

## Message from the CEO

In this fast-moving and competitive world, the key to an individual's future lies in the range and quality of their education. It is not only essential to have well-founded studies with widely recognized qualifications, but also to stand above the crowd. That is why entering National College of Tourism is likely to be one of the most significant decisions you will make. It will affect both your personal development and the direction of your career in Hospitality and Tourism.

At NCT, we strive to become a Center of excellence in delivering high quality training, research and consultancy services in hospitality and tourism industry. While we are committed to helping students acquire knowledge, skills and intellectual values, we understand the importance of producing employable graduates who can contribute to the growth and prosperity of society. By choosing to study with us, you will be equipping yourself for success.

Our experienced and highly knowledgeable academic staffs who are selected on the basis of their subject expertise and dedication, encourages students to put all the best practices together along with the creativity in order to prepare them for a radiant future with infinite possibility.

All our staff implements divergent actions by sharing a common purpose and that is to bring out the extraordinary out of ordinary. So far, our Alumni have distinguished themselves in tourism and hospitality fields. But still we are looking forward to achieving more.

I would like to welcome the new students and surely, there will be no regrets. Hopefully, you will have a happy studying and great experience at National College of Tourism.

**Dr. Shogo Mlozi Sedoyeka**

Chief Executive Office



## **CHAPTER ONE**

### **1. INTRODUCTION**

#### **1.1 COLLEGE HISTORY**

The National College of Tourism (NCT) is a government-owned institution, which offers hospitality and tourism training at the Technician Certificate and Diploma levels. NCT is the successor to the Hotel & Tourism Training Institute (HTTI), which was established in 1969 under a British firm called Hallmark Hotels Ltd. Its aim was to provide basic training in Front Office Operations, Housekeeping & Laundry, Food Production, and Food & Beverage Services. The Institute was first handed over to the Tanzania Tourist Corporation (TTC), and then later on in 1977, to the Ministry of Natural Resources & Tourism. Due to emerging need for improving service delivery and the growing demands of the tourism industry, NCT was launched as an Executive Agency under the Ministry of Natural Resources and Tourism on 24<sup>th</sup> January 2003, in accordance with the Executive Agency Act No. 30 of 1997. NCT is fully accredited by the National Council for Technical Education (NACTE), with registration No REG/ANE/015.

Now the college is running three Campuses which are Arusha, Bustani (based on Hospitality Operation) and Temeke Campus (based on Tourism). The college provides specialized programs in Tourism and Hospitality at Certificate and Diploma level. The main basic skills programs are Front Office Operations, Housekeeping & Laundry, Food Production, and Food & Beverage skills, Pastry & Bakery Production, Tour Guiding and Travel and Tourism.

#### **1.2 VISION**

To become a centre of excellence in Africa that delivers high quality training, research and consultancy services in hospitality and tourism industry.

#### **1.3 MISSION**

To provide quality Training, Research and Consultancy services in Hospitality and Tourism Industry through using professional staff and modern facilities in order to meet customer expectations.

#### **1.4 PRIORITIZED AREAS**

The NCT, being the only Government College responsible for the provision of high quality Hospitality and Tourism training, has the primary objective of becoming a centre of excellence, which delivers high quality training in hospitality and tourism management. It has prioritized areas that will enable the achievement of its vision and mission including the following:

- ☐ Competency-based education and training
- ☐ Entrepreneurship training to students
- ☐ Research and Consultancy
- ☐ Training of trainers in hospitality and tourism management

- ❑ Capacity building for local communities that want to realize the benefits of hospitality and tourism industry

## 1.5 CORE VALUES

The following are our core values:

- ❑ Teamwork – The success of NCT is believed to be through teamwork within the organization. This is the value that NCT will continue to strive for in its operations.
- ❑ Excellence – NCT aspires to attain excellence in all areas of its activities, i.e. training, research and consultancy.
- ❑ Customer Focus – NCT aspires to deliver its services to meet and exceed customer needs and expectations.
- ❑ Professionalism – NCT will help its learners to reach their full potential of professionalism
- ❑ Equality – NCT will give equal opportunities to its students and staff and continuously ensure that there is gender equality at all times.
- ❑ Integrity, Transparency and Accountability – NCT is committed to promote integrity, transparency and accountability in everything it does.
- ❑ Innovativeness – New and innovative ways of doing things are at the centre of the NCT's operations.

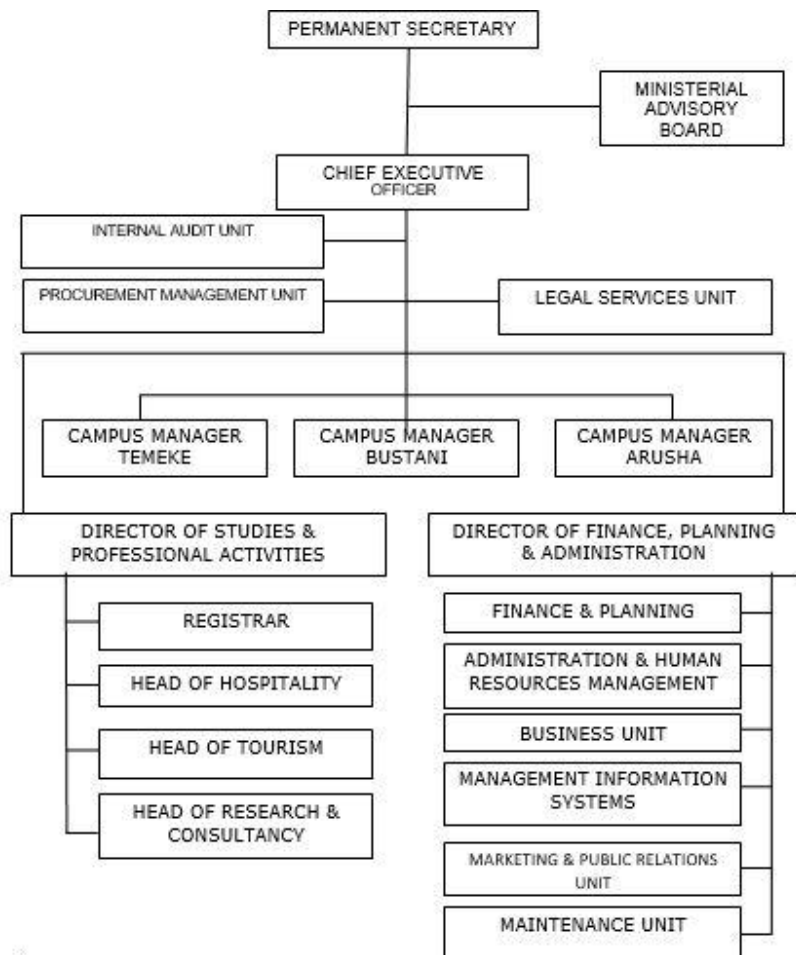
## 1.6 ACTIVITIES

The NCT plans to achieve its vision and mission through:

- ❑ Provision of high quality training in tourism and hospitality programmes.

- ❑ Provision of medium and advanced level courses in hospitality and tourism.
- ❑ Build the capacity of local communities and enable them to provide effective and efficient services that meet and exceed the customers' expectations.
- ❑ Improve service delivery at the lower level in the Tourism and Hospitality industry (Unclassified Hotels and Tour Guides, Porters).
- ❑ Empower women groups to engage themselves in the tourism sector by producing quality products that reflect Tanzanian culture such as works of arts, souvenirs, carvings, earrings, necklaces, and local food.
- ❑ Train food vendors and the promotion of local Tanzanian cuisine. This will focus on the use of locally available ingredients, products and spices, to create standardized menus for both local and international tourists.
- ❑ Organize and conduct Research and Consultancy services.
- ❑ Facilitate Training of Trainers courses in the country.

## 1.7 NCT ORGANISATION STRUCTURE



Members of MAB are appointed by the Minister of Natural Resources and Tourism, in accordance with the Executive Agency Act No. 30 of 1997. These appointees are both from public and private sectors and possess appropriate hospitality and tourism experience and expertise. The current MAB has two members from the private sector and four from the public sector. The NCT's Chief Executive Officer serves as an ex-officio Board Member.

**MINISTERIAL ADVISORY BOARD (MAB) MEMBERS****Chairperson**

Mr. Iman Joel Kajula

P.O Box 33971

**DAR ES SALAAM**

**Secretary**

Dr. Shogo R. Mlozi

Chief Executive Officer

National College of Tourism

P. O. Box 9181

**DAR ES SALAAM**

**MEMBERS****Dr. Kokel Letia Melubo**

Lecturer

College of African Wildlife Management - MWEKA

P.O.Box 3031

**Kilimanjaro**

**Ms. Riadha Mbaga Saidi**

District Executive Director

Singida District

P.O.Box 507

**SINGIDA**

**Mr. Timothy Wilfred Mlay**

Director of Rooms Division

Hyatt Regency Hotel, Dar es Salaam  
P.O.Box 9574  
**DAR ES SALAAM**

**Prof. Wineaster Anderson**  
Professor  
University of Dar es Salaam  
P.O.B.ox 35046  
**DAR ES SALAAM**

**Mr. Deogratius Mdamu**  
Director of Tourism  
Ministry of Natural Resources and Tourism  
P.O.Box 1351  
**Dodoma**

**1.1 SENIOR OFFICERS**

<b>Chief Executive Officer</b>	<b>Dr. Shogo Mlozi Sedoyeka</b> Post-Doctorate, Hanken School of Economics, Vaasa, Finland PhD (Tourism Management) School of Management, Huazhong University of Science and Technology (HUST), Wuhan, China MBA (Marketing) University of Dar es Salaam, Tanzania BSc. Telecommunication Engineering - University of Dar es Salaam, Tanzania
<b>Director of Studies and Professional Activities</b>	<b>Senior Tutor I; Mr. Stephen E Madenge</b> <b>MA of Science in International Cooperation Policy - Ritsumeikan Asia Pacif University</b> <b>MA of .....</b> <b>Bachelor of Tourism – Makerer University</b>
<b>Director of Finance, Planning and Administration (Ag)</b>	<b>Mr. Boniface Mwaipaja.</b> Certified Public Accountant (CPA-T) Masters of Business Administration (MBA) -Mzumbe University, Dar es Salaam, Postgraduate Diploma - College of Business Education, Dar es Salaam, Advanced Diploma in Accountancy –Tanzania Institute of Accountancy, Dar es Salaam, Certificate in Accountancy - Dar es Salaam School of Accountancy

<b>Campus Manager (Ag) - Temeke</b>	<b>Principal Tutor II; Ms. Martina B. Hagwet</b> MSc in Biology (Drylaand Biodiversity) – Addis Ababa University, Ethiopia. BSc Wildlife Management – Sokoine University of Agriculture, Morogoro)
<b>Campus Manager (Ag) - Arusha</b>	<b>Senior tutor I; Ms. Neema P. Sabulaki</b> MSc. in International Tourism & Leisure - MIB School of Management, Trieste Italy, BSc Home Economics and Human Nutrition – Sokoine University of Agriculture, Morogoro) Diploma in Hotel Operations – Kenya Utalii College, Nairobi

	<p>Diploma in Travel and Tourism Studies, Dar es Salaam</p> <p>Certificate in Tourism &amp; Hospitality Management - Nisiet, Hyderabad, India</p> <p>Certificate in Hotel and Tourism Management, Dar Es Salaam.</p>
<p><b>Head of Administration and Personnel Management Section</b></p>	<p><b>Ms. Rebecca Kajiru</b></p> <p>B.A ....</p>
<p><b>Head, Accounting Section (SA)</b></p>	<p><b>Mr.Meshack Melosioki Mungaya</b></p> <p>MBA, Finance - Open University of Tanzania</p> <p>Advanced Diploma in Accountancy - Institute of Finance of Management (IFM)</p> <p>Full Technician Certificate Civil Engineering - Dar es Salaam Technical College</p>
<p><b>Head of Marketing Section</b></p>	<p><b>Ms. Consolatha E. Shoo</b></p> <p>Bachelor in Mass Communication – St. Augustine University of Tanzania</p>
<p><b>Head of Information and Management System Section</b></p>	<p><b>Mr. Allan Sadiki Kaitila</b></p> <p>Bachelor of Information Technology (BIT)</p> <p>Central Queensland University (CQU)</p> <p>Brisbane Queensland Australia</p>
<p><b>Assistant Director - Head of Students Affairs and Welfare</b></p>	<p><b>Ms. Neema MC Kusiga</b></p> <p>Masters of Business Administration - University of Ballarat,</p> <p>Advanced Diploma in Food and Beverage Services - Institute for Hospitality Education,</p> <p>Diploma in Hotel Operations and Management - Education Institute of Hospitality Resources Africa,</p> <p>Certificate of Basic Hotel Management- The Hotel and Tourism Training Institute-Forodhani, Dar es Salaam</p>

## HEADS OF INDEPENDENT UNITS

<b>Head of Procurement Management Unit (HPMU)</b>	<b>Principal Supplies Officer</b> Mr. Godfrey Julius Kanyama MSc. Construction Project Management Masters of Business Administration Cooperative Management Masters of Business Administration (MBA) – Mzumbe University,
<b>Head of Legal Unit</b>	<b>Ms. Lilian Y. Mchuruza</b> Post Graduate Diploma in law – Law School of Tanzania Bachelor of Law – Mzumbe University
<b>Head of Business Unit</b>	<b>Mr. Naiman N. Mbise</b> <b>Principal Tutor II; Mr. Naiman Mbise</b> MSc Hospitality and Tourism Management - Kenyatta University, Nairobi, BSc Home Economics and Human Nutrition – Sokoine University of Agriculture (SUA), Morogoro) Diploma in Hotel Operations – Kenya Utalii College (KUC), Nairobi
<b>Head of Internal Audit Unit</b>	<b>Ms. Levina Mathew Tarimo</b> Bachelor Degree of Accounting – Institute of Finance Management, Dar es Salaam, Diploma in Accountancy – College of Business Education, Dar es Salaam, Certificate in Health Records Technology – Kilimanjaro Christian Medical University College (KCMC), Moshi
<b>Head, Research and Consultancy Unit</b>	<b>Chief Tutor; Ms. Eunice Nderingo Ulomi</b> Masters of Business Administration (MBA) – Open University of Tanzania Msc. Tourism Economics Varna University - Bulgaria)

<b>Head, Research and Consultancy Unit</b>	<p>Sokoine University of Agriculture SUA, Morogoro</p> <p>Diploma in Hotel Operations – Kenya Utalii College, Nairobi</p> <p>Certificate in Tourism &amp; Hospitality Management - Hyderabad, India</p>
<b>Head, Health Services Unit</b>	<p><b>Mr. Cathbert N. Mero</b></p> <p>MSc. Health Monitoring &amp; Evaluation-Mzumbe University Morogoro.</p> <p>BA in Social Work Open University of Tanzania</p> <p>P.G. Certificate in Health District Management - STI, Switzerland</p> <p>P.G. Certificate in Clinical Priorities in Tropical Countries - STI, Switzerland</p> <p>Diploma in Clinical Medicine - Machame, Moshi</p>
<b>Head – Short Courses</b>	<p><b>Senior Tutor II ; Mr. Jafari Anania Mwemtsi</b></p> <p>Masters of Science in Marketing Management - Mzumbe University, Dar es Salaam,</p> <p>Bachelor of Art in Tourism and Hospitality – Open University of Tanzania (OUT), Dar es Salaam,</p> <p>Diploma in Catering and Hotel Management - Gaborone Training Centre, Botswana,</p> <p>Certificate in Entrepreneurship - ILO, Mombasa</p>
<b>Coordinator – Foreign languages</b>	<p><b>Senior Tutor II; **Ms. Elina P. Makanja</b></p> <p>B.A Language Studies (Majoring in French and English) – University of Dar es Salaam</p>
<b>Coordinator – International relation and projects</b>	<p><b>Tutor II; Mr. Francisco Juma Maiga</b></p> <p>Bachelor of Catering and Hotel Management - Makerere University</p>

## 1.1 HEADS OF ACADEMIC DEPARTMENTS

<b>Head of Hospitality -Arusha Campus</b>	<b>Tutor II, Mr. Masera Ghaka AMEHAMA JINA LA MBADALA</b>
<b>Head of Hospitality – Bustani Campus (Ag)</b>	<b>Senior Tutor I; **Ms. Vanessa Sinare</b> Postgraduate Diploma in Education - DUCE BSc Hospitality Management - Dublin Institute of Technology, Ireland Diploma in Hotel and Catering Management – Dublin Institute of Technology, Ireland Diploma in Hotel Operations – Masoka Management Training Institute (MMTI, Moshi)
<b>Head of Tourism- Temeke Campus</b>	<b>Tutor II, Mr. Oscar Merere Mwambene</b> Bachelor of Tourism Management - Sokoine University of Agriculture (SUA)

## 1.2 HEADS OF ACADEMIC SECTIONS

<b>Registrar</b>	<b>Tutor II, Mr. George Peter Shango</b> B.Sc Wildlife Management - Sokoine University of Agriculture (SUA), Morogoro
<b>Head of Library and Documentation Section</b>	<b>Ms. Juliana C. Mwaisaka</b> Bachelor of Business Administration in Marketing - Open University of Tanzania Diploma in Librarianship – School of Library Archives and Documentation Studies (SLADS), Bagamoyo Certificate in National Librarian Assistant - Tanzania Library Service Board
<b>Examination officer</b>	<b>Tutor II, Mr. Heri G. Mwaijonga</b> Advanced Diploma in Information Technology - Institute of Finance Management (IFM) Diploma in Education - Kleruu Teachers' College
<b>Quality Assurance &amp; Quality controller</b>	<b>Senior Tutor II, Ms. Perpetua I. Ishika</b> MSc Human Resource Management – Mzumbe University B.A Education Majoring in Linguistics and Literature – University of Dar es Salaam MSc. Tourism Economics Varna University Bulgaria)

## 1.13 ACADEMIC STAFF

### BUSTANI CAMPUS

#### Department of Hospitality

<b>Food and beverage services</b>	<p><b>***Principal Tutor II; Mr. Naiman N. Mbise</b>  MSc Hospitality and Tourism Management - Kenyatta University, Nairobi,  BSc Home Economics and Human Nutrition – Sokoine University of Agriculture (SUA), Morogoro  Diploma in Hotel Operations – Kenya Utalii College (KUC), Nairobi</p>
	<p><b>Senior Tutor II; Food &amp; Beverage Service</b>  Mr. Jafari Anania Mwemtsi  Masters of Science in Marketing Management - Mzumbe University, Dar es Salaam,  Bachelor of Art in Tourism and Hospitality – Open University of Tanzania (OUT), Dar es Salaam,  Diploma in Catering and Hotel Management - Gaborone Training Centre, Botswana,  Certificate in Entrepreneurship - ILO, Mombasa</p> <p><b>Tutor II; Food &amp; Beverage</b>  <b>Mr. Sospeter C Mnyeti</b>  Bachelor Degree in Tourism &amp; Hospitality Management</p> <p>Ass. Tutor II; Food &amp; Beverage  Ms. Mary E. Kinunda  Certificate in Tourism, Certificate in F &amp; B</p>
<b>Front Office Operations</b>	<p><b>Senior Tutor I; Ms. Jesca G. William</b>  MA Tourism Planning and Management (MTP) – Open University of Tanzania  BSc Home Economics and Human Nutrition – Sokoine University of Agriculture SUA, Morogoro  Diploma in Hotel Operations – Kenya Utalii College, Nairobi  Certificate in Tourism &amp; Hospitality Management - Hyderabad, India</p>
	<p><b>Senior Tutor I; **Ms. Vanessa Sinare</b>  BSc Hospitality Management - Dublin Institute of Technology, Ireland  Diploma in Hotel and Catering Management - Dublin Institute of Technology, Ireland  Diploma in Hotel Operations - MMTI, Moshi</p>
	<p><b>Tutor I; **Mr. Hassan A. Kalulu</b>  Bachelor of Tourism Management – Sokoine University of Agriculture, Morogoro,  Diploma in Hotel Management – Kenya Utalii College, Nairobi,  Certificate in Front Office Operations - Bismark, Dar es Salaam</p>

**Tutor II; Safiness G. Mshana**

Bachelor Degree in Tourism & Hospitality  
Management

**Culinary Art**

**Tutor I; Mr. Francis M. Makori**

Masters of Business Administration (MBA) –  
University of Dar es Salaam,  
Bachelor of Business Administration – Open  
University of Tanzania,  
Certificate in Food Production – Kenya Utalii College

	<b>Tutor II; Mr. Francisco Juma Maiga</b> Bachelor of Catering and Hotel Management - Makerere University
	<b>Senior Tutor I; **Mrs. Mary S. Maduhu</b> Post Graduate Diploma in Management of Foreign Relations - Centre for Foreign Relations, Dar es Salaam BSc Hotel Management - Bangalore University, India Diploma in Air Ticketing and Travel Agency - Geneva Certificate in Hospitality Management for African Countries- Singapore  <b>Ass. Tutor II ; Ms Ceaserina J. Lusanyu</b> Diploma in Culinary Art
<b>Accommodation Operations</b>	<b>Tutor II; ** Ms. Zera E. Mwanga</b> Bachelor of Arts in Tourism and Hospitality - Open University of Tanzania Diploma in Hotel Operation - Kenya Utalii College, Nairobi Certificates in Housekeeping and Laundry - Kenya Utalii College, Nairobi Basic Hotel Management - Hotel and Tourism Training Institute (HTTI), Forodhani  Abubakari Seif Diploma in Rooms Division
<b>English, Business Communication Skills, Human Resources Management and Research Methodology</b>	<b>Senior Tutor II; Ms. Perpetua Ishika</b> MSc Human Resource Management – Mzumbe University B.A Education Majoring in Linguistics and Literature – University of Dar es Salaam
<b>Nutrition and Hygiene</b>	<b>Senior Tutor II; **Ms. Mariam O. Mambosasa</b> BSc Home Economics and Human Nutrition – Sokoine University of Agriculture (SUA), Morogoro Certificate in Hospitality and Tourism - Hyderabad, India
<b>Information Communication Technology (ICT)</b>	<b>Tutor II; Mr. Heri G. Mwaijonga</b> Advanced Diploma in Information Technology - Institute of Finance Management (IFM) Diploma in Education - Kleruu Teachers' College
<b>French Language</b>	<b>Senior Tutor II; **Ms. Elina P. Makanja</b> B.A Language Studies (Majoring in French and English) - University of Dar es Salaam

## ARUSHA CAMPUS

<b>Accommodation Operations</b>	<b>Senior Tutor I; Ms. Neema P. Sabulaki</b> MSc. In International Tourism - MIB School of Management BSc. Home Economics and Human Nutrition – Sokoine University of Agriculture (SUA), Morogoro Diploma in Hotel Operations - Kenya Utalii College Certificate in Tourism & Hospitality Management - Hyderabad, India
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<b>English, Business Communication Skills</b>	<b>Tutor II; Ernest Evans Mwandumbya</b> Bachelor of Education in Languages and Management, Mzumbe University
<b>Front Office Operations</b>	<b>Senior Tutor I; Jovita C. Dallariss</b> MA Tourism Planning and Management (MTP) – Open University of Tanzania Bachelor of Business Administration in Management - University of Arusha Certificate in Front Office Operations - Kenya Utalii College Certificate in Basic Hotel Management - Hotel and Tourism Training Institute (HTTI), Forodhani
	<b>Tutor I; Ms. Lorna B. Mwijarubi</b> MA Tourism Planning and Management (MTP) – Open University of Tanzania Masters of Business Administration - ESAMI BA. Tourism and Hotel Management - Algiers, Algeria
<b>Food and Beverage Services</b>	<b>Tutor II **Mr. Laurent Filbert Mziray</b> BA Tourism and Hospitality Management- Open University of Tanzania Diploma in French Language, Alliance Francaise Certificate in Food and Beverage Services, Arusha Hotel Training Institute
	<b>Assistant Tutor; Food and Beverage Services</b> Mr. Dawson Kyungai Diploma in Hotel Operation – Kenya Utalii College, Nairobi Advanced Certificates in Hotel Management - Brussels, Belgium Basic Hotel Management - Hotel and Tourism Training Institute (HTTI), Forodhani
<b>Bakery and Pastry</b>	<b>Senior Tutor I; Ms. Magdalena E. Mboya</b> Diploma in Culinary Art - Nilai, Malaysia Diploma in Food Production - KPC, Nairobi Certificate in Hotel Management - YMCA Hotel School, Moshi
	<b>Tutor II; Charles Isaya Limka</b> Bsc. Hospitality and Tourism Management, SMMUCo Advanced Diploma in Teaching Training and Assessing Learning, The City & Guilds of London Institute Diploma in Hotel Operations, Masoka Management Training Institute, Moshi. Certificate of Vocational Teacher, MVTTTC
<b>Information Communication Technology (ICT)</b>	<b>Tutor II; Anifae S. Shilingi</b> Masters in Information Security, Institute of Accountancy Arusha Bachelor of Science in Computer Science - Dublin Institute of Technology

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## TEMEKE CAMPUS

Travel and Tourism Operations	<b>Senior Tutor II, Mr. Stephen E. Madenge</b> Senior Tutor I; Mr. Stephen E Madenge MA of Science in International Cooperation Policy - Ritsumeikan Asia Pacif University MA of ..... Bachelor of Tourism – Makerer University
	<b>Chief Tutor, Eunice Nderingo Ulomi</b> Masters of Business Administration (MBA) – Open University of Tanzania Msc. Tourism Economics Varna University - Bulgaria) Bachelor of Economics– Varna University - Bulgaria
	<b>Tutor I, **Mr. Robert Leshingaa Mollel</b> Bachelor of Tourism Management - Sokoine University of Agriculture (SUA), Morogoro
	<b>Tutor II, Mr. Oscar M. Mwambene</b> Bachelor of Tourism Management - Sokoine University of Agriculture (SUA)
	<b>Tutor II, Mr. Musa A. Bajuni</b> Bachelor of Tourism Management (Sokoine University of Agriculture)
	<b>Tutor II, **Ms. Salome V. Lugata</b> Bachelor of Tourism Management - Sokoine University of Agriculture (SUA)
	<b>Amiri W. Abdi</b> Barcherol of Arts in Tourism & Culture Heritage University of Dar es Salaam  Tutor II; Mr. Laurent.... Bachelor of Tourism Management - University of Dar es Salaam
	Tutor II; Ms.Theresia Masanga Postgraduate Diploma in Education Bachelor of Tourism Management  Tutor II; Mr. Laurent Solomon Kaheta Bachelor of Tourism Management

## **Tour Guiding Operations**

### **Senior Tutor II, \*\*\*Jossam S. Mungure**

MA in Natural Resources Assessment and Management

Tourism - Tumaini University

Diploma in Education - Mbeya Lutheran Technical College

Certificate in Wildlife Management - College of African Wildlife Management, Mweka

### **Principal Tutor II, Ms. Martina B. Hagwet**

MSc Biology Majoring in Dryland Biodiversity - Addis Ababa University, Ethiopia

BSc Wildlife Management – Sokoine University of Agriculture, Morogoro)

Tutor II; Mr.George R Ngereja

Bachelor of Wildlife Management – Sokoine University of Agriculture

		<b>Tutor I, Mr. Agapit R. Laswai</b> BSc. Wildlife Management - Sokoine University of Agriculture (SUA), Morogoro
		<b>Tutor II, Mr. George Peter Shango</b> B.Sc Wildlife Management - Sokoine University of Agriculture (SUA), Morogoro
<b>English, Communication, Human Management.</b>	<b>Business Skills, Resources</b>	<b>Senior Tutor II, Ms. Farida M. Sebastian</b> Master of Business Administration Majoring in Human Resources Management – University of Dar es salaam. B.A Education Majoring in Linguistics and Literature University of Dar es Salaam
<b>Information Communication Technology (ICT)</b>		<b>Tutor II, Frederick S. Magambo</b> BSc. Information Technology - Sikkim Manipal University, India CCNA (Cisco Certified Network Associate) MCITP (Microsoft Certified IT Professional)

## 1.14 ADMINISTRATIVE AND SUPPORTING STAFF

### BUSTANI CAMPUS

#### **Meshack Melosioki Mungaya**

MBA, Finance - Open University of Tanzania

Advanced Diploma in Accountancy - Institute of Finance of Management (IFM) Full

Technician Certificate Civil Engineering - Dar es Salaam Technical College

#### **Senior Accountant**

##### **Ms. Piala Joseph**

CPA - Certified Public Accountant (T)

MBA Finance- University of Dar es Salaam

Bachelor of Accounting Finance- Mzumbe University

#### **Accountant I**

Mr. Abdul Lada

CPA- Certified Public Accountant (T)

Msc. Accounting and Finance - IFM

Advanced Diploma in Accountancy – Institute of Finance Management (IFM), Dar es Salaam

#### **Accountant**

Gerard Francis Tumaini

Advanced Diploma in Accountancy

#### **Accountant I**

Sara Mathew Katandalila

Masters of Science in accounting&finance

Mzumbe univesty

Advanced Diploma in Accountancy (IAA)

**Principal Economist**

Ms. Pole J. Magessa

Masters of Art of Rural Development

Technician

Mr. Julius Luyego

Certificate in Plambling and Pipe Fitting

**Supplies Officer II**

Ms. Jenipher David Kuyunga

Certified Procurement and Supplies Professional (CPSP) T.

Masters in Business Administration in Corporate Management (MBA-CM)- Mzumbe University, Dar es Salaam

Advance Diploma in Procurement and Supplies - Tanzania Institute of Accountancy (TIA), Dar es Salaam

Certificate in Procurement and Supplies - Tanzania Institute of Accountancy (TIA), Dar es Salaam

Certificate of Registration as Graduate Procurement and Supplies Professional - Procurement and Supplies Professionals and Technicians Board

**Internal Auditor**

Mr. Rashid M. Lyangu

BA. Accounting - Institute of Finance Management (IFM), Dar es Salaam

**Legal Officer I**

Ms. Lilian Y. Mchuruza

Post Graduate Diploma in law – Law School of Tanzania

Bachelor of Law – Mzumbe University

**Senior Records Management Asst**

Ms. Mariam Hazali

Diploma in Records Management - TPSC, Dar es Salaam)

Certificate in Records Management - TPSC, Dar es Salaam

**Records Management Ass.II**

Mary Basil Tarimo

Diploma in Records Management - TPSC

Certificate in Records Management – TPSC

**ICT Officer II**

Ms. Sakina Selemani Msonde

Bachelor of Science in Information and Communication Technology

**ICT Officer II**

**Mr. Allan Sadiki Kaitila**

Bachelor of Information Technology (BIT)

Central Queensland University (CQU)

Brisbane Queensland Australia

**Supplies Officer II**

**Mr. Mustapha Abubakar Sware**

Ordinary Diploma in Procurement and Supply

**Principal Supplies Officer**

**Mr. Godfrey Julius Kanyama**

MSc. Construction Project Management

Masters of Business Administration Cooperate Management – Mzumbe University



**Human Resources Officer II****Ms. Shida Boniface Mwafuilwa**

Bachelor of Political Science and Public Administration - UDSM

**Human Resources Officer II**

Ms. Delphina Igayo Misungwi

Bachelor of Sociology – UDSM

**Senior Administrative Officer**

Ms. Rebecca Kajiru

BA. Political Science and Public Administration - OUT

**Administrative Officer I**

Ms. Lilian Kokulamka Kato

Bachelor of Laws – Tumaini University Iringa

**Office Management Secretary****Ms. Edith Richard Mamuya**

Diploma in Secretarial Studies - TPSC, Dar es Salaam

Certificate in Secretarial Studies - TPSC, Tabora

**Driver II**

Mr. Robert Theodore Mkwidu

Certificate of Road Accident Prevention Course - VETA, Morogoro

Certificate of Driving Licence - VETA, Morogoro

**Driver II**

Mr. Saimon Mapunda

Certificate.....

**Principal Waiter****Mr. Crispin B. Kamuntu**

Certificate of Food and Beverage – Hospitality and Tourism Training Institute,

Forodhani Dar es Salaam

**Waitress II****Ms. Pendo Kyando**

Certificate in Food and Beverage Services - NCT, Dar es Salaam

**Information Officer II****Ms. Consolatha E. Shoo**

Bachelor in Mass Communication – St. Augustine University of Tanzania

**Office Assistant****Ms. Neema B. Urassa**

Certificate of Secondary Education

Basic Technician Certificate in Secretarial Studies

**ARUSHA CAMPUS****Human Resource Officer I**

Mr. Jamhuri S. Solya

Bachelor in Human Resources Management - Institute of Social Work.

Driver II.....

**Senior Chef**

**Mr. Dickson G.Nnko**

Diploma in Hotel Operations – Masoka Management Training Institute, Moshi

Certificate in Food Production - Hotel and Tourism Training Institute, Forodhani

**Senior Cook****Mr. Greyson Agapity Mng'ande**

Diploma in Tourism and Hospitality Management, Mount Meru University  
Certificate in Food Production – Arusha Hotel Training Institute, Arusha

**Senior Cook****Ms. Theofile Joseph Minde**

Certificate in Bakery and Pastry – Arusha Hotel Training Institute

**Cook II****Ms. Saumu Yasin Mahugu**

Certificate in Hotel Management, Hotel and Tourism Training Institute (HTTI)-  
Fordhani

**Personal Secretary III****Ms. Rhoda Ndelimbi Mbowe**

Diploma in Secretarial Studies - TPSC, Tabora  
Certificate in Secretarial Studies - TPSC, Tabora

**Technician I****Mr. Ayubu Ndekirwa Sarakikya**

Full Technician Certificate Electrical and Mechanical – Arusha Technical College (ATC)  
Arusha

**Mess Attendant II****Mr. Nestory Felix Dimoso**

Certificate in Hotel Management, Data Star College Dar es Salaam

**Waitress II****Ms. Eunice H. Msechu**

Certificate in Food and Beverage Services, Arusha Hotel Training Institute

**Supplies Officer II****Mr. Thomas Tungu**

BSc. Procurement and Supply Chain Management - St. Augustine University of  
Tanzania (SAUT)

Certificate of Registration as Graduate Procurement and Supplies Professional -  
Procurement and Supplies Professionals and Technicians Board

**Assistant Accountant**

Ms. Janerose Kemilembe Kashaija

Diploma in Accountancy - College of Business Education.

**TEMEKE CAMPUS****Ass. Librarian****Ms. Radhia A.Hassan**

Diploma in Library Archives and Documentation Studies - School of Library Archives  
and Documentation Studies, Bagamoyo

**Ms. Mtumwa Dossy**

Diploma in Library Archives and Documentation Studies - School of Library Archives and Documentation Studies, Bagamoyo  
Certificate in Food Production - National College of Tourism (NCT)

**Personal Secretary III****Ms. Sarah James Makatta**

Diploma in Records Management - TPSC, Dar es Salaam  
Certificate in Secretarial Studies - TPSC, Dar es Salaam  
Certificate in Computer Studies - Msimbazi Centre, Dar es Salaam

**Records Management Assistant II****Ms. Alphonsina Ignas Mowo**

Diploma in Records Management - TPSC, Dar es Salaam  
Certificate in Records Management - TPSC, Dar es Salaam

**Accountant I****Ms. Veronica Ryoba Wiroma**

Masters in Business Administration – Mzumbe University, Dar es Salaam  
Postgraduate Diploma in Accountancy – Tanzania Institute of Accountancy (TIA), Dar es Salaam  
Advance Diploma in Accountancy - Tanzania Institute of Accountancy (TIA), Dar es Salaam  
Certificate in Book keeping stage II - Msimbazi Centre, Dar es Salaam

**Accountant I****Arrain E. Lema**

Post Graduate Diploma in Accountancy - Tanzania Institute of Accountancy (TIA)  
Advanced Diploma in Accountancy - Tanzania Institute of Accountancy (TIA)

**Assistant Cook I****Mr. Rashid Shabani**

Certificate in Food Production – Hotel and Tourism Training Institute - Forodhani, Dar es Salaam

**Waiter I****Mr. Joseph A. Lihaya**

Certificate in Food and Beverage Services - Hotel and Tourism Training Institute - Forodhani, Dar es Salaam

**Senior Office Assistant /Cook****Mr. George M. Fussy**

Certificate in Food Production - Hotel and Tourism Training Institute - Forodhani, Dar es Salaam  
Certificate in Pastry Kitchen - Dar es Salaam Serena  
Hotel Certificate in Food Production - Golden Tulip

**Supplies Officer II****Mr. Rogers Godwin Challenge**

Advanced Diploma in Procurement and Supply



## CHAPTER TWO

### 2.0 ADMISSION REQUIREMENTS

#### 2.1 ADMISSION TO TECHNICIAN CERTIFICATE AND DIPLOMA PROGRAMMES.

##### 2.1.1 ADMISSION TO NTA LEVEL 4: BASIC TECHNICIAN CERTIFICATES

This is a one-year course leading to an award of NTA 4 (Basic Technician Certificate)

##### ENTRY REQUIREMENTS

Applicants for direct admission to the Certificate programme must have:

- A Certificate of Secondary Education Examination (CSEE) with at least four (4) passes in four (4) subjects excluding religious subjects.

##### 2.1.2 ADMISSION TO NTA LEVEL 5: TECHNICIAN CERTIFICATES

This is a one-year course leading to an award of NTA 5 (Technician Certificate)

##### ENTRY REQUIREMENTS

- Applicants must be qualified at the NTA level 4 OR Having Advanced Certificate of Secondary Education Examination (ACSEE) with at least one (1) principle pass and one (1) subsidiary.

##### 2.1.3 ADMISSION TO NTA LEVEL 6: DIPLOMA PROGRAMMES

##### ENTRY REQUIREMENTS

- Applicants must be holders of Technician Certificate (NTA Level 5) in the same discipline OR a holder of Advanced Certificate of Secondary Education Examination (ACSEE) with at least One Principal Pass and One Subsidiary Passes.

#### 2.2 PROCEDURE FOR APPLICATION AND ADMISSION

The procedure for applying to the programmes is as follows:

- Students apply directly to the college by filling the application form which is available at the college and the college's website ([www.nct.ac.tz](http://www.nct.ac.tz))
- Students can be selected direct from their schools through TAMISEMI.

#### 2.3 STUDENT GUIDELINES

### 2.3.1 COLLEGE REGULATIONS

After admission, all students must obtain and read thoroughly the NCTs rules and regulations, as stipulated in this Prospectus.

### 2.3.2 REGISTRATION REQUIREMENTS

- a) The joining instruction sent to him/her
- b) A duly filled acceptance form which abides by the College Rules and Regulations
- c) A duly filled medical examination form
- d) All the original receipts/ pay slip of the money paid to the College through the Bank
- e) Two recently taken passport size photographs
- f) Original birth certificate
- g) Original academic certificates and transcripts

### 2.3.3 REPORTING AT THE COLLEGE

- Every student shall report at the College at the beginning of the semester on the date prescribed by the College.
- A continuing student failing to report at the College on the prescribed date, but reports no later than 21 days after the prescribed date, and shows reasonable causes for failing to do so, shall be allowed back. However, the student will be given a written warning from the Director of Studies and Professional Activities for this infraction.
- A student reporting more than 21 days after the prescribed date of opening shall lose his/her admission place in the College. Students who have postponed studies will be required to report at the College at the corresponding time/date and semester similar to that one she/he left. No student is allowed to postpone studies after commencement of an academic year except under special circumstances.

### 2.3.4 CHANGING OF PERSONAL PARTICULARS AND RE- ADMISSION TO THE COLLEGE

Changes of names during the course of study shall not be allowed and names appearing on the original academic certificates shall be used. Change of the course shall only be allowed in the first two (2) weeks of starting the course and shall only be accepted when there is space in the courses a student wants to shift to. Students discontinued from their studies on academic grounds may be readmitted to a different programme in the next academic year or in the same programme after lapse of two (2) academic years.

Students discontinued on disciplinary grounds shall be barred from re-admission to the College.

## CHAPTER THREE

### 3.0 ACADEMIC PROGRAMMES

National College of Tourism is accredited by the National Council for Technical Education, (NACTE) to train and award to successful candidates at the Basic Technician Certificate, Technician Certificate and Diploma level. Awards offered are National Technical Awards (NTA) Levels 4, 5 & 6. The College provides competence based education training with programmes delivered on full time mode.

#### 3.1 TECHNICIAN CERTIFICATE PROGRAMMES

1. Hospitality Operations (2 years, Bustani & Arusha)
2. Food and Beverage Services (2 years, Bustani & Arusha)
3. Food Production (2 years, Bustani & Arusha)
4. Pastry and Bakery (2 years, Bustani & Arusha)
5. Front Office Operations (2 years, Bustani & Arusha)
6. Housekeeping and Laundry (2 years, Bustani & Arusha)
7. Tour Guiding Operations (2 years, Temeke)
8. Travel and Tourism (2 years, Temeke)
9. Event Management (2 years, Bustani)

#### 3.2 DIPLOMA PROGRAMMES

1. Diploma in Travel and Tourism (Temeke)
2. Diploma in hospitality management (Bustani)
3. Diploma in Event Management (Bustani)

☐ The Ordinary Diploma is offered for two years for student joining direct from Advanced Secondary schools.

☐ Technician Certificate in Hospitality Operations graduates will study Ordinary Diploma in Hospitality (National Technical Awards level 6 for one year).

- ⑦ Holder of Technician certificate in specific section i.e. Front office, Housekeeping and Laundry, Food and Beverage Service, Food Production and Pastry and Bakery, will study Ordinary Diploma in Hospitality Operations for two years.
- ⑦ Holder of Technician Certificate in Travel and Tourism will study Ordinary Diploma in Travel and Tourism for one year (National Technical Awards Level 6)
- ⑦ Holder of Technician in Tour Guiding Operations will study Ordinary in Travel and Tourism for Two years
- ⑦ A holder of Technician Certificate in Event Management will study Ordinary Diploma in Event Management for one year (National Technical Awards Level 6)

### 3.3 ACADEMIC YEAR

The academic year has two semesters, of which each semester has 15 weeks for classroom activities. After second semester of each year, students are attached for 12 weeks Industrial Practical Training. The programme thus has a total of 42 weeks of study for the full attendance per academic year

### 3.4 CURRICULUM OVERVIEW

The College adheres to rules and regulations stipulated by National Award Council for Technical Education (NACTE) and thus uses curricular approved by NACTE.

#### 3.4.1 FUNDAMENTAL MODULES

This refers to those modules that provide a range of basic skills, knowledge and principles appropriate for a graduate in the field.

#### 3.4.2 CORE MODULES (SPECIFIC)

Modules associated with the core studies provide the development of the main theme of the programme. They broadly represent the main areas of activity in the required discipline, and the in-depth treatment of those modules will enable graduates to rapidly become effective personnel in the tourism and hospitality industry.

### 3.5 MINIMUM CREDIT REQUIREMENT

Each programme has a total of 120 credits for a student to graduate. All cores and fundamental modules are compulsory. Pre-requisites modules are compulsory for those students who start level five as the first year in any program.

### **3.6 ACCUMULATION OF CREDITS**

Students are allowed to accumulate cumulative credit of not less than 120 and she /he can graduate in more than two years' time. In case the circumstances of not graduating in two years' time is failures of subject, the student will be liable to pay a full school fees for a particular year. If a student has failed any module, he/she will not be allowed to proceed to the next level. He/she will have to attend lectures of the failed module(s), do assignments/tests and pay fees for the period of study as will be determined by the college.

### **3.7 TOURISM PROGRAMMES AND MODULES**

Tourism programmes are offered at Temeke Campus and the modules for each Programme are as follows:

### 3.7.1 ORDINARY DIPLOMA IN TRAVEL AND TOURISM (NTA LEVEL 6)

FIRST SEMESTER		
Code	Module Title	Credits
GST 06101	Research Methodology	06
GST 06105	French III	06
GST 06106	Human Resources Management	08
TTT 06102	Tourism Laws, Policies and Planning	12
TTT 06107	Travel Agency management	08
TTT 06108	Travel and Tourism Accounting	10

SEMESTER TWO		
Code	Module Title	Credits
TTT 06203	Travel Information Communication Technology	14
TTT 06204	Customer Service Management	09
TTT 06209	Travel and Tourism Marketing	10
TTT 06210	Tourism Economics	08
GST 06211	Business Management Skills	09
TTT 06212	Tourism Safety and Security Management	12
GST 06213	Research Project	08

### 3.7.2 TECHNICIAN CERTIFICATE IN TRAVEL AND TOURISM (NTA LEVEL 5)

FIRST SEMESTER		
Code	Module Title	Credits
GST 05101	Statistics	6
GST 05103	Customer Care Skills	6
GST 05114	French I	6

GST 05117	Computer Application I	6
TTT 05106	Introduction To Tourism And Hospitality	6
TTT 05107	First Aid, Emergency Care And Security Management	8
TTT 05113	Sustainable Tourism	8

	SECOND SEMESTER	
Code	Module Title	Credits
GST 05218	Computer Application II	6
GST 05202	Tourism Entrepreneurship	6
GST 05215	French II	6
TTT 05204	Introduction to Sales and Marketing	6
TTT 05205	Introduction Travel & Tourism Product Development	6
GST 05208	Business Communication Skills	6

TTT 05209	Ticketing and Reservation Procedures	8
TTT 05211	Tour Operations	6
TTT 05212	Tour Guiding Skills and Techniques	8
TTT 05216	Basics of Wildlife Managements	8

### 3.7.3 TECHNICIAN CERTIFICATE IN TOUR GUIDING OPERATION (NTA LEVEL 5)

FIRST SEMESTER		
Code	Module Title	Credits
TGT 05101	Life of Mammals (Mammalogy)	8
TTT 05106	Introduction to Tourism and Hospitality	6
TTT 05107	First Aid, Emergency Care and Security Management	8
TGT 05109	Identification of Common Fishes and Invertebrates	6
TGT 05110	Basic Herpetology	6
TTT 05113	Sustainable Tourism	8
GST 05114	French 1	6
TGT 05116	Plant Resources (Botany)	6
GST 05117	Computer Application 1	6

SECOND SEMESTER		
Code	Module Title	Credits
GST 05202	Tourism Entrepreneurship	06
GST 05203	Customer Care Skills	06
TGT 05204	Introduction to Sales and Marketing	06
TGT 05205	Introduction to Tourism Product Development	06
GST 05208	Business Communication Skills	06
TGT 05211	Tour Operation	06
TGT 05212	Tour Guide Skills and Techniques	06
GST 05215	French 2	06
GST 05218	Computer Application 2	06
TGT 05219	Birds Identification (Ornithology)	06
TGT 05220	Physical Attraction and Adventure Tourism	10

### 3.7.4 BASIC TECHNICIAN CERTIFICATE IN TRAVEL AND TOURISM OPERATIONS (NTA LEVEL 4)

FIRST SEMESTER		
Code	Module Title	Credits
TTT 04101	Introduction to customer care in travel and tourism Industry	10
GST 04103	Computer Application I	06
GST 04105	English Grammar and Structure	08
TTT 04107	Introduction to tourism.	10
TTT 04110	Introduction to wildlife resources	16

SECOND SEMESTER		
Code	Module Title	Credits
GST 04202	Introduction to Entrepreneurship	08
TTT 04204	Introduction to Reservation and Air Ticketing.	16
TTT 04206	Introduction to Tour Guiding Skills.	16
TTT 04208	Introduction to tourism rules and regulations.	10
TTT 04209	Introduction to airline geography.	14
GST 04211	Basic computation in Tourism	04
GST 04212	Computer Application II	06

### 3.8 HOSPITALITY PROGRAMMES AND MODULES

Hospitality programmes are offered at the Bustani and Arusha Campuses. The modules for each Programme are as follows:

#### 3.8.1 ORDINARY DIPLOMA IN HOSPITALITY MANAGEMENT (NTA LEVEL 6)

FIRST SEMESTER		
Code	Module Title	Credits
GMT 06101	Hospitality Research Methodologies	06
GMT 06104	Hospitality Law	06
GMT 06107	Foreign Language-French III	06
HMT 06110	Food and Beverage Management I	09
HMT 06112	Hospitality Finance and Accounting Management	09
HMT 06113	Health, Safety and Security Management	06
HMT 06114	Event Planning and Control	08
HMT 06115	Rooms Division Management I	09
HMT 06117	Customers Service Managements	08

SECOND SEMESTER		
Code	Module title	Credits
GMT 06202	Hospitality Entrepreneurship and Project Management	06
GMT 06203	Hospitality Marketing	08
GMT 06205	Environment and Hospitality Sustainable Practices	06
GMT 06206	Leadership, Professionalism and Communication Skills	06
GMT 06208	Hospitality Human Resources Management	08
HMT 06209	Hospitality Management Information System	06
HMT 06211	Food and Beverage Management II	10
HMT 06216	Rooms Division Management II	09
HMT 06218	Inventory and Facility Management	06

### 3.8.2 TECHNICIAN CERTIFICATES IN FRONT OFFICE OPERATIONS (NTA LEVEL 5)

#### FIRST SEMESTER

Code	Module Title	Credits
GST 05101	Foreign Language - French I	
GST 05103	Business Communication Skills	
FOT 05104	Reception Skills	
FOT 05106	Guest Relations Skills	
FOT 05107	Introduction to Accounting	
FOT 05111	Hotel Safety and Security	

SECOND SEMESTER		
Code	Module Title	Credits

GST 05202	Foreign Language - French II	08
FOT 05205	Hotel Reservations Control	10
FOT 05208	Front Office Accounting	15
FOT 05209	Front office Sales and Marketing	11
FOT 05210	Hotel Information System	14

### 3.8.3 TECHNICIAN CERTIFICATE IN HOUSEKEEPING AND LAUNDRY OPERATIONS (NTA LEVEL 5)

FIRST SEMESTER		
Code	Module title	Credits
GST 05101	Foreign Language - French I	06
GST 05103	Business Communication Skills	10
HLT 05104	Professional guest room and public areas cleanliness Skills I	16
HLT 05106	Hotel Safety and Security	12
HLT 05107	Laundry Cleaning Process I.	16

SECOND SEMESTER		
CODE	MODULE TITLE	CREDITS
GST 05202	Foreign Language - French II	06
HLT 05205	Professional guest room and public areas cleanliness Skills II	14
HLT 05208	Laundry Cleaning Process II	14
HLT 05209	Hotel Information System (HIS)	10
HLT 05210	Interior ,Exterior Design, Decoration and Flower Arrangement	16

### 3.8.4TECHNICIAN CERTIFICATE IN HOSPITALITY OPERATIONS (NTA LEVEL 5)

#### FIRST SEMESTER

CODE		MODULE TITLE	CREDITS
GST 05101		Nutrition and Health in Hospitality	06
GST 05103		Business Communication Skills	09
GST 05104		French I	06
GST 05105		Hospitality Customer Care	04
GST 05107		Computer Application III	06
HOT 05108		Front office Operations II	07
HOT 05110		Housekeeping and Laundry Operations II	09
HOT 05117		Hospitality Storekeeping	05
HOT 05118		Hospitality Safety and Security	04
HOT 05119		Hospitality Entrepreneurship	05
HOT 05121		Hospitality Bookkeeping	04
		<b>SECOND SEMESTER</b>	
CODE		MODULE TITLE	CREDITS
GST 05202		Hospitality Sales and Marketing	04
GST 05206		French II	06
HOT 05209		Front office Accounting	06
HOT 05211		Interior Design and Decoration	03
HOT 05212		Food Preparation Skills II	10
HOT 05213		Bakery & Pastry Products	06
HOT 05214		Menu Planning, Costing and Pricing	10
HOT 05215		Restaurant and Bar Operations II	10
HOT 05216		Conference and Banquet Operations	06
HOT 05220		Hotel Information System	08

### 3.8.5 TECHNICIAN CERTIFICATE IN FOOD PRODUCTION (NTA LEVEL

5)

Semester 1		
CODE	MODULE TITLE	CREDITS
GST 05101	Foreign language - French I	06
FPT 05104	Kitchen Organization	06
FPT 05107	Kitchen safety and security	08
FPT 05109	Pastry & Bakery Products	10
FPT 05111	Starters, Canapés and Sandwiches	06
FPT 05112	Preparation of Main Dishes	08
FPT 05113	Preparation of Soups and Sauces	06
FPT 05114	Nutrition and Health	10

SEMESTER TWO		
CODE	MODULE TITLE	CREDITS
GST 05202	Foreign language - French II	6
GST 05203	Business Communication Skills	6
FPT 05205	Butchery Techniques	20
FPT 05206	Kitchen Control and Storage procedures	06
FPT 05208	Menu planning , costing and Pricing	12
FPT 05210	Preparation of Farinaceous Dishes	10

### 3.8.6 TECHNICIAN CERTIFICATE IN FOOD AND BEVERAGE SERVICES (NTA LEVEL 5)

#### FIRST SEMESTER

CODE	MODULE TITLE	CREDITS
GST 05101	Foreign language - French I	6
FBT 05104	Restaurant and Bar Organization	10
FBT 05105	Bar and Beverage Service	12
FBT 05107	Food and Beverage service Skills I	15
FBT 05109	Storage of Food and Beverage Item	08
FBT 05111	Nutrition and Health	10
SECOND SEMESTER		
CODE	MODULE TITLE	CREDITS
GST 05202	Foreign Language-French II	06
GST 05203	Hospitality Communication Skills	06
FBT 05206	Banqueting and conference organization	12
FBT 05208	Food and Beverage service Skills II	15
FBT 05210	Planning and Controlling in Food and Beverages	10
FBT 05212	Hotel Information Technology	10

### 3.8.7 TECHNICIAN CERTIFICATE IN PASTRY AND BAKERY (NTA LEVEL 5)

SEMESTER ONE		
CODE	MODULE TITLE	CREDITS
GST 05101	Foreign Language - French I	06
PBT 05104	Kitchen Organization	06
PBT 05107	Kitchen safety and security	08
PBT 05109	Yeast/Fermented products	10
PBT 05111	Desserts and Sauces	10
PBT 05112	Pastry Products	10
PBT 05113	Nutrition and Health	10

SEMESTER TWO		
CODE	MODULE TITLE	CREDITS
GST 05202	Foreign Language -French II	06
GST 05203	Business Communication Skills	06
PBT 05205	Piping and decoration	20
PBT 05206	Kitchen Control and Storage procedures	06
PBT 05208	Menu planning , costing and Pricing	12
PBT 05210	Cake Production	10

### 3.8.8 BASIC TECHNICIAN CERTIFICATE IN HOSPITALITY OPERATIONS (NTA LEVEL 4)

#### FIRST SEMESTER

CODE	MODULE TITLE	CREDITS
GST 04101	Introduction to Hospitality and Tourism Industry	06
GST 04107	English Grammar and Structure	09
HOT 04106	Hospitality Customer care and Team building skills	09
HOT 04109	Hygiene and Sanitation	06
GST 04111	Computer Application I	06
SECOND SEMESTER		
CODE	MODULE TITLE	CREDITS
HOT 04202	Kitchen Operations Skills	12
HOT 04205	Restaurant and Bar Operations	12
HOT 04208	Safety and first aid in hospitality Operations	09
GST 04210	Business Computations in hospitality operations	07
GST 04212	Computer Application II	06
GST 04213	Operating Small Scale Hospitality Enterprises	06

#### EVENT MANAGEMENT PROGRAMMES AND MODULES

##### ORDINARY DILPOMA IN EVENT MANAGEMENT

Semester One		
Code	Module Title	Credits
EMT 06101	Event Marketing, Sponsorship & Fundraising	12
EMT 06108	Law and Liability	10
EMT06102	Public Relations and Media	08
EMT06103	Sustainable Events, Conferences and Festivals	10
EMT06104	Weddings and Private Events	10
EMT06110	Plan and Prepare Event Production	09

Semester Two		
Code	Module Title	Credits
EMT 06205	Financial Management for Events	08
EMT 06207	Decision Making and Negotiating	09

<b>EMT 06213</b>	Industrial Attachment Preparation II	08
EMT06206	Festivals and Community Events	10
EMT06209	Event Administration	10
EMT06211	Entrepreneurship in Event Management	08
EMT06212	Event Production II	08

### Technician Certificate in Event Management

Semester One		
Code	Module Title	Credits
<b>EMT05109</b>	Accounts for Events	08
<b>EMT05105</b>	Event Planning and Design	08
<b>EMT 05111</b>	Event Management Information Systems	10
<b>EMT05110</b>	Business Communication Skills	10
<b>EMT05107</b>	Event Management Logistics	10

Semester Two		
Code	Module Title	Credits
<b>EMT05203</b>	Event Production	14
<b>EMT05204</b>	Property and Risk Management	08
<b>EMT05206</b>	Event Staging	14
<b>EMT 05212</b>	Industrial Attachment Preparations	10
<b>EMT05213</b>	Soft Skills for Events Operations	06
<b>EMT05208</b>	Human Resources Management in Events Operations	08
<b>EMT05202</b>	Sales and Promotion	08

### Basic Technician Certificate in Event Management

Semester One		
Code	Module Title	Credits
<b>EMT0410 1</b>	Introduction to Hospitality and Tourism Industry	09
<b>EMT0410 2</b>	Introduction to Event & Concepts	12
<b>EMT0410 6</b>	Customer Care and Team Building Skills	09
<b>EMT0411 1</b>	Basic Computer Application I	06
<b>EMT0410 7</b>	Basic Communication Skills I	08
<b>EMT0410 9</b>	Hygiene and Sanitation	09

Semester Two		
Code	Module Title	Credits

<b>EMT04212</b>	Basic Computer Application II	06
<b>EMT04210</b>	Business Computations for event operations	06
<b>EMT04203</b>	Banquet and Conference Organization	12
<b>EMT04204</b>	Basics of Event Planning	14
<b>EMT04205</b>	Interpersonal Skills	12
<b>EMT04208</b>	Event Safety and Security	09
<b>EMT04213</b>	Basic Communication Skills II	08
<b>EMT04214</b>	Field Industrial Training	

## CHAPTER FOUR:

### 4.0 FEES AND OTHER FINANCIAL INFORMATION

#### 4.1 TUITION FEES RULES AND REGULATIONS

The NCT's Fees Rules and Regulations are designed to serve as a guide to students on the payment of various College Fees for all courses. The Tuition Fees Policy of the College is as follows:

- ☐ The College reserves the right to exclude any student who fails to pay their fees or make satisfactory arrangements to pay on or before registration.
- ☐ All courses offered by the College shall be subject to a tuition fee, unless the College categorically states that in any instance no tuition fee shall be charged.
- ☐ Tuition fees shall be reviewed on annual basis. NCT Ministerial Advisory Board (MAB) shall advise the Ministry on all tuition fees levied by the College.
- ☐ Unless otherwise indicated, the tuition fee is payable in two installments.
- ☐ For some courses, there will be government regulated tuition fees. Students are required to pay fees, as the NCT complies with all government policies related to regulated tuition fees.
- ☐ The College is obliged by the Government to levy tuition fees which are deemed to cover the full cost of the course.
- ☐ The levels of tuition fees enforced shall be made available to students, sponsors and members of the general public, as the College has a transparent policy with regards to tuition fees.
- ☐ The College management has right to make changes to school fee without notice to student or sponsor.

#### 4.2 PAYMENT OF TUITION FEES

The rules and regulations regarding the payment of Tuition fees are as follows:

- ☐ The National College of Tourism collects tuition fees in accordance with the annual fee schedule. Tuition fees are due at the start of each semester. It is the student's personal responsibility to ensure that fees are paid and cleared in a timely manner.
- ☐ Tuition fees and other annual costs shall be paid on the first day of the student's course or on registration (whichever is the earlier). 60% of the total fee shall be due and payable during the first semester, and the remaining balance of 40% shall be paid at the beginning of the second semester.
- ☐ Students may request to pay their tuition fees by installments. Arrangements must be made before registration in accordance with all College policies. In

cases where the College agrees to an installment plan with a student, such arrangements must be approved by the Director of Finance, Planning and Administration, or the Campus Manager.

- ☐ If the student has a sponsor such as an employer, the student is responsible to ensure that the College has the relevant sponsorship details for invoicing purposes and that the sponsor has paid the fees on time. The students shall be responsible to incur all direct costs chargeable directly to students. Such costs may be that pertaining to medical expenses, stationeries, as well as all costs that students shall be required to incur during the field work placements.
- ☐ Foreign students are required to pay their fees in full prior to registration.
- ☐ Payment of tuition fees and other costs shall be made through control number provided from the office of accounts.

### **4.3 MEALS AND UNIFORMS**

The College rules and regulations that govern non tuition fees include:

- ☐ Breakfast and lunch can be obtained through the College's canteen where a student can buy.
- ☐ All students shall be required to wear professional uniforms at all times in the College environment. A student shall be given a sample and a student will be required to have those uniforms before registration.

### **4.4 WITHDRAWAL FROM STUDIES AND REFUND OF FEES**

No refunds shall be made to students who have been registered and withdraw from the programme after 21 days.

### **4.5 SANCTIONS FOR LATE OR NON PAYMENT OF FEES**

The College's sanctions policy for late and non-payment of fees is as follows:

- ☐ If a payment is missed or defaulted upon, the College shall apply immediate sanctions which shall include non-admission to examinations.
- ☐ The College shall not provide references, certificates or transcripts for students who are subject to sanctions for late or non-payment of fees.
- ☐ Where the student fails to pay or is late in the payment of fees, the College will inform the student in writing to seek payment within 14 days. Where payment is made in full and cleared within 14 days, all sanctions shall be lifted.
- ☐ In the event payment is not received within 14 days, the Director of Studies and Professional Activities shall terminate the students' registration with the College.
- ☐ If the student wishes to continue with the course, then he/she will be required to re-register with the College at the next available registration period. However, such student shall not be permitted to pay tuition fees by installments.

### **4.6 FEES APPEALS PROCEDURES**

Any student who believes that any decision made by the College regarding their fee payment is unreasonable, including any request to withdraw from the College or to

vacate College accommodation, may bring a complaint under the College Student Complaints Procedure to the Chief Executive Officer.

#### **4.7 SUPPLEMENTARY EXAMINATIONS**

Students sitting for supplementary examinations shall pay TShs. 25,000 /= for a non-practical subject and TShs. 50,000 /=for a practical module.

#### **4.8 STUDENT CAUTION MONEY**

Students are required to pay sum of TShs. 50,000 /= as a refundable caution money. This will be secured in the bank by College management and an account sheet is opened for every student. Deductions will be made from the amount and will be recorded on the account sheets for items such as:

- (i) Provision of Emergency funds to the student
- (ii) Breakage, losses and disciplinary penalties

Students have the right to see their account sheet at any time, following sufficient notice being given to College Management

#### **4.9 STUDENTS CAUTION MONEY REFUND**

Upon completion of the course of study (including in-training periods), the balance of the caution money will be refunded to the student within one month. No caution money shall be refunded to a student who withdraws from the course of study.

## CHAPTER FIVE

### 5.0 PROCEDURES AND CRITERIA FOR APPROVING EXAMINATIONS SET AND ADMINISTERED BY THE AUTONOMOUS TECHNICAL INSTITUTIONS

#### 5.1 ASSESSMENT

- 5.1.1 Assessment is the general term used for measuring students' performance on a course or module against the aims and objectives of that course or module. Assessment may be *formative* or *summative* depending on whether its results are used to evaluate the student's final course results.
- 5.1.2 **Formative Assessment** is assessment administered as part of teaching to enhance training. It is comprised of questions and assignments set to help the student learn effectively. The performance of students in the formative assessment is not used to evaluate the student's final grade results. The formative assessment also includes the placement and diagnostic assessments.
- 5.1.3 **Placement assessment** is used by a student and an advisor or counselor to help the student decide which courses to take. Placement testing helps the student to enter the course modules at the proper starting point. The result is that one will have a better chance of completing the courses and earn good grades. Course placements based on the assessments may be mandatory in some cases. Placement results can be used to demonstrate that the student has met the prerequisites for specific courses. Additionally, they can be used to demonstrate that the student has satisfied the institutions general education competency requirements.
- 5.1.4 **Diagnostic Assessment** is designed to screen students to identify support needs on their chosen course. The assessment results provide important insights into students' current knowledge, skills and attitude. Students and their advisors use the information to select or recommend those courses most suited to their academic needs. This helps to ensure that institutions provide high quality teaching to all students. It assesses attainment, but development is continuing and the information from its use is being collected to facilitate further studies.
- 5.1.5 **Summative** Assessment is assessment administered to determine a student's overall level of performance on the course. It comprises of questions and assignments from which the student's performance in terms of grades or scores is used in determining the student's course result.
- 5.1.6 **Continuous assessment** is an ongoing process that measures a learner's achievement during the course of a grade or level, providing information that is used to support a learner's development and enable improvements to be made in the learning and teaching process. Continuous assessment may comprise of a combination of several controlled tests, homework, essays and practical.

## 5.2 GUIDELINES FOR PREPARATION AND ADMINISTRATION OF VARIOUS MODES OF CONTINUOUS ASSESSMENT

### 5.2.1 SELECTION OF CONTINUOUS ASSESSMENT COMPONENTS

The Course Committee for the course shall decide on the variety and mixture of continuous assessment for a course module (i.e. the type of assignment, the number of separate submissions and the length of each, the amount of choice within a submission and the number of sub-scores) taking into consideration the following constraints:

The need to teach and assess candidates adequately, while not overburdening them with required work. The need to test the type and level of knowledge, skills and attitudes expected to be acquired by candidates being trained.

The need for the assessment score to reflect the individual candidate's performance as opposed to group performance when dealing with take home assignments.

The need to keep within budget when calculating tutor-payments, and other costs related to assessments.

Course Committee may select from the following continuous assessment elements, based on their relevance to the module being assessed

**Homework/assignments** which allow students to work at their own pace to meet a pre-set deadline with free access to source material, course units, etc.

**Classroom tests:** written work from unseen questions, which can be tutor marked or Computer marked type.

**Projects:** require students to gather source material themselves, involving a written submission of work marked and commented upon by a course tutor and/or independent assessor.

**Practical Component:** assessment of practical skills, which the course committee wishes to identify separately from any practical work that may be assessed via Tutor Marked Tests or Computer Marked Tests.

**Field Attachment:** assessment of practical skills attained during practical training in the industry within one's field of specialized training. The student shall be required to compile and submit a report on the activities performed during the field attachment including the type of training, level of training, the skills learned, the problems tackled, the solution procedures adopted and experiences. They may also be required to investigate and/or analyses a specific problem or process in the industry and submit a specific report on the same.

**End of Course/module Tests:** The assessment component to be completed in a controlled environment normally held for predetermined duration of written examination at the end of the course and based on a choice of unseen questions. The examination can be script marked, or computer marked, or a combination of both. The primary purpose of examinations being to assess the skills, performance and ability

**Other elements of assessment** which may at some level in the programme, or on courses outside that programme involve replacement of the normal written examination by another element of assessment e.g. *end of course essay, project, seen examination*. Alternatively, it may be appropriate for such an element to be combined with the written examination to form the examinable component. Where other forms of

assessment are being considered it is important to ensure that a mechanism is established to verify that the assessment assignment is completed by the individual student.

**The Self-Assessment Questions (SAQs)** may be included in the course material, for use by students to assess their own level of achievement with the help of answers and comments also provided in the course material, as part of formative continuous assessment.

### 5.3 ADMINISTRATION OF CONTINUOUS ASSESSMENT

Academic departments in the training institutions shall hand out to students every year, at the beginning of the semester, a clear statement of how each of their courses is to be assessed, carefully specifying what pieces of work are or are not to be counted in the final assessment, and what weighting is to be assigned to the various components of the assessment scheme.

If oral performance is to be assessed, there shall be specific teaching relating to it, the students should be aware of how it is to be assessed, and special efforts should be made to involve a number of staff in assessing the oral presentation.

Coursework that is used for assessment shall be of a type that can be made available for use by External Examiner.

A panel of at least two markers/instructors may be involved in marking a student's course work. *However, this need not mean "double-marking".*

Under no circumstance shall one member of staff mark all the exams, tests, projects, etc. for all the courses that contribute to a student's final assessment.

Students shall be informed about their performance in continuous assessment throughout the year/semester so that they can monitor their progress. However, they should also be made aware of the fact that *marks for continuous assessment* are just *provisional*.

At the beginning of a module comprising or including assessed practical work the nature of the work and how it is to be assessed, which may involve oral examination for major projects, shall be explained to the students. In particular, the following shall be taken into consideration in the assessment of a practical or project work:

Assessment of a major project work or group work shall include oral examination (viva-voce) at which the student is asked questions to help determine the depth of understanding.

The deadlines for submission of reports must be noted and observed by the students. Penalties for late submission leading to loss of marks unless there are extenuating circumstances, such as illness certified by a doctor shall clearly be spelt out to candidates at the beginning of the course/module.

Essays and assignments shall be assessed on the basis of students' ability to discuss a topic, to present evidence of research, to weigh up different points of view, to offer their own ideas and opinions supported by reasoned argument, and to present the whole in a well-structured manner.

The continuous assessment for each module shall be completed prior to its examination at the end of the semester in which it is offered.

### 5.4 CONTINUOUS ASSESSMENT ARRANGEMENTS INITIAL PLANNING

Assessment shall be planned as an integral part of the course design by the course team in consultation with at least one external examiner or assessor and the Academic Head of Division. Such consultation shall take place at an early a stage as possible.

In planning an assessment strategy, the aim shall be to achieve a balance appropriate to the nature and requirements of the course, and a balance and variety of assessment types to ensure that students have the best opportunity to show their ability. Course Teams will therefore need to consider:

Which continuous assessment elements are to be offered?

The number of submissions within each component and the length of each, subject to the constraints of the total student workload and the total budget available and the operational constraints (e.g. timetable);

Which submissions in each element are to be designated *summative* and which, if any, shall be *formative*;

The weighting of each summative submission, and the part scores within it, and of the continuous component relative to the examination

## 5.5 USE OF CONTINUOUS ASSESSMENT ELEMENTS

Training departments shall select the elements of the continuous assessment to achieve the aims of the course, comprising of:

Formative assignments that are not used for assessment purposes and are not, therefore, used in the calculation of a student's course score, but may be used, for example, where a course team wishes to encourage students to experience and respond creatively to the stimulus of the course work, unimpeded by any concern about grades that might be given.

Summative assignments that are used for assessment purposes and will, therefore, be used in the calculation of a student's overall course score.

Where various components of assessments are involved, the training department may specify a threshold for specific assessment component(s) if they feel that a student must pass a particular component in order to pass the course. Such thresholds may be associated with any element of assessment; failure to reach such a specified threshold will prevent a student (from) achieving an automatic pass status.

The Examination and Assessment Board shall, in the case of a student who fails to reach a threshold but who in all other respects would be awarded a pass result, give individual consideration to the student's record at the award meeting but will not normally award a credit without further investigation (possibly with a viva-voce examination) into the student's mastery of the course.

Weighting of individual assignments within the assessment component shall reflect the relative difference in their importance or level of difficulty.

Full details of rules regarding carryover modules shall be clearly given in the Student Handbook/Assessment Guide. All core modules shall be excluded from carryovers.

Unseen written end of semester Continuous Assessment tests and examinations shall consist of two hours for NTA 4 – 5, two and half hours for NTA 6 – 7 and three hours for NTA 8 - 10. However:

Other assessment elements (*e.g. end of course essay, project, and seen examination*) may be included within the examinable component.

A different type or mix of examination involving oral, computer-marked, seen (for completion at home or at the examination centre) may be applied.

The normal written examination on some courses may be replaced altogether by another form of controlled assessment e.g. a dissertation, a project.

For the purpose of Continuous Assessment, a minimum of three (3) class tests must be conducted.

Before a candidate is allowed to appear for end of semester examination he/she shall have put in a minimum of 75% attendance to taught classes for the particular module. A candidate who fails to meet a minimum of 75% attendance shall be allowed to repeat a semester/year if he/she was absent on acceptable grounds. In the case of unacceptable grounds, he/she shall be discontinued from the course. Any detected examination irregularities during the conduct of a Continuous Assessment shall be immediately reported in writing by the examiner/invigilator to the Head of department who shall determine the appropriate course of action to be taken according to the circumstances and established rules and regulations. The training department may normally vary the weighting of assessment components within the following limits, for courses that contribute credits towards the awards:

Final Examination component: 40%

Continuous Assessment component: 60%

For each of the assessment components under (i) above, the weight given to the practical examination or practical continuous assessment component, where applicable, shall be proportional to the weight assigned to the practical element in the module being assessed.

Within the continuous assessment component Computer Marked Tests shall not constitute more than 35% overall CA.

Whilst there is more flexibility on courses outside the programmes leading to awards the following constraints shall also be taken into account:

The largest element(s) of assessment must always be available to the Examination and Assessment Board.

At least 50% of the credit for any award must be obtained from courses with controlled assessment.

## **5.6 GUIDELINES FOR MARKING CONTINUOUS ASSESSMENT AND RECORDING OF SCORES**

The marker shall:

- 5.6.1 Review the question papers paying particular attention to ambiguity of questions set that may lead to misinterpretation by candidates.
- 5.6.2 Review and edit the model answers/suggested solutions carefully paying attention to what is required.
- 5.6.3 Review the marking scheme paying particular attention to weighting allocated to different questions or portions of a question based on the level of difficulty and required time for working out the solution.
- 5.6.4 Ascertain that the marks awarded to a solution carry sufficient weighting.
- 5.6.5 Mark according to the marking scheme.
- 5.6.6 While marking each question, check carefully if there is any continuation of the question in any other page of the main or supplementary answer book.
- 5.6.7 Take necessary notes or statistics during marking that will assist in evaluation of the candidates' performance.
- 5.6.8 Make sure that all marks that are less than 10 are preceded by 0.
- 5.6.9 Add correctly the total marks for each question and indicate the total at the end of the question.
- 5.6.10 Transfer the total marks for each question to the cover page of the answer book.
- 5.6.11 Add the total marks for all the questions attempted by each candidate.

- 5.6.12 Transfer the total marks for each candidate to the summary sheet for the marked question paper using NACTE FORM EXAM 01.
- 5.6.13 Transfer the marks for each question paper to the course module summary sheet (NACTE FORM EXAM 02).
- 5.6.14 Submit the course module summary sheet to the official responsible for compilation of assessment results for all course modules in the department using overall summary sheet NACTE FORM EXAM 03.
- 5.6.15 The Institutions shall ensure that assessment decisions are recorded and documented accurately and systematically and ensure that the decisions of relevant examination boards are published as quickly as possible, consistent with rigour of assessment and accuracy. Institutions shall therefore provide:
- Clear statements of the responsibilities of all those involved in computation, checking and recording of assessment decisions;
  - Systems for back-up when using electronic storage or transmission of assessment data; and
  - Clear policies on access to information on assessment judgments about individuals

## **5.7 GUIDELINES FOR SUBMISSION OF CONTINUOUS ASSESSMENT SCORES TO NACTE**

- 5.7.1 The Continuous Assessment shall first be presented and discussed in the departmental examiners committee meeting and submitted for endorsement in the Institutional Board meeting that deals with examinations prior to submission to NACTE at the end of the semester or academic year.
- 5.7.2 Prior to submission of the continuous assessment results to NACTE the institution shall avail the candidates an opportunity for appeals with respect to marking, checking of correct records of marks, grades and point score.
- 5.7.3 For cases where the answer books for continuous assessments are returned to candidates after marking by the examiners, the appeals against marking or recording of scores on the answer book shall be lodged immediately upon receipt of the answer book by the candidate. The candidate shall immediately surrender the answer book to the examiner to avoid inclusion of additional solutions into the answer book.
- 5.7.4 The candidates shall therefore be required to check completeness of marking and correctness of record of marks and additions prior to leaving the room.
- 5.7.5 The information to be transmitted to NACTE shall include the overall summary sheet for each year of study using NACTE FORM EXAM 03.
- 5.7.6 The continuous assessment results shall be submitted to NACTE in a double sealed envelope with the inner envelope clearly marked "CA for NTA Level Programmes for Candidates from Institution NATIONAL COLLEGE OF TOURISM. For the Attention of the Executive Secretary, NACTE" The results shall be delivered to NACTE by Dispatch or Courier.

## **5.8 END OF MODULE EXAMINATION**

This examination shall be conducted for a duration not exceeding three (3) hours, but not less than two (2) hours. It will be done under supervision by College officials.

## **5.9 PROJECT WORK**

At the end of the course, students will be required to plan and undertake a project directed towards solving a specific tourism or hospitality related problem.

## **5.10 FIELD PRACTICAL TRAINING (FPT)**

This takes place after the second semester of the programme. The Field Attachment shall aim at exposing the learner to a real work environment with challenging situations.

## **5.11 IDENTIFICATION AND REPORTING OF CHEATING AND MISCONDUCT CASES**

- 5.11.1 As soon as it is brought to the notice of the Supervisor of examination centre that a candidate during the course of examination, has been detected using or attempting to use unfair means as detailed in the NACTE examination regulations, he shall take possession of the answer book of the candidate along with the papers or other materials found with him and provide the candidate with a second answer-book immediately. The candidate is not to be expelled from the examination centre in the paper. The invigilator shall record on the first answer book, the time when it was taken away from the candidate and on the second answer book, the time when it was issued. While issuing the second answer book, the candidate shall be asked by the invigilator to submit his/her explanation on the charges levelled against him.
- 5.11.2 If a candidate who has been barred to appear to the Council examination due to the use of unfair means sits for examination during the barred period, his examination results shall be cancelled.
- 5.11.3 If the candidate refuses to give an explanatory statement he should not be forced to do so only the fact of the refusal should be recorded by the invigilator(s) and attested by the Centre Supervisor on duty at the time of the occurrence. The Supervisor shall call for the statement(s) of the invigilator(s) concerned and forward to the Executive Secretary, in a separate sealed cover, the two answer books used by the candidate, the incriminating material duly signed along with the explanation of the candidate or the attested statement of refusal, the statement(s) of the invigilator(s) and his own note on the case for further action by the Council.
- 5.11.4 As soon as it is brought to the notice of the Centre Supervisor that a candidate has smuggled out an answer book, he should call for the student directly or through the Head/Principal of the institution concerned and try to secure the answer book. In case of non-availability of the answer book, the supervisor should report the matter to the Executive Secretary along with the statements of the invigilators present in the room and also the candidate. The statements should contain the time of the incident and details of the case as to how the candidate took away the answer book. Efforts made to recover the answer book should also be stated.
- 5.11.5 In case of impersonation, the Centre Supervisor should send to the Executive Secretary, the statement of the person found to be impersonating the real candidate. He may also report the matter to the police, if necessary.
- 5.11.6 In case of misconduct of a serious nature, the matter should be reported to the Police. If necessary, statements of the invigilator(s) and that of the policeman concerned may be obtained and sent to the office of the Executive Secretary for further action.
- 5.11.7 If any Marker notices any case of copying of answer(s) either among two or more candidates or from any other source, he/she should mark the relevant portion(s) of the answer(s) and send the cases immediately, along with his report on the same

to his Chief Marker. The Chief Marker will scrutinize the case and forward it along with his own remarks, to the Panel Team Leader, who will send it to the head of marking centre before onward submission to the Executive Secretary for necessary action by the Council. If such a case comes to the notice of the Chief Marker himself, he should also mark the relevant portion(s) in the answer(s), consult the Panel Team Leader who will then forward the same immediately to head of the marking centre for onward transmission to the Executive Secretary along with his remarks for further action.

## **5.12 DEALING WITH CHEATING AND MISCONDUCT**

- 5.12.1 Before the examination session begins, the Supervisor shall call upon all the candidates to search their pockets and part with and deliver to him all papers, books or notes, which they may have in their possession. When a latecomer is admitted into the examination room, this warning shall be repeated to him at the entrance to the room.
- 5.12.2 The Supervisor shall sign a declaration daily witnessed by all the invigilators on duty to the effect that he did it as a matter of fact, call upon the candidates to search their pockets, and to surrender all papers, books or notes in their possession and that all the latecomers were also given this warning and send such declaration to the Executive Secretary at the closure of the examination.
- 5.12.3 The Supervisor of the examination shall report to the Council without delay and on the day of occurrence if possible each case where use of unfair means in the examination is suspected or discovered with full details of evidence and explanation of the candidate concerned on the forms supplied by the Council for the purpose. The cheating cases may be sent by registered post. In case of delay in sending the cheating cases, the centre Supervisor shall give detailed reasons for the delay.
- 5.12.4 If during an examination, a candidate is found having in his possession or accessible to him papers, books or notes due to inadvertence but which papers, books or notes could be of assistance to him, a disciplinary measure such as nullification of his results for that paper may be instituted.
- 5.12.5 If during an examination, a candidate is found having in his possession papers, books or notes on clothes worn by him or any part of his body or table or desk or is found in possession of foot-rule and /or instruments like set squares, protractors, slide rules etc., with notes on them and which notes, papers or books or the material written on foot-rules or instruments etc., could be helpful to him during the examination and if his possession of such material is found to be malafide he may be disqualified from appearing in the examination in which he is found guilty.
- 5.12.6 If during an examination, a candidate is found talking to another candidate or any person inside or outside the examination room, during the examination sessions, without the permission of a member of supervisory staff, unless he has handed over his answer book, his result for that particular paper may be cancelled.
- 5.12.7 If the answer book of an examinee shows or if it is otherwise established that he has received or attempted to receive help from or given help or attempted to give help to another candidate, he may be disqualified in the examination in which he is found guilty.

- 5.12.8 If during an examination, a candidate is found having copied or indulging in copying from any paper or notes or if he has allowed or is found allowing any other candidate to copy any matter from his answer book or to have in any manner rendered any assistance to another candidate in solving a question or a part of question set in the question paper, he may be disqualified for a period up to three years.
- 5.12.9 If a candidate during an examination of the Council is found swallowing or attempting to swallow a note or paper or runs away with it or is guilty of causing disappearance or destroying any such material, he may be disqualified from appearing in any Council examination for a period up to three years.
- 5.12.10 If a candidate during an examination of the Council is found consulting books, note books or papers or any other matter found with him while outside the examination room but during the examination hours and before he has handed over his answer book to the invigilator or any other member of the supervisory staff, he may be disqualified from appearing in any Council examination for a period up to three years.
- 5.12.11 If a candidate who during the course of the examination writes on any other piece of paper, a question set in the paper or anything connected with or relating to a question set in the paper or solution thereof, his examination in that paper may be cancelled.
- 5.12.12 If a candidate is found guilty of passing on or attempting to pass on during the examination, a copy of a question set in the paper or the question paper itself or a part thereof or a solution of a question set in the question paper, to any one, his examination in that paper may be cancelled.
- 5.12.13 A candidate found guilty of possession of a solution to a question set in the paper in connivance with any member of a supervisory or any other staff or some outside agency may be disqualified from appearing in any Council examination for a period up to three years and shall be liable to such other punishment as the Council may decide.
- 5.12.14 A candidate found guilty of having made previous arrangements to obtain help in connection with the question paper may be disqualified from appearing in any Council Examination for a period up to three years. The person with whom previous arrangement has been made by the candidate may be disqualified from appearing in any Council examination for a period up to two years and /or also be liable to such other punishment as may be decided by Council.
- 5.12.15 A candidate found guilty of smuggling in an answer book or a continuation sheet or taking out or arranging to send out an answer book or continuation sheet, during or after the examination with or without the help or connivance of any person connected with the examination centre or of any agency within or outside examination centre, may be disqualified from appearing in any NCT Examination for a period up to five years. He shall also be liable to such other punishment as may be decided by College.
- 5.12.16 A person found guilty of having written outside the examination hall, an answer book or a continuation sheet for a candidate which the latter smuggled into the examination hall or of having managed otherwise to replace the answer book of the candidate after the examination may be disqualified from appearing in any College examination for a period up to five years and shall be liable to such other punishment as may be decided by the College.

- 5.12.17 A candidate found guilty of serious misconduct in the examination hall or misbehaviour towards the invigilator or any member of the supervisory staff outside the examination hall may be disqualified from appearing in College examination for a period up to three years depending on the nature of misconduct.
- 5.12.18 If a candidate is found guilty of using abusive or obscene language in the answer book his examination in that paper may be cancelled.
- 5.12.19 Any person who impersonates a candidate may be disqualified from appearing in any College Examination for a period up to three years if that person is a student enrolled in a recognized technical institution. If that person is not on the rolls of a recognized technical institution, he may be declared as not a fit and proper person to be admitted to any future examination of the College and the case, if necessary, may be reported to the Police. The candidate for whom impersonation was attempted may also be disqualified from appearing in any examination of the College for a period up to three years.
- 5.12.20 A person who commits an offence under Regulation 5.12.19, but is not a candidate for any College examination may be dealt with as under:
- (a) The College may, if it so desires, handover the case to the Police.
  - (b) In the case of a teacher or a person connected with a College, his conduct shall be reported to the Management of the relevant technical institution and he shall be banned from any remunerative job in the College.
- 5.12.21 A candidate obtaining admission to the examination on a false representation made by him/her in his examination registration form may be disqualified as under:
- (a) A candidate for any examination who is discovered before the commencement of the examination, to have made a mis-statement in his admission form, regarding the name of the institution in which that candidate is studying or on the date on which he had left the College may be declared ineligible to appear in the examination.
  - (b) If the false representation relates to a previous examination not actually passed by the candidate, he may be disqualified from appearing in any examination of the College for a period, which may extend to three years as the College may determine in each case.
  - (c) If the false representation pertains to his eligibility to appear in the examination as a private candidate or any other matter not covered by, (b) above, he may be disqualified from appearing in any examination of the College for a period up to three years as the College may determine in each case.
  - (d) If it is found that a candidate or his guardian or parent has deliberately given a false information in the examination registration form, or in the affidavit accompanying the form, the

College shall have the power to declare the candidate ineligible to appear in the examination or if the fact is found after the candidate has appeared in the examination to cancel his examination results.

- 5.12.22 A candidate forging another person's signature on his examination registration form or using a forged document knowing it to be forged and with a view to seeking admission may be disqualified by the College from appearing in the examination of the College.
- 5.12.23 If a candidate leaves the examination room without delivering the answer book to the invigilator concerned and takes away the same with him or intentionally tears off or otherwise disposes off his answer book or any part thereof or the continuation sheet or part thereof inside or outside the examination room, he may be disqualified from appearing in any College examination for a period of up to three years.
- 5.12.24 If a candidate is found guilty of deliberately disclosing his identity or making distinctive marks in his answer book for that purpose, his examination results in the paper/papers concerned may be cancelled.
- 5.12.25 If a candidate is found guilty of communicating or attempting to communicate directly or through a relative, guardian or friend with an examiner or with the NACTE Secretariat with the objective of influencing him in the award or marks, his examination results concerned may be cancelled.
- 5.12.26 If a candidate is found guilty of approaching or influencing directly or indirectly regarding his cheating case a tutor/examiner or any College official, he may be disqualified for one more year in addition to the punishment awarded to him under the Regulations for his offence of using unfair means.
- 5.12.27 A candidate who refuses to obey the invigilator of the examination or any other member of the supervisory staff or misbehaves in or around the examination hall, shall be liable to expulsion by the Superintendent and may be subjected to any of the following punishments depending on the seriousness of the offence:
- (a) Cancellation of the answer book of the paper concerned.
  - (b) Disqualification from appearing in any College Examination, which may extend to three years.
- 5.12.28 If the College is satisfied after enquiry that the integrity of a College examination had been violated at an examination centre as a consequence of wholesale unfair assistance rendered to the examinees, the Director of Studies may order re-examination, besides taking action under Regulations relating to unfair means and may also abolish the examination centre for future or for a specified period.
- 5.12.29 For cases of unfair means not covered by these Regulations, the Examinations and Awards Committee may impose punishment according to the nature of the offence.

### **5.13 POST EXAMINATION STATUS**

After each examination, an Examination Committee shall approve the examination results and students shall be notified on their grades. The examination status positions are as follows:-

- i) **Pass** - Signifies that the academic qualification is granted subject to the satisfaction of industrial-training and other requirements, and that where appropriate, a student may proceed to the next, level course.
- ii) **Re-Take** - Signifies that the student must re-sit certain examinations or assignments in order to qualify for a pass before proceeding to the next higher level course.
- iii) **Repeats the Year** -Signifies that the student has GPA (Grade Point Average) of between 1.5 – 1.9, and hence not permitted to proceed to the next level but repeat the academic year.
- iv) **Disqualification** - Signifies that the student has G.P.A of 0 - 1.4 and he/she is not permitted to take the Award or to proceed, and must withdraw entirely from the course(s) including any associated industrial-training.

### 5.13 RIGHT OF CANDIDATES TO APPEAL

5.13.1 Each candidate shall have a right to appeal against the published results. The appeals shall be lodged within six months from the date of releasing of the provisional results.

5.13.2 The College shall establish, inform and charge a fee to a candidate who will wish to appeal.

### 5.14 SUPPLEMENTARY EXAMINATIONS

Students that receive re-take results shall complete one academic year, and it is the responsibility of the student to ensure that he/she completes the required course/s within the academic year. The maximum score of a supplementary examination shall be a **C** grade.

### 5.15 PROCEDURES AND CRITERIA FOR APPROVING EXAMINATIONS SET BY NATIONAL COLLEGE OF TOURISM

Examinations set and administered by NCT operating under NACTE are approved through the laid down procedures presented herein. The procedure is in line with Section 11 of the NACTE Act (No. 9 of 1997). The system empowers NACTE to approve examinations set and administered by the institution through appointing external examiner, and the institutions themselves approve examinations set and administered by them by strictly adhere to the approved relevant boards for that purpose. This system will result in awards that will have to be approved by NACTE in the final stage of awarding. It is for this reason that NACTE has set the procedures and criteria for approving examinations set and administered by Autonomous Technical Institutions, and their awards.

### 5.16 CRITERIA FOR APPROVING EXAMINATIONS SET AND ADMINISTERED BY NCT, AND THEIR AWARDS

- (a) The examinations set and administered by the College should:
  - (i) Be compatible with learning outcomes for the modules;

- (ii) Have questions that offer a good coverage of the Module/curriculum;
- (iii) Incorporate moderator's comments of the course/modules for the previous year(s);
- (iv) Contain testing material that enables differential of students' qualities.
- (v) Have questions that are of even standard, well balanced and of comparable length if there is a choice of such questions.
- (b) Institutional examination papers are marked according to model solutions and suggested marking scheme.
- (c) External examiners appointed by the College and approved by NACTE must moderate all examinations set and administered by the College
- (d) The examinations set and administered by the College shall reflect that:
  - (i) Examining and other assessment procedures have been fairly and properly implemented in the programmes;
  - (ii) Standards of awards are comparable with those in higher education generally and in particular with those of institutions of similar academic level; and
  - (iii) External examiners have moderated the examination papers in term of correctness, fairness of the questions set and language used.
- (e) In the College no awards or other qualifications is awarded without at least one External Examiner contributing to the assessment.
- (f) External examiners are responsible to the College and not to a particular Department.
- (g) Certificate, diploma and degree course students have to sit and pass all modules to get certificate, diploma and degree respectively;
- (h) Passing a course shall mean a C or higher grade in all examination modules and thus leading to evaluation for the NTA levels 4 - 8 in respective field of study;
- (i) Passing a course shall mean a B or higher grade in all examination modules and thus leading to evaluation for the NTA levels 9 - 10 in respective field of study

## **17 PROCEDURES FOR APPROVING EXAMINATIONS SET AND ADMINISTERED BY COLLEGE, AND THEIR AWARDS**

NCT's Examinations Board shall be responsible to the Examinations and Awards Committee of NACTE for the conduct of the examinations in accordance with the regulations set by NACTE. Autonomous Technical Institutions shall assess all examinations of the College

The College shall use the following boards and systems to ensure that academic standards are maintained.

### **5.17.1 Departmental Examiners Board**

The following members shall constitute Departmental Examiners Board:

- (a) Head of Department – Chairperson
- (b) Internal Examiners

(c) External Examiners

Responsibilities of the Departmental Examiners Board are:

- (a) To review the setting of examinations in relationship with the syllabus/curriculum;
- (b) To review the marking and the performance of students;
- (c) To report findings and recommendation for improvements to the Departmental Examinations Board;
- (d) To compile results of all students in the department; and
- (e) To meet at least once per academic year to deliberate items (a) to (d) above.

**5.17.2 Departmental Examinations Board**

The following members shall constitute Departmental Examinations Board:

- (a) Head of Department – Chairperson
- (b) Academic Members of the Department
- (c) An appointee of the Director of Studies from the Institute
- (d) Two Student representatives, a certificate and diploma/degree student (where such students exist) appointed by Students Organisation

**Responsibilities of the Departmental Examinations Board are:**

- (a) To discuss general performance of students;
- (b) To discuss problems of invigilation, moderation and all matters related to the examinations; and
- (c) To submit/recommend performance of student to the Autonomous Technical Institute's Examinations Board.

**5.17.3 Autonomous Technical Institute's Board**

The following members shall compose autonomous technical institute's board:

- (a) Registrar – Chairperson
- (b) Examinations Officer – Secretary
- (c) Heads of Departments
- (d) Two Student representatives, a certificate and diploma/degree student (where such students exists) appointed by Students Organisation
- (e) An appointee of Director of Studies

**Responsibilities of the Autonomous Technical Institute's Examinations Board are:**

- (a) To review external examiners reports at all departments
- (b) To review performance of all students
- (c) To recommend performance of student to the Examinations and Awards Committee of NACTE
- (d) To discuss and recommend academic policies to the Examinations and Awards Committee of NACTE for approval.

**5.17.4 Autonomous NCT's Appeals Committee**

The following members shall compose autonomous technical institute's appeals committee:

- (a) Director of Studies – Chairperson
- (b) Registrar – Secretary

- (c) Heads of Departments
- (d) Two Student representatives, a certificate and diploma/degree student (where such students exist) appointed by Students Organisation
- (e) Appointee of the Principal from outside an Autonomous Technical Institution.

**Responsibilities of the autonomous technical institute's appeals committee are:**

- (a) To receive appeals, investigate, discuss and make recommendations to the Examinations and Awards Committee of NACTE
- (b) To report to Examinations and Awards Committee of NACTE

#### 5.17.5 Examinations and Awards Committee of NACTE

The following members shall compose Examinations and Awards Committee of NACTE:

- (a) Executive Secretary - Chairperson
- (b) Deputy Secretary (Examinations and Awards Division) - Secretary
- (c) Deputy Secretary (Registration and Accreditation Division)
- (d) Deputy Secretary (Information, Research and Development Division)
- (e) Examinations Officer
- (f) Awards Officer
- (g) Chief Subject Coordinator of relevant Subject Board
- (h) At least two experts in the area of assessment from outside NACTE.

**Responsibilities of the Examinations and Awards Committee of NACTE are:**

- (a) To ensure examinations are conducted in accordance with the NACTE-Examinations Regulations;
- (b) To recommend names of Examiners for examinations conducted by NACTE to the Council for appointment;
- (c) To recommend names of External Examiners appointed by Autonomous Technical Institutions for examinations conducted by Autonomous Technical Institutions to the Council for approval;
- (d) To discuss all matters related to conduct and administration of examinations for both Autonomous and non-Autonomous Technical Institutions;
- (e) To receive and deliberate reports and recommendations of Autonomous Technical Institutes' Examinations Boards, appeals committees and External Examiners' reports; and
- (f) To recommend deliberations of the committee to the Council for approval.

## 5.18 PROCEDURES FOR APPROVING EXAMINATIONS AND AWARDS

When Technical institutions are fully autonomous and operating under NACTE, examination set and administered by them are dealt with as follows:

- 5.18.1 NCT shall set and mark their own examinations
- 5.18.2 External examiners appointed by NCT and approved by NACTE shall moderate all examinations set and marked scripts by Autonomous Technical Institutions;
- 5.18.3 External examiners appointed by the NCT and approved by NACTE shall evaluate the results;
- 5.18.4 External examiners shall write a report (NACTE FORM EXAM 31) to the Council through the NACTE Examinations and Awards Committee;
- 5.18.5 Departmental Examiners Board of the College shall scrutinize the results for awards and submit the results and recommendations to the Autonomous Technical Institute's Examinations Board in the same institution;
- 5.18.6 The departmental Examiners Board shall have the power to summon any internal examiner to give information relating to his/her examination paper(s);
- 5.18.7 Departmental Examiners Board in the College shall submit results and reports to Departmental Examinations Board for scrutiny; Departmental Examinations Board shall submit the same after scrutiny to Autonomous Technical Institute's Examinations Board in the same institution for scrutiny, which then the later submit to NACTE for validation after approval by the Governing Council of the same institution\*;
- 5.18.8 Autonomous Technical Institute's Examinations Board in an Autonomous Technical Institution shall submit results and reports to NACTE Examinations and Awards for approval\*;
- 5.18.9 NACTE shall approve end of semester and end of year final examination results conducted by Autonomous Technical Institutions\*;

The letter grades, definitions and grade points shall be assigned points as follows:

NTA Levels 4-5			NTA Levels 6-10		
Grade	Definition	Grade Point	Grade	Definition	Grade Point
A	Excellent: Excellent, comprehensive, accurate work of outstanding quality.	4.0	A	Excellent: Work of outstanding quality, rare talent for the module, an original and/or incisive mind.	5.0
			B+	Well Above Average (Very Good): Excellent, comprehensive, accurate work; flair for and Comprehension of the module is clearly perceptible.	4.0
B	Above Average (Good): Student has a sound grasp of the most important goals of course. Work described as careful, competent, and good.	3.0	B	Above Average (Good): Student has a sound grasp of the most important goals of course. Work described as careful, competent, and good without being distinguished.	3.0

C	Average (Satisfactory): Average competence, which falls short of B grade. Work described as adequate.	2.0	C	Average (Satisfactory): Average competence, which falls short Of B. Work described as adequate.	2.0
D	Below Average (Poor): Marginal, barely satisfy the minimum requirements.	1.0	D	Below Average (Poor): Marginal, barely satisfy the minimum requirements.	1.0
F	Failure	0.0	F	Failure	0.0
I	Incomplete		I	Incomplete	
Q	Disqualification	0.0	Q	Disqualification	0.0

**Table 2: Ranges of Scores for Different Grades**

NTA Levels 4-5		NTA Levels 6-7		NTA Levels 8-10	
Grade	Score Range	Grade	Score Range	Grade	Score Range
A	80-100	A	75-100	A	70-100
		B+	65-74	B+	60-69
B	65-79	B	55-64	B	50-59
C	50-64	C	45-54	C	40-49
D	40-49	D	35-44	D	35-39
F	0-39	F	0-34	F	0-34
I		I		I	
Q	0	Q		Q	0

(k) NACTE shall confer awards to candidates who successfully complete and pass all the examinations conducted by both NACTE and the College; and

(l) The final classification of awards shall be as follows:

**NTA LEVEL 4-5**

Class of Awards	Cumulative GPA
First Class	3.5 - 4.0
Second Class	3.0 - 3.4
Pass	2.0 - 2.9

(ii)

**NTA Level 6-8**

Class of Awards	Cumulative GPA
First Class	4.4 - 5.0

Upper Second Class	3.5 – 4.3
Lower Second Class	2.7 – 3.4
Pass	2– 2.6

## **5.19 APPEALS PROCEDURES FOR EXAMINATIONS AND EVALUATIONS CONDUCTED BY NACTE AND NCT**

NACTE and NCT shall finalize all appeals for examinations and evaluations they conduct. The following are the procedures on handling the appeals:

- 5.19.1 Candidates may appeal for an independent assessment in cases of disagreement regarding the results obtained in an examination/evaluation conducted by NCT
- 5.19.2 To facilitate these processes, NACTE and NCT shall maintain records of all examinations/evaluations, including the:
  - (i) Date(s) and venue(s) of the examination/evaluation;
  - (ii) Results of the examination/evaluation;
  - (iii) Reports of the setters, moderators, invigilators, supervisors and markers regarding the examination held.
- 5.19.3 The Examinations and Awards Committee of the Council and NCT Appeals Committee respectively shall act as an appeals board and the candidate may be present at an appeal hearing;
- 5.19.4 Appeals by a candidate against the results or any other matter relating to an examination conducted by NACTE and an autonomous technical institution must be in writing and addressed to the Executive Secretary of NACTE and Principal of the College respectively. Such an appeal must be received within one month of the release of the results of an examination/evaluation;
- 5.19.5 Appeals shall be considered when there is a clear evidence of unfair examination processes, or any disagreement that cannot be resolved by the College;
- 5.19.6 The analysis (re-marking) of an examination paper may occur upon written request and payment of the published fee by the candidate. Remarking of an examination paper may only be considered when the mark attained by the candidate in a particular examination paper is not less than 20% below the pass mark for that examination paper;
- 5.19.7 Moderators/External examiners appointed for an examination shall perform the analysis (re-marking);
- 5.19.8 The decision reached by the Examinations and Awards Committee of the College in an appeal shall be considered to be final.