who in turn shall place before the Unfair Means Enquiry Committee all the materials and records received by him.
9. Action is taken under the Ordinance OA.5.14 and report submitted to the Controller of Examination.
 - The parent may be called to the institute to take the student home as a precautionary measure.

Procedure for imposing penalties are as per ordinances OA.5.14.14 to 5.14.19.

(Copy available in the library)

ANNEXURE V: GUIDELINES FOR UNFAIR MEANS

OA-5.14.14. Procedure for imposing penalties:

(a) No penalties may be imposed on a candidate except after an enquiry held, as far as may be, in the manner hereinafter provided. (No changes).

(b) The Unfair Means Enquiry Committee or Discipline Committee shall frame definite charges and communicate such charges together with a statement of allegation on which they are based to the candidate in writing and he shall be required to submit within such time as may be specified by the Committee, a written statement of his defense and also to state whether he desires to be heard in person. Provided, if any candidate has admitted to having resorted to unfair means before the Chief Conductor of the Examination Centre, the Vice-Chancellor may issue the charge sheet and if the candidate accepts the charge without contest, proceed to impose the punishment as provided in the Ordinances.

(c) On receipt of the written statement of defense or if no such statement is received within the time specified, the Unfair Means Enquiry Committee shall inquire into the charges alleged against the candidate. (No changes).

(d) The Unfair Means Enquiry Committee may nominate any Official or Officer to present the case in support of the charge before it. The candidate may present his case himself/herself but shall not engage a legal practitioner for the purpose.

OA-5.14.15. The Unfair Means Enquiry Committee shall in the course of enquiry, consider such documentary evidence and take such oral evidence as may be relevant or material in regard to charge/s. The candidate shall be entitled to cross examine witnesses examined in support of the charges and to give evidence in defense. The person presenting the case in support of the charges shall be entitled to cross examine the candidate and witnesses examined in defense.

(a) At the conclusion of the enquiry, the Unfair Means Enquiry Committee shall submit a report with findings on each of the charges together with all the documents and recommend to the Vice-Chancellor the penalty that may be imposed, if charges are established.

(b) The Vice-Chancellor in turn shall if the penalty proposed attracts Section 29 of the Act send the report to the Executive Council which shall consider and impose the penalty provided that no such penalty shall be imposed without giving to the candidate concerned a reasonable opportunity to show cause against the action proposed to be taken against him.

OA-5.14.16. Penalties:

(a) Penalties shall be imposed by the Vice-Chancellor for various types of unfair means as detailed in the schedule given in OA-5.14.19 below: (No changes).

(b) Provided that no such penalty shall be imposed without giving to the candidate concerned a reasonable opportunity to show cause against the action proposed to be taken against him/her. (No changes).

OA-5.14.19 Schedule of Penalties to be imposed for various types of unfair means. (No changes)

(A) Theory Examination

Sr. No.	Nature of Unfair Means	Quantum of punishment
1.	Possession of copying material = Admit	Annulment of the performance of entire examination.
2.	Possession of copying material = Denial	Annulment of the performance of entire examination. + one chance
3.	Possession of copying material = actual evidence of copying = Admit	Annulment of the performance of entire examination. + one chance
4.	Possession of copying material + actual evidence of copying = Denial	Annulment of the performance of entire examination. + two chances
5.	Possession of another candidate's answer-book but no evidence of copying = Admit	Annulment of the performance of entire examination. + one chance (Both the candidates)
6.	Possession of another candidate's answer-book but no evidence of copying = Denial	Annulment of the performance of entire examination. + two chances (Both the candidates)
7.	Possession of another candidate's answer-book + actual evidence of copying = Admit	Annulment of the performance of entire examination. + two chances (Both the candidates)
8.	Possession of another candidate's answer-book + actual evidence of copying = Denial	Annulment of the performance of entire examination. + three chances (Both the candidates)
9.	Answer-books containing identical answers = Admit	Annulment of the performance of entire examination. + one chance (Both the candidates)

10.	Answer-books containing identical answers = Denial	Annulment of the performance of entire examination. + two chances (Both the candidates)
11.	Answer-books, main or supplement, written outside the examination hall or any other insertion in the answer book = Admit	Annulment of the performance of entire examination. + four chances
12.	Answer-books, main or supplement, written outside the examination hall or any other insertion in the answer book = Denial	Annulment of the performance of entire examination. + five chances
13.	Attempt to forge the signature of the Block Supervisor on the answer-book or supplement etc = Admit	Annulment of the performance of entire examination. + four chances
14.	Attempt to forge the signature of the Block Supervisor on the answer-book or supplement etc. = Denial	Annulment of the performance of entire examination. + five chances
15.	Inserting currency notes in the answer book = Admit	Annulment of the performance of entire examination. + four chances
16.	Inserting currency notes in the answer book = Denial	Annulment of the performance of entire examination. + five chances Note: This money is to be credited to the University Fund.
17.	Impersonification at the examination = Admit	Annulment of the performance of entire examination. + five chances (Both the candidates)
18.	Impersonification at the examination = Denial	Annulment of the performance of entire examination. + six chances (Both the candidates)
19.	Using obscene language, violence, threat at the examination center to Chief Conductor/Senior Block Supervisor or Examiners (irrespective of whether he/she is a candidate for a given examination or any other examination) = Admit	Annulment of the performance of entire examination. + four chances
20.	Using obscene language, violence, threat at the examination center to Chief Conductor/Senior Block Supervisor or Examiners (irrespective of whether he/she is a candidate for a given examination or any other examination) = Denial	Annulment of the performance of entire examination. + five chances

I) All the other offences not covered in the schedule given above should be dealt with according to the gravity of the offences.

II) If on previous occasion also disciplinary action was taken against a student for malpractices at examination and he/she is caught again for malpractices at examination then, he/she is to be dealt with severely. Such students can be imposed with enhanced punishments. This enhanced punishment may extend to two to three times the punishment provided for the act committed at the second or subsequent examination.

(B) Practical Examination:

Candidates involved in malpractices at practical examinations will be dealt with as per the provisions for theory examinations.



V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION



ANNEXURE VI
Scheme of Evaluation of Industrial Internship

Course Name: Industrial Internship
Credits -22

Internal Examiner:

Items		Planned	Planned	Implemented	Implemented	Reasons for deviation
Competence Assessed	Evaluation methodology planned	Group/ Individual Evaluation	Total Marks= 550	Group/ Individual Evaluation	Total Marks=550	
Internal Semester Assessment						
Compilation of all the hotel information along with department details, job description, etc.	Report	Individual	150			
Assessment done by hotel managers based on students' performance while carrying out various day to day duties	Appraisal Form	Individual	150			
Record maintained by the students of all the work done observed by them in particular department	Log Book	Individual	100			
Semester End Assessment						
Presentation and Viva by External Examiner	Power Point Presentation	Individual	150			

22 credits* 25 marks each credit= 550 marks
Comprising of ISA= 400 Marks and SEA= 150 marks

Annexure VII: Course file Guidelines

List and sequence of the documents to be maintained by faculty in the course files:

1. Audit Sheet (provided by the class coordinator)
2. Syllabus Copy duly signed by faculty.
3. Course Outline duly signed by faculty (subject name and page no. in footer)
4. Overall mark sheet with SEA and ISA components duly signed by faculty and the Principal
5. ERP Attendance report duly signed by faculty (compulsory) and hard copy of the attendance taken manually signed by faculty. (optional)
6. ISAs (in order of date starting with the first on the top)–
 - Assignment Guideline signed by teacher
 - Assessment sheet of marks
 - ISA papers of the students
7. Attendance Sheet and SEA Sample Question Paper with answer key, assessment sheet and SEA answer papers
8. Teacher's feedback. (to be collected from Professor)