



**University of Tourism, Technology and
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STUDENT HAND BOOK

July 2016

FOREWORD



I would like to congratulate you on your admission and take this opportunity to welcome you to University of Tourism, Technology and Business Studies. Your admission to University of Tourism, Technology and Business Studies marks an important step in your 4 years academic life that will finally be fruitful for the rest of your life.

University of Tourism, Technology and Business Studies aims at providing all round quality education, developing a highly qualified human resource, enhancing professionalism and improving standards in the field of hospitality and tourism through training, research and services to the community.

University of Tourism, Technology and Business Studies admits students from diverse backgrounds regardless of their race, region, tribe, religion and political affiliation. UTB provides all its students (short courses and degree programmes) an enabling and friendly student-centered environment to improve their academic and professional skills as well as socio-well being to lead productive and fulfilling lives.

We promise to make each and every member of UTB experience a sense of belonging as they go about their academic activities. Through the dissemination of knowledge and professionalism, the University College not only serves the individual but also acts as a force to shape the hospitality and tourism sector in Rwanda and in the region at large.

In the exploration of new ideas and the preparation of good citizens, UTB represents a human commitment to the Rwanda's vision and aspiration by contributing towards the tourism and hospitality sector through training and consultancy services. In the increasingly dynamic industry that is tourism and hospitality, this world is looking for qualified, competent and professional staff.

UTB solves this puzzle for the industry by training those people intending to join the industry, retaining those already in the industry and offering refresher training courses for practitioners without formal qualifications! For corporate executive, we offer consultancy services and short courses training, sets standards in training all the way in line with the rest of the world in the tourism sector.

As a University, we are striving to offer quality academic and vocational training programmes which are benchmarked to international standards. We are entrusted with a mission to train professionals who are relevant, responsive to Rwanda's needs and competitive on the global market.

We pride ourselves to spearhead the training of qualified staff that this ever growing industry has longed for. Our programmes lead to a variety of awards: certificates, diplomas

and degrees encompassing specializations in hotel and restaurant management, travel and tourism management, business information technology as well as IATA/UFTAA qualifications.

Our strength lies in the strict observance of academic instructions set up by the National Council for Higher Education (NCHE) in the implementation of the learning, teaching and assessment strategies (LTAS). We are committed to impart lifelong skills in a variety of fields, to provide effective learning service, to do research and to render service to the national community. These pillars underlie all our endeavours and wet our dream to grow into world Class University.

We wish you every success in your studies at UTB!

Our highly qualified, friendly and ever discovering teaching and non-teaching staff welcome you again.

KABERA CALLIXTE
Vice Chancellor

Our vision

To become a leading out-come driven entrepreneurial university in the region by translating our excellence into a major contribution to hospitality and tourism training, culture and economic well-being.

Our mission

To provide all round quality education, to develop a highly qualified human resource, to enhance professionalism and to improve standards in the field of hospitality and tourism trough training, research and services to the community.

Our values

Excellence in teaching, learning and research; ethical practice; personalized attention to trainees; service to the community; continuous improvement.

Our programmes

Programmes of study are taught in morning and evening sessions and are designed to respond to the global professional requirements of hospitality institutions (hotels, restaurants and all tourism related organizations) equal in standards with the best in the world. Students are prepared to gain the necessary expertise that employers are looking for.

Apart from the degree programme which takes **three calendar year**, in “Hotels and Restaurant management” and in “Travel and Tourism Management”, “Business Information and Technology” and IATA/UFTAA professional Diploma in partnership with Air Travel and Related studies, UTB offers also tailored, market-oriented vocational training programmes ranging from one week to one year in favor of staff on the ground in hotels, restaurants and reception centres. These demand-driven courses lead to an award of a certificate in the following areas:

- ✓ House Keeping
- ✓ Front Office/ Reception Techniques
- ✓ Kitchen Operations
- ✓ Restaurant Services/ Food and beverage services and control
- ✓ Tour Guiding and Administration
- ✓ Tour and Travel Operations
- ✓ Airline Cabin Crew/ Air Hostesses
- ✓ Exhibition and Event Management
- ✓ Customer Care
- ✓ Languages (English, French and Kiswahili)
- ✓ ICT (Word, Excel, Internet and power point)

In addition, the University offers an extensive range of programmes that include:

- Full time and part time Courses (from certificate up to the degree award)
- International Executive Seminars
- Customized Management Development Programmes
- Consultancy Services in Hospitality and Tourism Management and Education.
- In –Service Courses in hotels and tour guiding and operations companies, public relation offices, reception centres, etc.

With these programmes and the expertise of UTB graduates, we believe that tourists will stay in Rwanda longer than before and more in Rwanda than elsewhere, which will contribute to the growth of tourist income and to the GNP at large, hence to the poverty alleviation and to the reduction of unemployment rate in Rwanda.

HISTORY OF UNIVERSITY OF TOURISM, TECHNOLOGY AND BUSINESS STUDIES (UTB)

"UTB" (former RTI and later RTUC) was established on the 1st of July 2006 at *"Gakinjoro- Albert Supply Building"* within the centre of Kigali city. It had a start up of six medium lecture rooms, 2 administrative offices of 6 experienced teaching staffs, a Legal Representative, his Deputy and a Director.

Towards the end of year 2006 we had a teachable class of 17 students enrolled in short courses training, taking customer care, Front office, Tourism marketing, Hotel management, ICT (Information & Communication Technology), English, French & Kiswahili languages.

Later on, due to the expansion and the demand to implement the strategic business plan in the near future, we moved to a new premise. University of Tourism, Technology and Business Studies (UTB) at *Kicukiro - Sonatubes* place. UTB is located at the **ININDI HOUSE** (a three storey building) occupying 1st, 2nd floors and the ground floor. This elevation gives a panoramic view: in the East, there is Kanombe International Airport and in the West, a scenic look of Kigali city.

The University has ten (10) anonymous lecture rooms, two (2) well furnished conference halls, modernized library room, elegance specious Restaurant and a modern equipped Kitchen is found at the basement of the premises. This Restaurant is purposely set for practical for Hotel and Restaurant Management programmes.

The University is situated in a Smoke FREE and a learning conducive environment. In the near future, we focus to shift to the new spacious and exorbitant grounds at Gisozi where we look forward to build a complex superstructure comprised of a short course training center, a University, a Mini-hotel and a recreation center.

PREAMBLE

These Rules and Regulations are applicable to all students of University of Tourism, Technology and Business Studies on full time, part-time courses or refresher courses. They are binding at all times be it at school, on excursions or in any place which is designated by the university.

These Rules and regulations provide the standard guidelines of students in UTB and should therefore, be respected by all.

All students, remembering what their future profession will require of them, should set a good example in behavior and personal appearance. If they are outside the University, in order to create and maintain a good reputation for University of Tourism, Technology and Business Studies (UTB), any act of indiscipline shall be punishable.

Ignorance of these Rules and Regulations will not constitute acceptable defense. Every student is required, within one month of admission, to sign a declaration form confirming that he/she has received, read, understood and will abide by these Rules and Regulations. Failure by any student to sign the declaration as required will lead to forfeiture of his/her place in the University.

The academic rules and regulations include a set of standard guidelines adopted by the Senate and approved by the Board of Directors. These rules and regulations aim to define and to determine the general behavior of the students at the University, the student's category, the admission requirements and registration procedures, the structure of the course contents, assessment conditions, project elaboration, conditions for promotion, supplementary examinations, repeating a year, failure and reorientation and category of degrees, diploma and certificates delivered by UTB.

CHAPTER I: RULES AND REGULATIONS AT THE UNIVERSITY PREMISES

1. CLEANLINESS

- 1.1. All students must ensure that they do not commit any act that may cause UTB premises to be unclean and untidy.
- 1.2. No litter (including cigarette butts) is to be thrown out of windows, on floor, grounds, etc.
- 1.3. Receptacles that have been supplied for this purpose should be used.

2. RESPONSIBILITY

- 2.1. A student or group of students will be held responsible and pay for any damage to University of Tourism, Technology and Business Studies property resulting from misuse, willful destruction, or loss of such property by that student or group of students.
- 2.2. University of Tourism, Technology and Business Studies property includes all buildings, fixtures, furniture, school materials, teaching aids, uniforms, etc. In other words, item that is not the personal property of the student.

3. MOTOR- VEHICLES, MOTORCYCLES, BICYCLES, ETC.

- 3.1. All motor vehicle, motor-cycle, bicycles, etc., are packed at the owner's risk.

4. FIRE-FIGHTING APPLIANCES

- 4.1 Students must not interfere with, damage, or remove other than for fire fighting purposes, any fire-fighting appliances.
- 4.2 In case of fire incident, all students are requested to leave the building immediately and assemble in the playground.

5. REMOVAL/RELOCATIONS

- 5.1. Students should not remove or relocate items of furniture or equipment from one location to another without permission from a relevant authority.

6. INVENTORY

- 6.1. Students will sign for all UTB equipment and materials issued to them. On leaving the institute, students will return these items, in good working condition or pay for loss or damage of such equipment and materials.

7. MEETINGS

7.1. Any student-initiated meeting to be addressed by an outsider must be cleared in writing by the Vice Chancellor and in accordance with the provisions of Regulations in the country. This regulation also applies for any document to be displayed on the University notice board or elsewhere on the campus.

8. REPORTS

8.1. Any incident or major problem requiring immediate attention shall be reported to the relevant University authority.

9. GATE CONTROL

9.1. Students are required to enter and leave the University premises through the main gates only.

9.2. Spot checks, in form of searches, can be carried out by the security staff as appropriate. All students are expected to co-operate with the security staff in this matter.

9.3. Any student found in possession of **university** property without the official gate pass will be deemed to be attempting to steal such property and is subject to immediate suspension.

10. GENERAL DISCIPLINE

10.1. The following type of conduct will not be allowed and is punishable both under this Regulation and under the law:

- Assault
- Fighting
- Theft
- Dissemination of genocide ideology
- Dissemination of pornographic materials
- Being drunk and disorderly
- Sexual offences
- **Drug use**

10.2. Any student committing the above or other acts which amount to crimes under the law shall be punished by suspension and possible expulsion from the University. In addition, the University shall be at liberty to refer the matter to the law enforcement agencies for legal action.

11. GRIEVANCES

11.1. Student's grievances should be brought forward to the Head of Department and if it is not possible to settle this matter at this level, it should be handled as follows:

- a. For Administrative Matters: Dean of students, DVC Administration and Finance and Vice Chancellor.
- b. For Academic Matters: Head of Department or Dean of Students, Director of Academic Affairs, DVC Academic and Vice Chancellor.
- c. General grievance: Student Governing Council, Dean of students and Vice Chancellor.

12. PENSIONS, FORFEITURE, DISMISSALS

12.1. In the event of a student or group of students contravening any rules and regulations, written warnings may be issued by the following officers:

Director of Academic Affairs, Dean of Students and all Heads of Departments.

The Dean of students will countersign all 1st, 2nd and final warning letters.

12.2. All warnings issued to students will be copied to the Vice Chancellor, DVC Academic and DVC Administration and Finance and the Head of Department concerned. All written warning letters will expire after one year.

12.3. In the case of gross misconduct, the Vice Chancellor may suspend a student without previous warning.

12.4. In case of student refuting a warning or suspension letter, an appeal may be lodged for in appendix to the appeal's procedure provided for in Appendix 3 to these regulations.

12.5. If a student on suspension does not lodge an appeal within seven (7) days from the date of suspension, he/she automatically forfeits his/her place in the University. A student whose appeal to the Board has not succeeded and has, therefore, been expelled shall not be eligible for re-admission.

13. PRACTICAL DUTY AT UNIVERSITY OF TOURISM, TECHNOLOGY AND BUSINESS STUDIES

13.1. Students on practical duty at University of Tourism, Technology and Business Studies must abide by Rwanda Tourism Restaurant rules, staff Rules and Regulations, in addition to these students' Rules and Regulations.

13.2. Students on Industrial Attachment must abide by staff Rules and Regulations of the establishment they are attached to in addition to these Rules and Regulations.

13.3. A student whose attachment has been discontinued on disciplinary grounds by the establishment concerned shall automatically be suspended from the University and shall not, subject to any appeal made by him/her to the Board, be eligible for admission.

CHAPTER II: ACADEMIC RULES AND REGULATIONS

II.1 CATEGORY OF STUDENTS

II.1.1 University of Tourism, Technology and Business Studies is open to any student fulfilling the admission requirements. The University gives admission to full time and part time students both Rwandan and foreign.

II.2 ADMISSION REQUIREMENTS

2.1 To be admitted to a bachelor's degree programme in Hotel and Tourism management, a full-time or part-time student has to provide a valid Rwandan certificate of secondary education giving eligibility to higher education or any other certificate deemed equivalent. The cutting point for admission is 2 principal pass.

To be admitted in various vocational programs offered by the university as a full-time or part-time student has to provide a certified secondary education certificate ('O' Level or 'A' Level certificate) with at least one principal pass or its equivalent.

II.3. REGISTRATION OF STUDENTS

3.1 No one can be admitted to courses and examinations in the faculty if he/she is not registered under one of the students' categories mentioned above in chapter II of these regulations.

3.2 Registration must be done individually at the registrar's office at the beginning of each academic year or Trimester before the courses start and before each session of examinations (see Examination Regulations for more details).

3.3 Registration shall involve the following process:

- Student shall pay their fees by depositing the required amount into the University's bank account. Such payment shall be made prior to the commencement of the trimester for which the fees are due and the bank slip produced for issuance of an official University of Tourism, Technology and Business Studies receipt at the time of registration. No cash payment shall be received at the University.
- The student shall then be issued with a free clearance slip signed by the person issuing receipts. Such slip shall only be issued on payment of full fees for the trimester in question.
- Registration fees and other required fees shall be determined every year by UTB Board of Directors and made known to the public prior to the beginning of registration.

- Expect with the written authority from the Vice Chancellor a student who fails to register shall not have access to any University facilities.
- For further information, please refer to the Examination Regulations.

3.1 Tuition fees rules and regulations:

School fees are paid at the beginning of the Academic Year. A student may choose to pay his/her tuition fees for the whole Academic Year at the beginning of the Academic Year, or he/she may choose to pay tuition fees per trimester (at the beginning of each trimester). Please note that the registration fee is not refundable.

Drop out tuition fees refund table:

Academic Year	Full refund	20% Tuition fees Withheld	50% Tuition fees Withheld	No refund
TRIMESTER 1	From the beginning of the trimester up to 14 days	From the beginning of the trimester up to 15 days	From the beginning of the trimester up to 30 days	31 days from the beginning of the trimester onward
TRIMESTER 2	From the beginning of the trimester up to 14 days	From the beginning of the trimester up to 15 days	From the beginning of the trimester up to 30 days	31 days from the beginning of the trimester onward
TRIMESTER 3	From the beginning of the trimester up to 14 days	From the beginning of the trimester up to 15 days	From the beginning of the trimester up to 30 days	31 days from the beginning of the trimester onward

- Refunds** are only done when all charges outstanding on the student account have been cleared.
- Fee withheld** refers to the amount of fees retained by the University when you drop courses during the specified time frame. You are responsible for this amount, whether or not the fees have been paid.

3.2 REQUIRED DOCUMENTS

3.2.1 The registration for the first time for full-time and part-time students shall provide the following documents:

- One notarized copy of the secondary and high school certificate or any other certificates deemed equivalent;

- ii. One copy of transcripts of the last secondary school year and/or higher education year where necessary;
- iii. One copy of identity card or passport;
- iv. Four passport size photographs;
- v. Proof of payment of registration fee; Non refundable fee
- vi. One plastic file
- vii. Ream of paper

3.2.2 Required documents for an auditor's registration are as follows:

- 1. Two copies of identity card or passport;
- 2. Three passport size photographs;
- 3. Proof of payment of fees.

3.2.3 For subsequent registration, the student shall provide:

- 1. Proof of required fees and tuition payment;
- 2. Two passport size photographs.

The students shall also notify to the Registrar's office of any change occurred for his/her file to be updated.

3.2.4 Required documents shall be submitted to the Registrar's Office.

3.2.5 Cancellation of a student's registration can occur at any time during the academic year after noticing a false statement on the student's part during registration, or any serious violation of registration regulations. Cancellation shall be declared by the DVC Academic on the decision of the Executive Council.

3.2.6 A student card shall be issued to every student at least two weeks after registration. It compulsorily bears the photograph and signature of the student, the signature of Vice Chancellor and the stamp of UTB. The replacement of student ID card shall cost 5,000 Rwf

3.2.7. The card shall be issued to full-time, part-time students, short course students and students on language training programme. It is valid for one academic year for full- and part-time students and for the duration of the course for others. When a student stops or temporarily suspends studies at UTB before the end of the academic year for whatever reason, he/she shall hand in the student card to the Registrar's office.

3.2.8. The auditor shall only be issued a registration certificate indicating his/her registration; the subject(s) registered for and should bear his/her photograph instead of a student card.

3.2.9. The student card or registration certificate shall be required to have access to the library, class, laboratories, examination rooms and any other facilities available in UTB.

II. 4. ACADEMIC RESPONSIBILITY

Attendance to all lectures, seminars, practicals, sports, tuition, excursions and other scheduled University activities as well as special duties is compulsory unless specifically declared optional by the Head of Department and/or the Director of Academic Affairs. Punctuality must be observed.

II. 5. PERMISSION TO BE ABSENT FROM UNIVERSITY SCHEDULED ACTIVITIES

Non attendance or lateness due illness must be authorized by authorized doctor. Non-attendance or lateness due to other good cause must be authorized by the Head of Department and the person in charge of activity must be informed by the authorizing officer.

II.6. DISCONTINUATION AND FORFEITURE

II.6.1 A student who fails to attend any scheduled University activities for a good cause (illness, leave of absence or other authorized absence) for a period of more than 15 consecutive days shall be discontinued from the course. A student so discontinued may apply for re-admission. Such application must be submitted to the Vice Chancellor within ten (10) working days from the date of such discontinuation.

II.6.2 A student who misses institute scheduled activities without permission and without good cause for three (3) consecutive days shall forfeit the course.

II.6.3 A student who has been discontinued from the course in accordance with sub-clause (2.7.1) may rejoin the course (subject to availability of space) at the stage he/she left but not later than two years after the discontinuation. If the student re-applies for re-admission after than two years, such student shall be required to repeat the course.

II.6.4 A student who has been discontinued from the course in accordance with sub-clause (2.7.2) shall not be eligible for re-admission.

II.7. TIME TABLES

2.8.1. Students shall be guided by time-tables which shall be provided to them at the beginning of every Trimester by the respective Heads of Department.

2.8.2. Time table may be subject to change. It is the responsibility of the student to consult it and to note the relevant changes.

II.8. TESTS AND EXAMINATIONS

During their courses, students are to sit regular tests and examinations. Further information is provided in the Examination Regulations.

II.8.1 Continuous Assessment Tests (CAT)

A minimum number of three progress tests (CAT) in each subject shall be administered to students in the course of one academic Trimester. In special cases, this number may be changed with the written approval of the Director of Academic Affairs.

II.8.2 Terminal Tests

One terminal test per module shall be administered to students before the end of every Trimester except the last trimester of the course when the students shall sit the final examinations.

II.8.3 Final Examination

Students shall sit a final examination in each module. The Academic Director may waive or change such an examination where and when he/she deems it necessary.

II.8.4 Weight of CAT, and Examinations

The weight of tests and final examinations in relation to the final general average mark shall be as follows:

- Progress Test (CAT): = 60/100 marks
- Examination = 40/100 marks

II.8.5 Class work

Class work includes all the assessment activities carried out throughout the Trimester and may be evaluated in the form of a remark on the report.

II.8.6 Assignments/Projects

All work assigned by a lecturer must be completed conscientiously and in time. The lecturer may mark certain assignments as a progress test.

II.8.7 Marking Scale

The marking scale is	0-10
The pass mark for any test	5.0
The pass mark for any subject is	5.0

II.8.8 Requirement to be fulfilled in order to pass a course

2.8.8.1. In order for a student to proceed to the following year or phase of the course a student must pass all the modules. Module has 10-15 credits.

2.8.8.2. The case of final year students- in order for the student to graduate- the final academic report must show that the student passed in all modules and has a total of 480 credits.

2.8.8.3. For all courses, the average of the vertical total of the final general average marks should not be below 5.0 (to be computed to the first decimal and not to be rounded).

II.8.9 Requirement for the Hotel Management Course

The Hotel Management Course shall be conducted in five levels corresponding to four years:

Level I/II: Year 1

Level II/III: Year 2, 1st TRIMESTER

Level III/IV: Year 3, 1st TRIMESTER

Level IV/V: Year 3,

After each level, an appropriate certificate of completion may be issued on request.

LEVEL I

The requirement for a student to proceed to LEVEL II of the course is that s/he must pass in all modules offered at level I with a total of 120 credits.

LEVEL II

The requirement for a student to successfully complete the course is that s/he must pass in all modules offered at level II with 240 credits i.e. 120 + 120 credits.

LEVEL III & IV

The requirement for a student to successfully complete the course is that s/he must pass in all the modules offered at level III & IV.

LEVEL V

The requirement for a student to successfully complete the courses at level V is that s/he must pass in all the modules offered at level III & IV. In addition to the above, the student must complete the industrial attachment at level IV.

II.8.10 Requirement for Travel and Tourism Management Department

The Travel and Tourism Management Course shall be conducted as follows:

Level I/II: Year 1

Level II/III: Year 2, 1st Trimester

Level III/IV: Year 3, 1st Trimester

Level IV/V: Year 3,

LEVEL I

The requirement for a student to proceed to Level II of the course is that he/she must pass in all the modules offered at level I i.e. 120 credits.

LEVEL II

The requirement for a student to successfully complete the course is that s/he must pass in all the modules offered at Level II i.e. 120 + 120 credits.

LEVEL III, IV, V

In addition to the above requirements the student must complete the industrial attachment at level IV.

II.8.11 Missing test and examination without a good cause

Any student who fails to attend any test or examination without a good cause shall get a zero score in that test or examination and a final warning letter.

II.8.12 Missing tests and examinations with a good cause

A student who misses a test with a good cause may be allowed to sit a catch-up test or examination.

Only the following occurrences shall constitute good cause:

- Illness
- Death of a close relative i.e. spouse, child, parents, guardian, siblings, grandparents, parents-in-law, brothers and sisters-in law.
- Illness of the student's child resulting in hospitalization.

The following procedures will be followed:

- The student will apply for a catch-up test or examination to the lecturer in charge of the subject through the students' Head of Department giving reasons why he/she missed the test. The application shall be made in writing within two (2) days of the incident.

- The application to sit a catch-up test /examination shall be subject to joint approval of the Head of Department and the Lecturer concerned. The catch-up test/examination shall be administered within five (5) working days from the date of the approval or according to the ad hoc time table.
- A student whose application is rejected shall be dealt with in accordance with clause 2.6.

II.9.13. Cheating in Test and Examinations

Cheating in a test, assignment/project and examination shall result in immediate discontinuation from the course.

II.9.14. Supplementary Examination

A student failing any academic phase will be allowed to sit supplementary examinations as follows:

- (I) Final examination in case of one year course
- (II) Annual and final examination in the case of two year courses,
- (III) Level I, II, III, IV and V final examination in the case of the Hotel Management courses and Travel and Tourism Management course.

II.9.15. Eligibility for Supplementary Examinations

II.9.15.1. A student shall only be eligible to sit supplementary examinations if s/he has passed in at least half of the number of modules in which he/she was examined. Such supplementary examinations shall only be in the modules the student has failed.

II.9.15.2. On a supplementary examination, the highest mark that a student is awarded is the pass mark i.e. 24/40 whereas a student is awarded all the marks s/he gets on a special examination.

II.10. PROCEDURE FOR SITTING SUPPLEMENTARY EXAMINATIONS

II.10.1 The students will register for supplementary examinations i.e. they must submit an application for supplementary examinations in the prescribed form within 2 days after being notified provisional examination results.

II.10.2 The respective Head of Department, upon receipt of the application(s) makes the necessary arrangements, i.e. coordination with the Examinations Office for time tabling, organizing the necessary materials and equipment, planning for the marking, etc.

II.10.3 The Head of Department will notify the candidate(s) of the examination date plus other requirements and details, at least seven (7) days prior to the actual examination date. Normally, the provisional examination time table is displayed at least two weeks before the commencement of examination period (see Examination Regulations for more details).

II.10.4 The candidate(s) will be required to report to their respective Heads of Departments at least a day prior to the examination for briefing.

II.10.5 Each candidate will make arrangements for, as well as meet his/her own transport and accommodation costs.

II.11. GENERAL RULES ON SUPPLEMENTARY EXAMINATIONS

II.11.1 Failures will be allowed to re-sit only the final examination, not CAT.

II.11.2 Candidates will be required to re-sit all modules failed without exception. Candidates will not re-sit subjects passed.

II.11.3 Failures will be allowed to re-sit only once.

II.11.4 Exam content must be different but the standards tested will be the same

II.12 CONDITIONS TO BE FULFILLED FOR A STUDENT TO BE ALLOWED TO SIT SUPPLEMENTARY EXAMINATIONS

II.12.1 For a student to be allowed to sit supplementary examinations, he/she must fulfill the following requirements:

II.12.2 He/she must have passed in at least half of the number of modules in which he/she was examined.

II.12.3 In practical subject, the students must have obtained an average of at least 5.0 from all the mid-term and terminal tests in each and every practical subject prior to the final examination.

II.13. TIMING

Supplementary and special examinations will be administered before the beginning of the following academic trimester for both continuing and final-year students.

II.14. REQUIREMENTS TO BE FULFILLED IN ORDER FOR A STUDENT TO PASS AFTER RE-SITTING EXAMINATIONS

II.14.1 For a student to pass after re-sitting an examination, he/she must fulfill all the current criteria outlined in the Academic Rules and Regulations i.e. rules pertaining to:

- Number of modules passed
- Practical subjects
- General Vertical Average

II.14.2 In arriving at the final mark after re-sitting

- The previous final examination results will be disregarded in the computation of averages and instead the result of the supplementary examinations will be used.
- The weighting of progress, terminal and final examination, etc. will remain the same as that currently outlined in the Academic Rules and Regulations.

II.15. REPEATING THE COURSE

A student who has failed a supplementary examination may apply to repeat the year or phase in which he/she has failed annual or final examination. Such a student will meet the full cost of the course for that year or phase. A student who has failed must submit an application through the respective Head of Department.

II.16. ACADEMIC BREAKS

Students are entitled to academic breaks according to departmental schedules. Those are prepared at the beginning of each academic year.

II.17. PART-TIME WORK

Students shall not engage in part-time employment or work during class time or during the time they should be on practical attachment or other official University assignment.

II.18. CLASS REPRESENTATIVES

Each class shall elect a representative, in accordance with University of Tourism, Technology and Business Studies Students Association constitution, who shall have following responsibilities:

- (i) To represent the class in the Students Governing Council
- (ii) To be a class spokesperson
- (iii) To organize activities within the class
- (iv) To undertake any other duties as may be determined by the class or University administration and in that capacity shall receive students' grievances.

II.19. CLASS TUTOR

Each student shall have a tutor with whom s/he may discuss both personal and academic problems or seek advice and guidance.

CHAPITRE III: CURRICULUM

III.1 Bilingualism at UTB is compulsory except for programmes examined in single language. The ability to attend classes in French and English should be substantiated by a certificate delivered by an institution recognized by UTB. The implementation of bilingualism shall be determined by the academic Senate according to the requirements from the National Council for Higher Education and to the National Language policy.

III.2 Proposals of module contents of the Faculty is prepared by the Department team, submitted to the Council of the Faculty and approved by the Board of Directors on the recommendation of the academic Senate after the advice of the Quality Office. They should include objectives, the content of each module as well as evaluation method, module load and references.

III.3 The Deputy Vice Chancellor Academic shall ensure the implementation of the curriculum. He/she shall be assisted by the Director of Academic Affairs.

III.4 Every subject is represented by a code made up of three letters standing for the department initials and four digits, the first one standing for the degree, the second for the year of study, the third for the trimester in which the module is offered and the last for the serial number of the module. Module coding may be different for international and joint programmes.

III.5 Every module is measured according to its relevance in the whole programme. The unit of measure is a credit. The credit is defined as 10 hours of student effort: laboratory sessions, seminars, practical work or a week of internship. A course hour is defined as 50 minutes.

III.6 A student's programme includes theoretical work, internships, dissertation, etc. for which the student has registered in a Faculty at the beginning of the academic year.

III.7 The academic year at UTB is divided into three Trimesters of 12 weeks each (12 weeks of teaching and learning, 2 weeks of examinations marking and supplementary). Any extension of academic year shall be authorized by the Board of Directors on recommendation of the Academic Senate.

III.8 The curriculum for the Bachelor's degree (license) at the UTB lasts three years in general and its successful completion is awarded by a Bachelor's degree. To be entitled to such a degree, the student must have successfully completed the entire programme i.e. 480 credits.

CHAPTER IV: DEMONSTRATION RESTAURANT AND OTHER TRAINING LABORATORIES

IV.1 DEMONSTRATION RESTAURANT

IV.1.1 Service Procedure

The Demonstration Restaurant is a service training area or laboratory where students on practices are taught how to serve. Students play the role of guest following a timetable which is displayed every day at the entrance of the dining room.

CHAPITRE V: LIBRARY RULES AND REGULATIONS

Admission to the Library and use of its resources are conditioned to the observance of the following rules and regulations. Ignorance of these will **NOT** be accepted as a defense.

V.1 HOURS OF OPENING

Morning session

V.1. HOURS OF OPENING

Morning session

. Monday to Friday	8:00 a.m. to 17 .00 p.m.
Saturday	Closed
Sunday	8:00 a.m. to 14 .00 p.m.

Evening session

Monday to Thursday	17:30 to 21.30 p.m.
Saturday	18:00 to 21:00pm
Sunday	Closed

Closed all public holidays

V.2. MEMBERSHIP

V.2.1 All full-time and part-time students including apprenticeship students are automatically member of the library.

V.2.2 All full-time and part-time students will be issued with a Library borrowing-card. The cards must be produced whenever books are borrowed.

V.2.3 University identification card must be produced on demand by the Library for the purpose of correct identification.

V.2.4 Library borrowing-card must **NOT** be lent to other people and loss of any cards should be reported immediately to Library staff at the issue counter, after which appropriate action will be taken.

V.3. BORROWING OF BOOKS

V.3.1 Students are allowed to borrow books according to the number of borrowing cards issued to them for a period of two weeks. Books may be renewed for another two weeks, if they have not been reserved by another party.

V.3.2 Reserved books are subject to recall after seven days

V.3.3 No book shall be taken out of the Library until it has been officially issued.

V.3.4 The students in whose name a book is issued shall be solely responsible for returning it.

V.3.5 Library books must not be taken out of the country without the permission of the University Librarian.

V.3.6 Students wishing to borrow books which are not available in the University Library may be assisted by the Librarian through inter-library loan.

V.3.7 Reference materials and periodicals are not available for loan. They should not be borrowed.

V.3.8 Part-time students shall not be eligible to borrow books, but can use the Library.

V.4. FINE AND PAYMENT FOR LOST LIBRARY MATERIALS

V.4.1 A student who fails to return or renew a book on the date due shall be charged a fine of 1000 frw per delay day. (Sundays, and public holidays are included in calculating the fines charged). In case of the total fine exceeding the value of the book the student may be required to pay for its replacement as well as the fine.

V.4.2 All library books remain the property of the University and replacement costs paid will not be refunded.

V.4.3 All students must return borrowed books before proceeding on vacation.

V.5. DAMAGE AND/ OR LOSS OF LIBRARY BOOKS

V.5.1 Students will be held responsible for any damage occurring to a book while in their possession and may be required to pay for the replacement of the book.

V.5.2 Any defect or damage to a book should be reported to the staff at the issue desk. Students must report at once any loss or damage to books while in their possession.

V.5.3 The marking and defacing of any book is strictly forbidden. Any student caught defacing Library materials shall be eligible to pay for its replacement. A repeat of this offense shall result in the suspension of the student from borrowing Library books for a period deemed necessary by the Library authorities. Material which might accidentally damage Library books such as ink bottles must not be brought to the Library.

V.6 DISCIPLINE IN THE LIBRARY

V. 6.1 Good order must be observed in the Library i.e.

- Placing of feet on furniture and
- Eating or sleeping are forbidden

V.6.2 Smoking and the use of open fire in any part of the library is prohibited.

V.6.3 Silence must be observed at all times in any part of the Library. Mobile phones must not be used in the Library and must be switched off unless they are on silent or vibration modes.

V.6.4 Cases, parcels, overcoats hats, etc. must be left in baggage area.

V.6.5 All students leaving the library carrying books or parcels must show them to staff at the security desk.

V.6.6 Stealing and attempting to steal a Library book or property is a serious offence and those caught will be punished by suspension.

V.6.7 The University Librarian in consultation with the students' Heads of Department shall suspend any Library user whose conduct is unbecoming. However, further disciplinary action may be preferred depending on the gravity of the offense.

V.7 CLEARANCE

V.7.1 All students are required to clear with the library and must pay for lost books and overdue fine before they leave the University. All borrowing tickets must be surrendered to the Librarian before the user is cleared.

V.7.2 ASSISTANCE TO STUDENTS

All Library staff will be at hand to assist the students.

CHAPTER VI: COMPUTER LABORATORY RULES AND REGULATIONS

VI.1 The computer laboratory shall be open to students during scheduled computer lessons and such other times as may be fixed by the Head of Computer Department.

VI.2 All students intending to use the laboratory shall, unless attending a scheduled class, sign in before using the laboratory and sign out thereafter.

VI.3 Floppy or flash discs shall not be used in the computers without prior approval from the Computer Department which shall only be given after they are scanned and found to be free of viruses.

VI.4 Students shall not move computers or monitors from where they are placed.

VI.5. The computer shall not be used for playing games.

VI.6 Any malfunctions shall be reported to the Head of Computer lab. Students should not attempt to carry out any repairs or touch any switches on the computer or on the walls.

VI.7 Non work shall be used on the hard drives without prior approval by the Head of Computer lab.

VI.8 The computers shall be used on the first come first served basis and there shall be no question of reserving a computer for use by any individual student or group of students.

VI.9 Students shall only use the computers in accordance with the acceptable user policy rules which are as follows:

VI.9.1 Using the computer for no-class related purposes is absolutely prohibited. Such prohibited uses include:

- Hacking or any form of meddling with computer hardware or software
- Visiting pornographic websites
- Making on-line purchases
- On-line chatting

VI.9.2 The following uses are prohibited for being non-class activities unless prior approval has been granted by the Computer Department:

- Listening to or down loading music
- Downloading software

- On-line or off-line gaming
- Sharing pass words or being in another person's file or directory.

VI.9.3 Students must adhere to copy right laws and shall be solely and individually responsible for their actions in this regard. The following acts are therefore prohibited in relation to copyright material.

- Plagiarism
- Copying and forwarding
- Copying and uploading..

CHAPTER VII: TRANSITIONAL AND FINAL PROVISIONS

This general academic Rules and Regulations shall come into force the day of its approval by the Board of Governors after its adoption by the Senate.

Revised in July 2016

By

DVC Academic

Director Registration

Director Academic Affairs