THE INTERNATIONAL SCHOOL OF HOSPITALITY

DREAMS PASSIONS CAREERS TISOH.EDU

CATALOG
2017-2018

Effective August 1, 2017

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ACCREDITED BY THE ACCREDITING COUNCIL FOR CONTINUING EDUCATION & TRAINING
ACADEMIC PARTNER OF THE AMERICAN HOTEL LODGING EDUCATIONAL INSTITUTE
Licensed by the Nevada Commission on Postsecondary Education
SEVIS Approved School by the U.S. Department of Homeland Security
Approved Vendor by Southern Nevada Workforce Investment Board
VA approved and eligible to receive veterans benefits and funding

The International School of Hospitality
is accredited by the

Accrediting Council for Continuing Education & Training

THE INTERNATIONAL SCHOOL OF HOSPITALITY

DIPLOMA & CERTIFICATE PROGRAMS

DEVELOPED BY THE HOSPITALITY INDUSTRY
FOR THE HOSPITALITY INDUSTRY

SCHOOL CATALOG
2017-2018

EXECUTIVE DIPLOMA PROGRAM

Executive Diploma in Hospitality Operations

- **Emphasis in Conference Management**
- **Emphasis in Event Management**
- **Emphasis in Hotel Operations and Concierge Services**
- **Emphasis in Wedding Coordination and Design**

DIPLOMA PROGRAM

Diploma in Hotel Operations

CERTIFICATE PROGRAMS

Department of Conferences and Events:
Conference Management & Event Planning Certificate
Event & Design Production Certificate
Exhibition & Tradeshow Management Certificate

Department of Catering:
Art of Food &Beverage Certificate
Meeting & Event Catering Certificate

Department of Hotel Management:
Art of Concierge Certificate
Hospitality English Certificate
Hospitality Human Resources Certificate
Hospitality Leadership & Supervision Certificate
Hospitality Marketing & Sales Certificate
Hotel Operations Certificate

Department of Wedding Coordination:
Wedding Coordination & Design Certificate

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A Brief History of the School

During the early 2000s, several University of Nevada, Las Vegas professors and hospitality professionals perceived the need for a professional school dedicated to training students for careers in hospitality-related fields. The school's niche would be to make every student's experience at the school current and practical. All knowledge must be applicable and relevant to helping a student pursue a career in the hospitality industry.

Key to a foundation of practical learning, the School's teaching staff would come from both the university level and industry. No teacher would stand in front of the classroom not having active industry experience.

In 2005, The International School of Hospitality opened with its mission focus and today continues to draw students worldwide to its short-term diploma and certificate programs.

Our Mission Statement

The International School of Hospitality (TISOH) is a unique school developed to provide practical short-term continuing education and career training programs which enable participants to apply their learning toward personal fulfillment, professional advancement and career development in the hospitality industry.

Delivering the Mission

TISOH's course content is predominantly task-oriented and practical, so as to parallel the duties and responsibilities of industry incumbents. Instruction uses hands-on training approaches that prepare students to work in specific industry professions. Quality service and professionalism, consistent with the work performance standards expected by hospitality employers, are key ingredients of the training provided. Faculty who teach these courses set appropriate examples by instructing students in the spirit of hospitality.

Hospitality Experts Consortium, LLC

The International School of Hospitality is operated by Hospitality Experts Consortium, LLC (HEC). HEC is a hospitality consultancy comprised of a unique group of university and industry professionals with years of managerial, teaching, researching and publishing experience. The Consortium provides national / international consulting, expert witness services and specialized educational programs. The general partners are Timothy Lam, Marcus Lam and Donnell Bayot.

School Location & Facility

The School is located at 3614 E. Sunset Road, within minutes from the famed Las Vegas Strip and McCarran International Airport. TISOH's campus includes an administration building (academics, student services, admissions) and an academic building (6 classrooms with seating capacities for up to 30 students each, equipped with the latest audio-visual presentation equipment. The school also features a student resources center with 8 computer stations, a front desk lab, an event design décor lab and a production studio for student photography. The School is accessible for disabled persons. For online programs, the School delivers via an asynchronous platform featuring audio/ visual PowerPoint Presentations. Online students receive an instructor for one-to-one individualized learning.

School Opening Hours & Holidays

The School is fully staffed and open Monday through Friday from 9am to 5pm. Students who wish to meet with administration officials are requested to make an appointment.

Holidays	**Date, Year**
Labor Day	Sept 4, 2017
Nevada Day	Oct 27, 2017
Veterans Day	Nov 10, 2017
Thanksgiving	Nov 23, 24, 2017
Christmas	Dec 25, 26, 2017
New Years Day	Jan 1, 2018
MLK Day	Jan 15, 2018
Presidents Day	Feb 19, 2018
Memorial Day	May 28, 2018
Independence Day	July 4, 2018

School Administrative Staff

Timothy Lam, MIBS, MS, CHT, CGSP
Executive Director

Donnell Bayot, PhD, CHE, CPCE, CFBE
Director of Academic Affairs

Marcus Lam, CHT, CGSP
Director of Admissions and Recruitment

Sean McCray, MA, CHE, CGSP
Associate Director of Academic Affairs

Patti J. Shock, CPCE, CHT, CGSP
Academic Consultant

TISOH Industry Association Partners

The key to TISOH's success as a hospitality school is its strong ties with the industry and the associations that represent each sector. The School is an Academic Partner of the American Hotel Lodging Educational Institute. In addition, TISOH is an industry / certification / education partner of the following associations:

National Association for Catering & Events

American Hotel & Lodging Association Educational Institute Academic Partner

International Live Events Association

Southern Nevada Hotel Concierge Association Education Partner

Wedding Industry Professionals Association Certification Partner

Nevada Hotel & Lodging Association

Meeting Professionals International

Nevada Restaurant Association

Association for Talent Development

Destination Services Association

Michael Flores, MS, CHE, CHT, CGSP
Academic Programs Manager

Anthony Lai CHE, CGSP
Student Affairs Program Manager

Ruby Turincio CGSP
Program Associate

Celine Ngo
Program Associate Intern

SCHOOL FACULTY & LECTURERS

DEPARTMENT OF CONFERENCES AND EVENTS:
Shirley Fugazzotto, CSEP, CHE
Robyn Hadden, MS, CSEP, CHE
Shauna Lederman, CHE, CPCE
Patricia Norman, CMP, CHE , CTC
Patrick Peel, CHE
Mary Ann Reilly
Angela Roberts, CSEP, CMP, CHE
Rebecca Stebbins, CMP, CHE
Lenny Talarico, CSEP, CHE

DEPARTMENT OF HOTEL MANAGEMENT:
Cecilia Allred, Les Clefs d'Or, CHE
Clifford Anderson, Les Clefs d'Or, CGSP, CHE
Nelandra Anselmo, SPHR, CHE
Debbie Brumfield, Les Clefs d'Or, CHE
Jack Brumfield, MSA
Sukeun "Kenny" Cho, CHE
Scott Fujinaga
Anna Hersel MBA, CHE
Michael Hogan, CHE, Les Clefs d'Or
Jerome Jeannest, Les Clefs d'Or, CHE
Joel Moore, CRDE, CHE
Jeff Peterson, PHR, SHRM-CP, CHE
Chaz Plumley
Judge Frank Sullivan
Douglas Ward, Les Clefs d'Or, CHE

DEPARTMENT OF CATERING:
Kathy Baldieri, CHE, CPCE, CGSP
James Filtz, CPCE, CHE
Kate Patay, CPCE
Patti Shock MS, CPCE, CHT, CGSP
Cheryl Sgovio, CPCE, CHE

DEPARTMENT OF WEDDING COORDINATION:
Brit Bertino CSEP
Gabriella Cote, CHE, CGSP
Carl Thomas Pass
Michael Testagrossa, CPCE, CHE

ADVISORY BOARD

The TISOH Advisory Board comprises the following three members:

Brit Bertino
Wedding Director at Brit Bertino Event Excellence & TISOH alumnus

LynnAnn Martin
Vice President, MGM Resorts Event Productions

Ramesh Sadhwani
Executive Vice President / General Manager,
Wynn and Encore Resorts Las Vegas

LICENSURE

TISOH is accredited by the Accrediting Council for Continuing Education & Training (ACCET). The School is licensed by the Nevada Commission on Postsecondary Education and authorized under Federal Law by the U.S. Department of Homeland Security to enroll non-immigrant students. TISOH is also an approved training provider of the Southern Nevada Workforce Investment Board. TISOH is VA approved and eligible to receive veteran benefits and funding.

NON-DISCRIMINATION POLICY

The International School of Hospitality is committed to the principle of equal opportunity and equal treatment for all its students, faculty, and staff. Consistent with this principle, it is therefore the policy of the School to provide an inclusive and welcoming environment for every prospective and current student and TISOH employee. The School is committed to ensuring that all students and employees are able to enjoy an educational environment free from discrimination. TISOH does not discriminate on the basis of race, sex, age, color, religion, national origin, marital status, gender, sexual orientation, or disability in offering access to its educational programs and activities or with respect to employment terms and conditions.

STUDENTS WITH SPECIAL NEEDS

The International School of Hospitality does not discriminate against individuals on the basis of physical, mental, or learning abilities and is committed to provide reasonable accommodations to qualified individuals with a disability, unless providing such accommodations would result in an undue burden or fundamentally alter the nature of the program in which the student is enrolled.

Individuals seeking admission to the school must provide documentation of their disability and meet with

the Director prior to enrollment. The Director will determine whether or not the program of choice is appropriate, given the disability, and whether or not appropriate accommodations can be made. The decision of the Director is final.

Admission Requirements

Admission is open to all individuals who have earned a high school diploma from an approved or accredited high school or a high school equivalency diploma recipient. An official high school transcript displaying the date of graduation is also acceptable. The required age of TISOH students for admission consideration is 18 years and older. The school does reserve the right to deny admission to applicants who are deemed to not have the minimum academic ability to successfully complete course requirements or who may put the school, its employees or students at risk or if it appears that this action is in the best interest of the applicant and/or the school.

Admission Procedures

Prospective students are advised to meet in person or by phone with a school counselor prior to enrollment. If possible, TISOH recommends prospective students to visit the School to familiarize themselves with the location and facility, as well as to learn more about the program curriculums and learning experience.

1. Complete the TISOH application form and submit an official high school diploma, an official high school transcript displaying the date of graduation, a high school equivalency diploma, or an official high school equivalency transcript to:

The International School of Hospitality
Admissions & Records
3614 E Sunset Road, Suite 110
Las Vegas, NV 89120

Application and financing forms are available on the School website and at TISOH. Prospective students will receive notification of admission decision within five business days.

Applications may be submitted in person, by mail, by fax, or by email. They will be accepted up to three days prior to the start of the program.

2. For students who opt for the financing program, the following forms are required to be submitted:

A. Application for Credit

B. Automatic Payment Program Instructions - *for students who choose to have their bank account automatically debited monthly.*

C. Credit Card Authorization Form - *for students who choose to have their credit card automatically debited monthly.*

3. Prospective Students are requested to review the provided School catalog, which details TISOH's academic policies and procedures. The catalog is available online at the School website or as a printed copy.

4. Once accepted, incoming students will receive an enrollment agreement detailing the School's policies on academic standing, attendance, grading, grievance, etc. Students are to read, acknowledge and initial each page as symbol of agreement to the School policies. Once initialed and returned to TISOH, an enrollment confirmation will be sent to the student within three business days.

5. Students will receive a textbook list for the course, outlining required and optional titles with recommended purchasing outlets.

6. Payment and financing arrangements will be finalized at this stage of enrollment. Students who are applying for the financing plan will receive a TFC financing contract.

International students need to complete a separate application form. For information on enrollment and visa sponsorship, visit: *www.tisoh.com/intl_programs.html*.

Attendance Policy

Attendance is measured for all modules. An attendance sheet will be passed out at the beginning of each class. Each student must sign the sheet. Attendance is measured from the beginning of the first class through the end of the last class.

Students must physically attend a minimum of 80% of classes in order to be eligible to receive the certificate or diploma. Arriving thirty minutes after class starts or leaving thirty minutes before a class is scheduled to end constitutes tardiness and early departure. Tardiness and early departures count as an absence unless prior arrangements are made with the instructor and school administration for make-up/catch-up. Students will be notified by staff upon event of 3rd absence as a warning. Students who absent four consecutive classes are automatically withdrawn the refund policy takes effect.

Externship Policy

For programs that require an externship, students must attend each scheduled externship appointment. The School monitors attendance weekly. At the end of each externship, students must submit the required documents and assignments for grading, in addition to securing the

report from the responsible person sponsoring the externship. Students are expected to be punctual, dressed appropriately and to represent themselves and the School in the highest manner. The School directly supervises the externship training via the Student Affairs Program Manager. A subject description as well as a planned program of activities controlled by the School is provided, please see the relevant curriculum.

Grading Policy

Tests, assignments and/or projects are required depending on the course or program enrolled. Students must pass all tests and assignments by 73% to receive the certificate or diploma. Grading criteria, in the form of detailed rubrics, are available for the subjective components of every test and project. These rubrics are provided to students so that they may better understand how they were graded and evaluated in the class.

Make-up Work Policy

The objective of assignments and testing is to ensure that students know the key points of presented material. Students who fail to complete any test satisfactorily will be given a make-up test at a later date after having had a chance to review the instructed material. After failing twice *in the same module*, the student will be required to meet with the instructor for assistance. The tests also help the instructor determine if there are any areas that need clarification or additional instruction.
The School is committed to helping students succeed. Students will not be automatically withdrawn due to failed tests or assignments. All tests however must be passed by one week after the end of the last class. Failure to do so will require a student to retake failed/ missed modules at extra cost the next time it is offered. This option is offered at the discretion of the School.

Grading Scale

A	4.00	= (93 - 100)	Outstanding
A-	3.7	= (90 - 92)	
B+	3.3	= (87 - 89)	
B	3.0	= (83 - 86)	Superior Work
B-	2.7	= (80 - 82)	
C+	2.3	= (77 - 79)	
C	2.0	= (73 - 76)	Satisfactory
C-	1.7	= (70 - 72)	
D+	1.3	= (67 - 69)	
D	1.0	= (63 - 66)	Unsatisfactory
D-	0.7	= (60 - 62)	
F	0.0	= Below 60	

Students must achieve and maintain a 73 cumulative GPA (2.0) to successfully pass TISOH diploma and certificate programs.

Graduation Requirements

To graduate from a TISOH diploma or certificate program, students must satisfy the following:

1. Earn a minimum 73% overall grade
2. Attend 80% of class lectures and functions
3. Complete the externship satisfactorily (if applicable)
4. Complete payment obligations or have arrangements made to do so

Students will receive a Certificate, Diploma or Executive Diploma upon successful graduation

Credit Transfer Policy

Credit transfer requests may be submitted for consideration. Students must have taken a course within the past 3 years that is substantially equivalent* to the course in question. Tuition and length for Diploma or Executive Diplomas may be reduced only if a course is exempted. Tuition reduction will be pro-rated by hours reduced.

Students wishing to submit a course for credit transfer consideration must send in a Credit Transfer Request form. On the form, the student must supply the official transcript, detailed course description, detailed course syllabi. A grade equivalent to 73% must be achieved for consideration. The course may be taken online or in class from any accredited institution, and the length must at least be equivalent to the course for which transfer credit is sought. Credit solely through examination is not accepted. Credit through achievement of an industry certified certification offered by a non-profit association will be considered as long as it is directly relevant and substantially equivalent* to the course in question.

No more than one course per Executive Diploma/ Diploma can be considered for incoming transfer credit. Upon acceptance of a course for credit transfer, the tuition will be adjusted pro-rata by hour. A credit hour is a unit of measure, not necessarily an indicator of transferability of credit. A lecture hour is 50 minutes of instruction during a one hour period. 10 lecture hours is equivalent to one quarter credit and 30 externship hours is equivalent to one quarter credit. A minimum of 70% of programs must be completed at The International School of Hospitality. The Director of Academic Affairs adjudicates and his/ her decision is final and not subject to appeal. There is a $100 fee for Credit Transfer Request form review.

Applicants for transfer of credit to another institution

should be aware that it is completely at the discretion of the other institution whether to accept credits from The International School of Hospitality. For individuals who may wish to apply for transfer of TISOH credits to another institution, the International School of Hospitality will assist by providing the following:

- Official transcripts**
- Course descriptions
- Detailed course syllabi

Students desiring assistance with transfers of credits should e-mail or phone the Program Associate. TISOH cannot control the transfer of credits to other institutions, and makes no guarantees or promises that the student will be successful in this endeavor. The International School of Hospitality does not currently have any established articulation agreements with other institutions.

*substantially equivalent is measured via the transcript, detailed course syllabi or description provided. At least 85% of topics covered in the course to be exempted must have been covered in comparable terminology.

**Please refer to Student Records Policy for more details about transcript

Transcripts from all postsecondary education are required to be submitted and evaluated for all students using VA Education Benefits. Records of previous education or training of veterans, reservists, and eligible persons at the time of admission as students and records of advance credit, if any, granted by the School at the time of admission will be available for examination.

Student Records Policy

Permanent files are kept for all students. Students may access their grades at any time. Transcripts are available at any time after graduation upon payment of a $5 fee. Requests will be processed within 5 business days. Certificates can be replaced if lost. A $20 fee will apply. Requests will be processed within 15 business days. The Family Educational Rights and Privacy Act (FERPA) (20U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a School beyond the high school level. Students to whom the rights have transferred are "eligible students."

Parents or eligible students have the right to inspect and review the student's education records maintained by the School. Schools are not required to provide copies of records unless, for reasons such as great distance, it is impossible for parents or eligible students to review the records. Schools may charge a fee for copies. Parents or eligible students have the right to request that a School correct records which they believe to be inaccurate or misleading. If the School decides not to amend the record, the parent or eligible student then has the right to a formal hearing. After the hearing, if the School still decides not to amend the record, the parent or eligible student has the right to place a statement with the record setting forth his or her view about the contested information.

Generally, schools must have written permission from the parent or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):

- School officials with legitimate educational interest;
- Other schools to which a student is transferring;
- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;
- Organizations conducting certain studies for or on behalf of the School;
- Accrediting organizations;
- To comply with a judicial order or lawfully issued subpoena;
- Appropriate officials in cases of health and safety emergencies; and
- State and local authorities, within a juvenile justice system, pursuant to specific State law.

The International School of Hospitality does not disclose directory information on any student. Students who have any questions or concerns or would like to review your School records, please submit an official request.

Satisfactory Academic Progress and Evaluation Policy

Enrollment Status

Full-time status at the institution is 13.5 quarter credits

and above.

Students' academic progress is qualitatively and quantitatively evaluated for each program. For successful graduation, a diploma student must have a cumulative attendance record of 80% and a minimum cumulative GPA of 73%. If a student fails a course, they must retake the course. The student will not be permitted to take any other course until the failed course has been retaken and passed. The new grade will replace the failed grade.

Qualitative progress is measured using the cumulative GPA of which a minimum of 2.0 (73%) is considered passing for each diploma program or certificate course.

Quantitative progress is evaluated by attendance and achievement of credit hours. Student must attend 80% of scheduled class meetings to maintain satisfactory attendance progress, and students earn credit hours based on the satisfactory completion of program requirements. Students receive grades per module within each program, which are then averaged together to determine the final cumulative GPA per diploma or certificate program.

Quantitative Attendance

1. A student must attend 80% of all class scheduled meetings.

2. A student will be automatically withdrawn if he/she misses 4 consecutive school days. After the third missed class, a student will be given a warning.

3. A student who is withdrawn for excessive absences may re-enter training if they present evidence of legitimate reasons for the missed classes. The decision will be considered on a case-by-case basis.

Quantitative Credit Hours

1. A student will receive a midterm progress evaluation report for each certificate course or diploma program. This report will show a cumulative GPA for the student up to the mid-point of each program.

2. Student records of grades and progress reports are maintained by the School and may be provided upon proper request.

3. A student earns credit hours at the end of each certificate course or diploma program based on the satisfactory completion of individual course or program requirements.

Maximum Time Frame

All course and/or program requirements must be completed within a maximum time frame of 1.5 times the normal program length, as measured in calendar time. For example, the Art of Concierge Certificate, 10 weeks in length, must be completed within 15 calendar weeks. Time spent on an approved leave of absence and an approved grade of incomplete is not counted against the maximum time frame.

Students exceeding the maximum time frame will be administratively withdrawn.

Probation

If a student fails to meet the cumulative 80% attendance or 73% grade average for any evaluation period, or both, he or she will be placed on probation for the next evaluation period. Failure to achieve an 80% attendance or a 73% grade average, or both at the end of the probationary evaluation period will result in the administrative withdrawal of the student.

Students will be notified in writing when they are placed on probation and the steps necessary to be removed from probationary status. Students will also receive attendance or academic counseling, from the Academic Programs Manager, as appropriate, when they are placed on probation. The institution will notify a student by certified mail if he or she is being administratively withdrawn for unsatisfactory academic progress.

Appeal Process

Students may file a written appeal to the School for matters regarding grades, refunds, withdrawals, a complaint of harassment, or other issues of student concern. Appeals will be reviewed by the Director and Academic Director. A written response to the appeal will be returned to the student within five (5) business days. Students who feel they have been harassed or discriminated against should submit a written complaint to the Director. Complaints may relate to harassment or discrimination of people based on sex (Title IX of the Education Amendments of 1972), age (Age Discrimination Act of 1975), or disabilities (Section 504 of the Rehabilitation Act of 1973). Students who feel they have been harassed or discriminated against should submit a written complaint to the Director. TISOH will conduct an investigation soon after receiving the complaint to determine if prohibited harassment or discrimination occurred. Efforts will be made to ensure confidentiality to the extent consistent with the goal of conducting an appropriate investigation. Students who initiate or participate in such investigations in good faith will be protected against school related retaliation. If an investigation confirms the allegations, TISOH will take prompt corrective action, which may include discipline, up to and including immediate dismissal for responsible parties.

If a student's complaint against the School is not

resolved to the student's satisfaction then a student may file a complaint with the Nevada Commission on Postsecondary Education: 8778 South Maryland Parkway Suite 115 Las Vegas, Nevada 89123 Phone: (702) 486-7330 Fax: (702) 486-7340

Students may also contact the Nevada Commission on Postsecondary Education directly at:
8778 South Maryland Parkway Suite 115
Las Vegas, Nevada 89123
Phone: (702) 486-7330
Fax: (702) 486-7340

Expulsion from the School

At its sole discretion, the School reserves the right to expel any student who fails to maintain passing grades, fails to adhere to any of the standards or policies stated in the catalog, fails to make tuition payments as agreed, destroys any property of the School (the student may be held liable for repair and/or replacement of the damaged property) or when the action is deemed necessary to protect the reputation of the School or the student body.

Appeal and Re-Entry

Students who are expelled by the school may petition the Director for re-entry into the institution. Re-entry is at the discretion of the Director. Students re-entering the school are charged current tuition rates for the time required to complete the program, plus a $30 re-application fee, and may be required to re-enter on a probationary status.

Exceptions

The Executive Director may make exceptions to policy as deemed appropriate.

TUITION & FEES PAYMENT METHODS

Tuition and fees are payable to the School by cash, check, debit card, money order, and/or credit card. The following credit cards are accepted: Visa, MasterCard, Discover, and American Express.

SCHOOL CANCELLATION AND REFUND POLICY

EFFECTIVE JULY 1, 2015

The refund policy in effect requires the calculation to be performed based on both the Nevada Commission on Postsecondary Education (NVCPE) requirements as well as that of the Accrediting Council for Continuing Education & Training (ACCET). The method of calculation more beneficial to the student will be employed.

IDL (online) programs substitute student interaction with assigned course materials for physical attendance. Refund calculations are thus based on number of modules in which the student has accessed assigned course materials as indicated by the learning management system. One module accessed is equivalent to one day of attendance in a residential course.

Buyers Right to Cancel: If a student cancels prior to start of a program and within 3 business days of submitting an application, he or she will receive a full refund of all monies paid.

The application fee is non-refundable three business days after application submission. Textbooks purchased from TISOH are non-refundable.

From the NVCPE regulations:
NRS 394.449 Requirements of policy for refunds by institutions.

- If a student cancels his or her enrollment before the start of the training program, the institution shall refund to the student all the money the student has paid, minus 10 percent of the tuition agreed upon in the enrollment agreement or $150 (cancellation fee), whichever is less.

- If a student withdraws or is expelled by the institution after the start of the training program and before the completion of more than 60 percent of the program, the institution shall refund to the student a pro rata amount of the tuition agreed upon in the enrollment agreement, minus 10 percent of the tuition agreed upon in the enrollment agreement or $150 (cancellation fee), whichever is less.

- If a student withdraws or is expelled by the institution after completion of more than 60 percent of the training program, the institution is not required to refund the student any money and may charge the student the entire cost of the tuition agreed upon in the enrollment agreement.

- If the institution has substantially failed to furnish the training program agreed upon in the enrollment agreement, the institution shall refund to a student all the money the student has paid.

- If a refund is owed, the institution shall pay the refund to the person or entity who paid the tuition within 15 calendar days after the: (a) date of cancellation by a student of his or her enrollment; (b) date of termination by the institution of the enrollment of a student; (c) last day of an authorized leave of absence if a student fails to return after the period of authorized absence; or (d) last day of attendance of a student, whichever is applicable.

- Books, educational supplies or equipment for individual use are not included in the policy for refund, and a separate refund must be paid by the institution to

the student if those items were not used by the student.

- The period of a student's attendance must be measured from the first day of instruction as set forth in the enrollment agreement through the student's last day of actual attendance, regardless of absences. The period of time for a training program is the period set forth in the enrollment agreement.

- Tuition must be calculated using the tuition and fees set forth in the enrollment agreement and does not include books, educational supplies or equipment that is listed separately from the tuition and fees.

From the ACCET regulations (eff. April 2016):

Refund Due Dates:

- If an applicant never attends class (no-show) or cancels the contract prior to the class start date, all refunds due will be made within forty-five (45) calendar days of the first scheduled day of class or the date of cancellation, whichever is earlier.

- For an enrolled student, the refund due will be calculated using the last date of attendance (LDA) and be paid within forty-five (45) calendar days from the documented date of determination (DOD). The date of determination is the date the student gives written or verbal notice of withdrawal to the institution or the date the institution terminates the student, by applying the institution's attendance, conduct, or Satisfactory Academic Progress policy.

Cancellations:

- Rejection of Applicant: If an applicant is rejected for enrollment by an institution, or if a prospective international student has his/her visa application rejected, a full refund of all tuition monies paid will be made to the applicant, less a maximum application/ registration fee of $200 if such charges are clearly itemized in the enrollment agreement as nonrefundable.

- Program Cancellation: If an institution cancels a program subsequent to a student's enrollment, the institution will refund all monies paid by the student.

- Cancellation Prior to the Start of Class or No Show: If an applicant accepted by the institution cancels prior to the start of scheduled classes or never attends class (no-show), the institution will refund all monies paid, less a maximum application/registration fee of $200, if such charges are clearly noted in the enrollment agreement as being non-refundable. An institution may retain any actual housing costs incurred by the institutions and a maximum total of $500 for any non-refundable charges clearly identified in the enrollment agreement, including any application/registration fee, courier fees, and travel cancellation insurance, when a student is recruited from outside the United States or its territories and possesses a student visa to enter the country for study. Cancellation fee not charged.

Withdrawal or Termination After the Start of Class:

1. Avocational program less than 300 clock hours (or the credit hour equivalent):

- Cancellation during the first week of class (or equivalent for online): A student who is considered a cancellation or no show under such a policy must have all charges refunded and all payments returned to the individual or the applicable funding source less the maximum allowable application/registration fee of $200, if such charges are clearly noted in the enrollment agreement as being non-refundable. In no event may a student be treated differently based on the source of funding or the timing of disbursements or payments.

- Cancellation after the first week of class (or equivalent for online) but before 50% of program elapsed: pro rata, plus 10% of unearned tuition charged, cancellation fee of $100 is not charged.

- Cancellation after 50% of program elapsed: full tuition retained and non-refundable. All fees non-refundable. No cancellation fee charged.

2. All other programs:

- Cancellation during the first week of class (or equivalent for online): A student who is considered a cancellation or no show under such a policy must have all charges refunded and all payments returned to the individual or the applicable funding source less the maximum allowable application/registration fee of $200, if such charges are clearly noted in the enrollment agreement as being non-refundable. In no event may a student be treated differently based on the source of funding or the timing of disbursements or payments.

- After the first week and through fifty percent (50%) of the period of financial obligation, tuition charges retained will not exceed a pro rata portion of tuition for the training period completed, plus ten percent (10%) of the unearned tuition for the period of training that was not completed up to a maximum of $1,000. Cancellation fee of $100 is not charged.

- After fifty percent (50%) of the period of financial obligation is completed, the institution may retain the full tuition. No cancellation fee charged.

Charges Other Than Tuition:

1. All extra costs, such as books, supplies, equipment, laboratory fees, rentals and any similar charges not included in the tuition price, must be clearly stated in the enrollment agreement.

Such charges are not subject to the refund computation but are limited to those materials that are distributed and attributable to the portion of the program in which the student is enrolled. Non-refundable charges must be explicitly stated in the catalog.

2. If applicable, students are bound by the terms as defined in any student housing agreements.

Payment Due Dates, Payment Plans, and Account Delinquency Policy

Payment is due in full upon enrollment. No space will be held without receipt of full payment or enrollment in a financing or installment plan and receipt of down payment.

Enrollment in financing or installment plan provides the opportunity to satisfy the tuition and fees in increments based on agreed upon terms. Students remain in graduation pending status with no official certificates, transcripts or enrollment confirmation issued until the payments plans are satisfied in full. All payment plans remain in force until the tuition and fees due according to the cancellation and refund policy is fulfilled.

Delinquent accounts of over 60 (sixty) days may be turned over to a collections agency without notice. Furthermore, account delinquencies may be reported to major credit bureaus.

Financing Plans and Financial Aid

The International School of Hospitality believes that financial ability should not limit access to quality education. To further this belief, an exclusive financing plan managed by TFC Financing Corporation is offered.

This financing plan offers multiple options tailored to the student's needs. Credit decisions are based on a needs-blind admission to the School, credit application information, the amount of upfront payment and the availability of a co-signer. Credit decisions are on a case -by-case basis.

Additionally, the School offers a 0% interest installment payment plan offered on a case-by-case basis. Typically, students are allowed to pay in up to six installments within the duration of program. The payment commitment must be completed at end of program.
At this time, Federal financial aid is not offered.

Scholarships

Presently, there are two scholarships available to prospective TISOH certificate students. The TISOH Alumni Association grants certificate scholarships and is open to the general public. The Foundation of NACE (National Association for Catering and Events) grants a scholarship specifically for the Meeting and Event Catering certificate and is open to general public.
To apply, visit: http://www.tisoh.edu/scholarships

Student Conduct Policy

Students are expected to conduct themselves in a professional manner at all School classes and functions, including abiding by a business professional dress code. On the first offense, students will be advised and a note will be placed in his/her file. On the second offense, the instructor or administration will impose a penalty that will range from additional assignments to expulsion, depending on the severity of the offense.

Academic dishonesty is considered a serious offense and may result in immediate termination. If a student is discovered cheating on tests, quizzes, exams, assignments or projects, he/she will be given an opportunity to explain the offense. On the first infraction, all students involved will receive a grade of an F on the test, quiz, exam, assignment or project in question. A note will be placed in his/her file and an additional assignment penalty will be assigned. Failure to complete the additional assignment will result in an F for the course. On the second infraction, the students involved will be terminated.

If a student is discovered plagiarizing on exams, assignments or projects, he/she will be given an opportunity to explain the offense. If the explanation is not satisfactory to the School administration and the instructors involved, the student will receive a grade of an F on the exam, assignment or project in question. A note will be placed in his/her file and an additional assignment penalty will be assigned. Failure to complete the additional assignment will result in an F for the course. On the second infraction, the students involved will be terminated.

Falsifying records, destruction of school property, possession/use of illegal drugs, possession/use of firearms, explosives and other generally considered weapons, will result in termination.

Copyright Infringement
All books and institutional materials provided to the student by the International School of Hospitality are subject to the protection of the copyright law of the United States (Title 17, U.S. Code). Any individual responsible for copyright infringement on such books and materials may be subject to civil/criminal liability. For more information about copyright law, please visit the U.S. Copyright Office at www.copyright.gov.

Student Termination / Withdrawal Policy

Students may be terminated by the School for failure to abide by the attendance policy, disrupting class, academic dishonesty, gross misconduct, sexual harassment offense or for representing the School in an unprofessional manner. Upon termination, the School will communicate with the student via certified mail the decision, an explanation and the effective date. The School's decision on termination is final.

Students may also withdraw voluntarily. Refunds will be made based on the School's standard refund policy.

Student Extension Policy

Students are expected to complete the program in the term in which they enrolled. However, if the instructor and/or the Director of Academic Affairs agrees, an extension may be granted, if for reasons beyond the control of the student, he/she is unable to complete the program in the required time frame. The student and instructor and/or Director of Academic Affairs must have a written agreement, using this form, for the amount of work needed to complete the program. The work must be completed by the deadline specified on Request for Extension form. The deadline for **classroom session** may not be later than first day of classes in the following term. The deadline for **online session** may not be later than first day of classes in the following term. The student must remember to hand in the work; the instructor is not obliged to send reminders. If the required work is not completed by the final deadline, the student may elect to repeat the course by completing all enrollment procedures again to earn a certificate/ diploma.

Student Leave of Absence Policy

Students may request a Leave of Absence (LOA) for legitimately substantiated reasons, such as medical emergencies. Students must make the request in writing by completing the Leave of Absence form (available at the Office of Admissions and Records). The request for LOA should be made in advance of the beginning date of LOA unless unforeseen circumstances prevent the student from doing so. The reason for requesting LOA must be specified in order for TISOH to have a reasonable expectation of the student's return date within the time frame of the leave of absence as requested. The LOA form should be signed and dated by the student. No additional charges will be assessed by The International School of Hospitality as a result of the leave of absence.

For both online and in-class courses and programs, the maximum length for leave of absence may not exceed 180 days within a 12-month period, or ½ of the published program length, whichever is shorter. Prior to the expiration of the LOA, a student should contact the Office of Admissions and Records to determine the next class start date when he/she will be eligible to resume his/her studies. Credit for coursework completed may be considered in determining academic status for students returning to TISOH after LOA. Failure to return to class from a leave of absence on the scheduled date may result in termination of the student's enrollment and the normal refund policy will take effect. For M-1 international students, leave of absence may only be granted due to medical reasons. International students are limited to a maximum of five (5) months of leave of absence.

Student Grievance Policy

This institution is recognized by the Accrediting Council for Continuing Education &Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and the institution to ensure that educational training programs of quality are provided. When problems arise, students should make every attempt through the formal complaint procedure within the institution to find a fair and reasonable solution. However, in the event that a student has exercised the channels available within the institution to resolve the problem(s) by way of the institution's formal student complaint procedure, and the problem(s) have not been resolved, the student has the right and is encouraged to take the following steps:

1. Complaints should be in writing and mailed, faxed, or emailed to the ACCET office. Complaints received by phone will be documented, and the complainant will be requested to submit the complaint in writing.

2. The letter of complaint must contain the following:
   a. A detailed description of the problem(s);
   b. The approximate date(s) that the problem(s) occurred;
   c. The full name(s) and title(s) or position(s) of the individual(s) involved in the problem(s), including both institutional staff and/or other students who were involved;
   d. Evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET;
   e. The name and mailing address of the complainant; if the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved.
   3. In addition to the letter of complaint, copies of any relevant supporting documentation should be forwarded to

ACCET (e.g., the student's enrollment agreement, the syllabus or course outline, correspondence between the student and the institution).

4. SEND TO:
ACCET CHAIR
COMPLAINT REVIEW
COMMITTEE
1722 N Street, NW
Washington, DC 20036
Telephone: (202) 955-1113
Fax: (202) 955-1118 or (202) 955-5306
Email: complaints@accet.org
Website: www.accet.org

Note: Complainants will receive an acknowledgement of receipt within 15 days.

Sexual Harassment Policy

The International School of Hospitality strives to provide a safe and comfortable learning and working environment for students, staff, and faculty members. Sexual harassment will not be tolerated in any part of the School's programs and activities. Strict sanctions will be imposed on members of the School community who violate this policy.

Sexual Harassment is defined as "any unwelcome sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature when such conduct is directed toward an individual because of that individual's gender . . . and such conduct is of such frequency and/or severity that it has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment."

Any incident of sexual harassment should be reported to the Executive Director. In a confidential manner, an investigation will be initiated with appropriate follow-up. The School is committed to maintaining a learning environment that is free of sexual harassment.

Smoke-Free Environment Policy

The School facility and grounds are a smoke-free environment. Smoking is also prohibited at all School functions and events, including externships when applicable.

Guests and Children Policy

Guests and children are not permitted in classes without the written permission of a School administrator.

Student Housing Services

While TISOH does not offer dormitories to students, the School can refer housing options which include short term apartment leases, homestay arrangements, and extended stay hotels. TISOH refers as a courtesy but makes no representations of any housing option. All arrangements are directly between the provider/landlord/ property and the student. For more information, students may request a housing information form available at the School.

Technology Support Services

The School offers one-on-one technology support to all students for the duration of their program. Assistance will cover basic Microsoft Office suite products, including Word, PowerPoint and Excel. Students are welcome to set up appointments during School hours for tutoring sessions. Complimentary workshops are also held for current students during each active semester.

Online Learning

All online programs are operated directly by the school and originate from The International School of Hospitality, 3614 E Sunset Road, Suite 110, Las Vegas, NV 89120. Data is stored off-site, on a cloud server operated by a reputable third party vendor of instructional technology.

Career Counseling Services

In addition to placement assistance, the School offers one-on-one career counseling to all students for the duration of their program. Students will receive customized career advice, resume-writing guidance, interview coaching, and general guidance.

Job Placement Services

Placement assistance is available for TISOH executive diploma and diploma program students.
During the program, through site-visits, guest panel speakers, industry faculty, networking events and externship, students will have multiple opportunities to network with industry professionals and people in hiring positions.

Students have access to career counseling at TISOH, which will help prepare them for the job application process.

New graduates will become part of the TISOH Alumni Association, which is a networking group made up of hospitality industry professionals. Alumni will be able to attend regular networking mixers and other hosted events. Lastly, alumni will have lifetime support from the School, with access to exclusive job postings when available.

Please note that as with all schools, placement is assisted but not guaranteed.

Student-to-Faculty Ratio

At TISOH, classes are kept small with a low student-to-faculty ratio of 20:1. For all programs, the maximum number of students per class is 20.

TISOH Alumni Association

Upon completion of a diploma programs or certificate courses, students will receive a lifetime membership to the TISOH Alumni Association.

The TISOH Alumni Association is a network of hospitality professionals who are committed to enhancing the TISOH experience. Through regular meetings and events, involvement in this association will add another valuable industry network for alumni as they begin and grow their professional careers.

With the assistance of School staff, the Alumni Association is managed by actual TISOH graduates who are constantly striving to make the association a great resource for its members. In addition to meetings and networking events, all members will have access to a dedicated website featuring a calendar of upcoming events, job postings, industry contacts, and an alumni message board.

The International School of Hospitality changes the way we look at the hospitality industry. The school experience including the time students spent in class, the site visits they attended, and the friendships they began have all played a vital role in shaping their professional and personal success.

The next step for students is to become active alumni because a strong alumni body supports the School in a number of ways: attracting future students to help them advance in their careers, volunteering for projects which impact our community, and serving as knowledgeable advocates, to name just a few. Ultimately, alumni involvement enhances the value of a TISOH education.

Executive Diploma & Diploma Programs

Executive Diploma in Hospitality Operations (Emphasis in Conference Management)

Program Description:
The Executive Diploma in Hospitality Operations with an emphasis in conference is awarded to students who demonstrate advanced competency in hospitality operations, specifically in meeting and conference management. The comprehensive curriculum is designed to produce meeting professionals, highly skilled in catering, who are also great managers and leaders. In addition to meeting and catering management, this Executive Diploma features courses in leadership and human resources training.

Educational Objectives:
Executive Diploma students will learn competency in conference management, catering management, hospitality leadership and supervision, and human resources. This Executive Diploma will prepare the graduate for industry careers in these hospitality operations disciplines.

Program Length:
The Executive Diploma comprises four required courses listed below. Courses can be completed in the classroom or online within a period of 12 to 26 weeks.

Required Courses:
CMEP: Conference Management and Event Planning
(MEC: Meeting and Event Catering **or**
AFB: Art of Food and Beverage)
HLS: Hospitality Leadership and Supervision
HHR: Hospitality Human Resources

Credits and Clock Hours:
Quarter Credits: 32.5
Lecture Hours: 315
Externship Hours: 30
Total Clock Hours: Classroom & Online - 345

Tuition and Fees:
Tuition: $6,970
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $500 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

Executive Diploma in Hospitality Operations (Emphasis in Event Management)

Program Description:
The Executive Diploma in Hospitality Operations with an emphasis in event is awarded to students who demonstrate advanced competency in hospitality operations, specifically in special events management. The comprehensive curriculum is designed to produce special event professionals who also have versatile training in meetings management. Similar to the Executive Diploma with a conference emphasis, this program produces great managers and leaders. In addition to meeting and advanced event management, this Executive Diploma features courses in leadership and human resources training.

Educational Objectives:
Executive Diploma students will learn competency in advanced event coordination, conference management, hospitality leadership and supervision, and human resources. This Executive Diploma will prepare the graduate for industry careers in these hospitality operations disciplines.

Program Length:
The Executive Diploma comprises four required courses listed below. Courses can be completed in the classroom or online within a period of 26 weeks.

Required Courses:
(CMEP: Conference Management and Event Planning **or**
WCD: Wedding Coordination and Design)
EDP: Event Design and Production*
HLS: Hospitality Leadership and Supervision
HHR: Hospitality Human Resources

**Conference Management & Event Planning Certificate, Wedding Coordination & Design Certificate, or two years of documented industry experience in event planning is a prerequisite.*

Credits and Clock Hours:
Quarter Credits: 32.5
Lecture Hours: 315
Externship Hours: 30
Total Clock Hours: Classroom & Online - 345

Tuition and Fees:
Tuition: $6,970
Fees: $120 (includes $30 application fee and $90 technology fee)

Textbooks: $500 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

Executive Diploma in Hospitality Operations (Emphasis in Hotel Operations and Concierge Services)

Program Description:
The Executive Diploma in Hospitality Operations with an emphasis in hotel is awarded to students who demonstrate general competency in hospitality operations, specifically in hotel management. The comprehensive curriculum is designed to produce hotel professionals who are highly skilled leaders and managers, with a strong guest relations background. In addition to front desk and housekeeping management training, this Executive Diploma features courses in 5-star Concierge guest relations, leadership/supervision, and human resources training.

Educational Objectives:
Executive Diploma students will learn competency in hotel management, specifically in front desk and housekeeping operations. Additionally, students will learn Concierge guest relations skills, leadership and supervisory skills, and human resources in the hospitality industry. This Executive Diploma will prepare the graduate for industry careers in these hospitality operations disciplines.

Program Length:
The Executive Diploma comprises of four required courses listed below. Courses can be completed in the classroom or online within a period of 12 to 26 weeks.

Required Courses:
HOC: Hotel Operations
AOC: Art of Concierge
HLS: Hospitality Leadership and Supervision
HHR: Hospitality Human Resources

Credits and Clock Hours:
Quarter Credits: 33
Lecture Hours: 315
Externship Hours: 45
Total Clock Hours: Classroom & Online - 360

Tuition and Fees:
Tuition: $6,970
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $500 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

Executive Diploma in Hospitality Operations (Emphasis in Wedding Coordination and Design)

Program Description:
The Executive Diploma in Hospitality Operations with an emphasis in wedding is awarded to students who demonstrate a general competency in wedding coordination, design and management. The comprehensive curriculum is designed to produce wedding professionals who are highly skilled leaders and managers, with a strong catering management background. In addition to wedding coordination, design and management training, this Executive Diploma features courses in meeting and events catering, leadership / supervision, and human resources training.

Educational Objectives:
Executive Diploma students will learn competency in wedding coordination, design and management. Additionally, students will receive meeting and event catering management training, leadership and supervisor training, and human resources training, all specific to the hospitality industry. This Executive Diploma will prepare the graduate for industry careers in these hospitality operations disciplines.

Program Length:
The Executive Diploma comprises four required courses listed below. Courses can be completed in the classroom or online within a period of 12 to 26 weeks.

Required Courses:
WCD: Wedding Coordination and Design
(MEC: Meeting and Event Catering **or**
AFB: Art of Food and Beverage **or**
EDP: Event Design & Production)*
HLS: Hospitality Leadership and Supervision
HHR: Hospitality Human Resources

**Conference Management & Event Planning Certificate, Wedding Coordination & Design Certificate, or two years of documented industry experience in event planning is a prerequisite.*

Credits and Clock Hours:
Quarter Credits: 32.5
Lecture Hours: 315
Externship Hours: 30
Total Clock Hours: Classroom & Online - 345

Tuition and Fees:
Tuition: $6,970
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $500 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

Diploma in Hotel Operations

Program Description:
The Diploma in Hotel Operations is awarded to students who demonstrate a general competency in hotel operations management. Consider a major lodging establishment. The core is the rooms division, a competency taught in the Hotel Operations course. Guest relations are key to all areas, taught at a high level in the Art of Concierge course. Convention and Wedding services are very important revenue centers for hotels. This Diploma allows students to understand how these different departments operate and function together.

Educational Objectives:
Diploma students will learn competency in meeting and event coordination, wedding coordination, front desk operations management, housekeeping management and Concierge functions. This Diploma will prepare the graduate for hotel and hospitality industry careers in these hotel operations disciplines.

Program Length:
The Diploma comprises four required courses listed below. Courses can be completed in the classroom or online within a period of 12 to 26 weeks.

Required Courses:
CMEP: Conference Management and Event Planning
WCD: Wedding Coordination and Design
HOC: Hotel Operations
AOC: Art of Concierge

Credits and Clock Hours:
Quarter Credits: 35
Lecture Hours: 315
Externship Hours: 105
Total Clock Hours: Classroom & Online - 420

Tuition and Fees:
Tuition: $9,450
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $600 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

Certificate Programs

Department of Conferences and Events

Conference Management and Event Planning Certificate (CMEP)

Course Description:
The Certificate in Conference Management and Event Planning is awarded to students who demonstrate a general competency in meeting and event coordination and management. Students will learn about both the event and meeting sides of the industry through lectures and discussions taught by industry and academic professionals. Classroom students will also participate in site visits and working internships. Industry guest speakers enhance the classroom experience. All instructors have master's degrees, CMP, CSEP, CPCE or similar designations.

A requirement to receive the Certificate is for the students to develop their own project plan for a specific conference or special event. The project ultimately serves as a sample of best practices and a portfolio of their work.

Educational Objectives:
Students will learn competency in meeting and event coordination and management. They will gain a firm understanding of how the industry operates and knowledge in the designing, planning, coordinating and executing of meetings, conferences, conventions, special events and trade shows.

Course Length:
The Certificate offers a comprehensive curriculum in meeting and event planning that is suitable for those new to the industry as well as hospitality professionals seeking career advancement. Course can be completed in the classroom or online within a period of 12 weeks. FASTtrack classroom course can be completed in 5 weeks. If taken online, students have up to six months to complete the course.

Credits and Clock Hours:
Quarter Credits: 10
Lecture Hours: 90
Externship Hours: 30
Total Clock Hours: Classroom & Online - 120

Tuition and Fees:
Tuition: $2,950
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $150 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

Event Design and Production Certificate (EDP)

Course Description:
The Event Design and Production Certificate is awarded to students who demonstrate an advanced competency in the design and production of special events. Featuring a comprehensive training curriculum developed specifically for those seeking credentials for career advancement, students graduate equipped an advanced set of skills. Expert lectures and hands-on assignments drive this course. Students are required to complete a final project by planning a meeting or special event from start to finish.

Educational Objectives:
Students will learn advanced competency in special event design and production. They will gain in-depth knowledge of best practices in producing leading edge events.

Course Length:
The Certificate offers a curriculum taught at an intermediate/advanced level that is suitable for event professionals. Course can be completed in the classroom or online within a period of 12 weeks. If taken online, students have up to six months to complete the course.

Course Prerequisite:
Conference Management & Event Planning Certificate, Wedding Coordination & Design Certificate, or two years of documented industry experience in event planning is a prerequisite.

Credits and Clock Hours:
Quarter Credits: 4.5
Lecture Hours: 45
Total Clock Hours: 45

Tuition and Fees:
Tuition: $1,650
Fees: $120 (includes $30 application fee and $90 technology fee)

Textbooks: $150 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

Exhibition & Tradeshow Management Certificate (ETM)

Course Description:
This Certificate program is designed to provide an intermediate level of knowledge in exhibition and tradeshow production and management, along with necessary organizational, marketing, site, design, and evaluation strategies. This course is within the industry of meetings and events, focusing on the details of exhibition production and management.

Educational Objectives:
Students will develop a knowledge of the purpose of exhibitions and the varieties typically produced, cultivate marketing strategies for exhibitions of various types, be able to differentiate between types of facilities that host exhibitions and articulate the reasons for choosing certain sites for certain types of exhibitions. They will be able to articulate planning strategies and the necessity for production schedules for exhibition elements. Students will also understand the significance of service contractors and delineate responsibilities for pertinent exhibition elements.

Course Length:
The Certificate offers a curriculum taught at a beginner/intermediate level that is suitable for those new to the industry as well those within the industry desiring knowledge and/or a credential of learning in the field. Course can be completed in the classroom or online within a period of 12 weeks. If taken online, students have up to six months to complete the course.

Credits and Clock Hours:
Quarter Credits: 4.5
Lecture Hours: 45
Total Clock Hours: 45

Tuition and Fees:
Tuition: $1,650
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $150 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies

Department of Catering

Art of Food and Beverage Certificate (AFB)

Course Description:
Geared towards those in hotel, restaurant or off-premise catering, this course updates their skills in selling the food & beverage experience. Students will learn how to sell food & beverage and learn how to integrate world and regional American cuisines with beverage pairing techniques into catering operations. Students will learn how to design menus to meet client expectations. They will be comfortable talking about cuisines as commodities to develop menus after the course. The Las Vegas Chapter of the National Association of Catering Executives (NACE) sponsors this program and actively participated in the curriculum development, planning and execution.

Educational Objectives:
Students will gain in-depth knowledge of cuisine, beverage and menu planning as it pertains to F & B marketing.

Course Length:
The Certificate offers a curriculum that is suitable for those with some industry experience in any area of hospitality or those with a strong interest in learning about food & beverage trends. Course can be completed in the classroom within a period of 12 weeks.

Credits and Clock Hours:
Quarter Credits: 4.5
Lecture Hours: 45
Total Clock Hours: 45

Tuition and Fees:
Tuition: $1,650
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $150 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

Meeting and Event Catering Certificate (MEC)

Course Description:
Food and beverage costs represent one of the biggest expenses in most event budgets, yet meeting and event planners often do not know enough about catering and food service to make informed choices in this area. This Certificate course covers food and beverage management techniques and tactics primarily designed for meeting and event professionals.

Educational Objectives:
Students will gain a working understanding of on-premise and off-premise catering management. Students will learn to deliver the maximum value to their meeting and event clients based on their available budget.

Course Length:
The Certificate offers a curriculum that is suitable for conference managers and event planners in any capacity. Course can be completed in the classroom or online within a period of 12 weeks. If taken online, students have up to six months to complete the course.

Credits and Clock Hours:
Quarter Credits: 4.5
Lecture Hours: 45
Clock Hours: 45

Tuition and Fees:
Tuition: $1,650
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $150 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

Department of Hotel Management

Art of Concierge Certificate (AOC)

Course Description:
This Certificate is designed to provide thorough hands-on training in world-class concierge service skills, along with the required supervisory and communication skills to succeed in hospitality operations. All instructors are Les Clefs d'Or (French for "Gold Keys") professionals – the best in their field. Classroom students will experience practical class discussions, case studies, guest lecturers and on-site visits, in addition to working externships.

Educational Objectives:
Students will gain an in-depth understanding of the Concierge position and industry. Students will gain competency in 5-star guest relations skills critical to quality Concierge service.

Course Length:
The Certificate offers a curriculum that is suitable for those new to the Concierge industry as well as hospitality professionals seeking career advancement. Course can be completed in the classroom or online within a period of 10 weeks. FASTtrack classroom course can be completed in 3 weeks. If taken online, students have up to six months to complete the course.

Credits and Clock Hours:
Quarter Credits: 5
Lecture Hours: 45
Internship Hours: 15
Total Clock Hours: Classroom & Online - 60

Tuition and Fees:
Tuition: $1,650
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $150 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

Hospitality English Certificate (HEC)

Course Description:
The Certificate prepares students to communicate effectively in English in the hospitality industry by providing a multi-leveled curriculum based upon proven pedagogical methodology that includes intensive training in listening, speaking, writing, and contextualizing information in order to achieve language competency. In addition to the hospitality-focused English language learning, students receive guest service training that leads to a certification.

Admission Requirements:
Prospective students must have valid TOEFL Scores (no more than two years old) of 400 on the paper-based test or 30 on the TOEFL iBT test to qualify for ad-

mission to the program at Level 1. Copies of official test score sheet(s) must be sent to TISOH upon application.

Students may transfer (from another English Course, or based upon valid TOEFL test scores) into the program at Level 2 or at Level 3. There are two methods of meeting admission requirements at Levels 2 and 3:

Method 1 – Students may take the Oxford Online Placement Test at TISOH.

Admission at Level 2: placement at B1 CEFR proficiency required

Admission at Level 3: placement at B2 CEFR proficiency required

Method 2 – Students may submit TOEFL scores demonstrating proficiency.

Admission at Level 2: TOEFL score of 437 or TOEFL iBT of 41

Admission at Level 3: TOEFL score of 493 or TOEFL iBT of 58

Students may not transfer into the program at Level 4.

Educational Objectives:
The TISOH Certificate in Hospitality English program is designed to offer a rigorous curriculum of English language studies that culminates in written and spoken competence sufficient to the needs of the hospitality industry in the United States and abroad, anywhere that English is spoken as the primary language. This curriculum leading to English language proficiency includes additional coursework in guest service and an introduction to the field of hospitality.

Each course in the curriculum, and each level is based on texts, exercises, and interactions that correlate with the Common European Framework (CEFR) for English language instruction. Students will be placed into levels based upon TOEFL test scores or the Oxford Online Placement Test (where applicable), which specifies the students' current linguistic competency according to CEFR scale. After placement, students will enroll in one of the four, full-time course levels offered by the institution. Level 1 corresponds with CEFR Level A2 (Waystage); Level 2 with B1 (Threshold); Level 3 with B2 (Vantage); and Level 4 with C1 (Effective Operational Proficiency). Each of the first two levels is comprised of 18 hours of instruction per week; the third and fourth levels incorporate an additional hospitality component that brings hours of instruction to 19 and 22 hours respectively. Each level is 12 weeks in duration.

At Level 3, students will take instruction in hospitality with the American Hotel and Lodging Educational Institute's (AHL-EI) Guest Service Gold Class, which culminates in the Certified Guest Services Professional Designation. Level 4, the Bridge to Career Stage, likewise consists of 18 hours of English language instruction but also additional hospitality training in *Hospitality Today: An Introduction*. This course, offered in partnership with AHL-EI, results in a Certificate of Completion granted by AHL-EI.

Satisfactory completion of each stage results in a certificate of completion, and completion of the entire four level program results in a Certificate in Hospitality English with concomitant certifications in CGSP and *Hospitality Today: An Introduction*.

Assessment of student progress is proficiency based according to course performance with minimum scores of 73% required to apply for re-assessment of the students' competency level in English. The re-assessment is measured by examination using the Oxford Online Placement Test, which is both modifiable and graduated according to each CEFR levels' specified competencies. Only after the student has completed one level with a course grade of at least 73% and passed the qualification examination for the subsequent level (i.e., from Level 1 to Level 2) would the student be allowed to enroll in that level of instruction. To achieve the aforementioned certifications (CGSP and *Hospitality Today: An Introduction*), student's must pass exams designed and distributed by the American Hotel and Lodging Education Institute for each.

Course Length:
The Certificate is broken into 4 levels, with each level lasting 12 weeks.

Course Prerequisite:
Min. TOEFL (30 computer, 400 paper)

Credits and Clock Hours:
Quarter Credits: 91.2

Lecture Hours: 912
Total Clock Hours: 912

Tuition and Fees:
Tuition: $16,800
Fees: $390 (includes $30 application fee and $90 technology fee per level)
Textbooks: $600 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

Hospitality Human Resources Certificate (HHR)

Course Description:
This Certificate offers an understanding of fundamental human resource principles and applications specific to the hospitality industry. It is suitable for those interested in hospitality human resource management, as well as those who would like to broaden their knowledge in HR to augment career growth and professionalism. Participants should be genuinely interested in staffing and developing employees to strengthen an organization in terms of quality guest services and its overall mission.

Educational Objectives:
Students will gain a working understanding of human resource management and its vital role in the hospitality industry.

Course Length:
The Certificate offers a curriculum that is suitable for entry-level and mid-level hospitality managers. Course can be completed in the classroom or online within a period of 12 weeks. If taken online, students have up to six months to complete the program.

Credits and Clock Hours:
Quarter Credits: 9
Lecture Hours: 90
Total Clock Hours: 90

Tuition and Fees:
Tuition: $1,800
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $150 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

Hospitality Leadership & Supervision Certificate (HLS)

Course Description:
This training course educates students to better relate supervisory responsibilities to the mission of the organization. Through self introspection and understanding of practical day-by-day responsibilities, participants will be able to hone their problem-solving skills, set individual goals congruent with those of the organization, delegate to team members and improve their department or unit organizational effectiveness. Completing the course and applying the principles will have a positive synergistic effect on organizational development and customer service.

Educational Objectives:
Students will learn leadership and supervisory skills which will help them become better hospitality managers. Students will gain an understanding of how their role as supervisors and leaders can impact their organization, which will in turn maximize their professional effectiveness.

Course Length:
The Certificate offers a curriculum that is suitable for entry-level and mid-level hospitality managers as well as those interested in learning about this crucial job function. Course can be completed in the classroom or online within a period of 12 weeks. FASTtrack classroom course can be completed in 5 weeks. If taken online, students have up to six months to complete the program.

Credits and Clock Hours:
Quarter Credits: 9
Lecture Hours: 90
Total Clock Hours: 90

Tuition and Fees:
Tuition: $1,800
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $150 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

Hospitality Marketing & Sales Certificate (HMS)

Course Description:
This Certificate program is designed to provide a beginner to intermediate level of knowledge in hospitality marketing and sales. The functional areas of coverage is broad, with discussion on price, product, promotion and price across rooms division, food & beverage, and conferences. With an emphasis on applicable skills, the course presents essential knowledge on distribution, revenue management, relationship management, market segmentation and trends.

Educational Objectives:
Students will be able to distinguish marketing from sales, identify trends that affect marketing and sales in the hospitality industry. They should also be able to describe the key steps of a marketing plan, summarize the duties and responsibilities of positions typically found in a hotel marketing and sales office. For sales, students should be able to describe the five steps of a presentation sales call, explain the basics of effective telephone communication, describe various types of outgoing and incoming telephone calls related to the marketing and sales function and the internal marketing and sales. With marketing, students should be able to explain the role of advertising, public relations, and publicity in reaching prospective guests. In marketing segmentation, students will understand the needs of business vs. leisure travelers, be able to accommodate the needs of travel agents and meeting planners, international travelers, and specialty segments. Lastly, student should be able to summarize the trends affecting the food and beverage industry, describe positioning strategies and techniques for restaurants and lounges and understand how hotels market and sell catered events and meeting rooms.

Course Length:
The Certificate offers a curriculum taught at a beginner/intermediate level that is suitable for those new to the industry as well those within the industry desiring knowledge and/or a credential of learning in the field. Course can be completed in the classroom or online within a period of 12 weeks. If taken online, students have up to six months to complete the course.

Credits and Clock Hours:
Quarter Credits: 4.5
Lecture Hours: 45
Total Clock Hours: 45

Tuition and Fees:
Tuition: $1,650
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $110 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

Hotel Operations Certificate (HOC)

Course Description:
This Certificate is designed to provide comprehensive knowledge in hotel operations and hospitality services. The course provides participants with knowledge in front desk and housekeeping operations, along with supervisory and communication skills needed to succeed in hotel operations.

Educational Objectives:
Students will gain a working understanding of hotel front desk and housekeeping operations. Students will graduate with specific competencies as well as the interpersonal skills required to succeed in any area of the hospitality industry.

Course Length:
The Certificate offers a curriculum that is suitable for those new to the hotel industry as well as hospitality professionals seeking career advancement. Course can be completed in the classroom or online within a period of 5 weeks. If taken online, students have up to six months to complete the program.

Credits and Clock Hours:
Quarter Credits: 10
Lecture Hours: 90
Externship Hours: 30
Total Clock Hours: Classroom & Online - 120

Tuition and Fees:
Tuition: $2,950
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $150 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

Department of Wedding Coordination

Wedding Coordination and Design Certificate (WCD)

Course Description:
This course provides participants with a foundation of knowledge in wedding planning and the confidence to succeed in the industry. It is recognized as one of the most hands-on wedding coordination and design training courses anywhere in the nation.

Educational Objectives:
Students will learn competency wedding management, and will be able to plan, design, coordinate and execute weddings of any scale and type. In addition, students will learn about the wedding industry and the role wedding planners play.

Course Length:
The Certificate offers a comprehensive curriculum which is suitable for those new to the wedding industry as well as hospitality professionals seeking career advancement. Course can be completed in the classroom or online within a period of 12 weeks. FASTtrack classroom course can be completed in 5 weeks. If taken online, students have up to six months to complete the course.

Credits and Clock Hours:
Quarter Credits: 10
Lecture Hours: 90
Externship Hours: 30
Total Clock Hours: Classroom & Online - 120

Tuition and Fees:
Tuition: $2,950
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $150 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

TISOH ACADEMIC CALENDAR 2017 - 2018

September 4, 2017 - Labor day recess
September 18, 2017 - **Instruction begins** for CMEP, HHR, HOC, WCD, and FASTtrack Session 1 (HLS)
September 19, 2017 - **Instruction begins** for AOC, HLS, HMS, and MEC
September 21, 2017 - **Instruction begins** for AFB, EDP, and ETM

October 3, 2017 - FASTtrack Session 1 **mid-semester progress** report due | ***mid-semester faculty meeting***
October 19, 2017 - AOC **mid-semester progress** report due | ***mid-semester faculty meeting***
October 24, 2017 - HMS and MEC **mid-semester progress** report due | ***mid-semester faculty meeting***
October 25, 2017 - CMEP, HHR, HOC, and WCD **mid-semester progress** report due | CMEP ***mid-semester faculty meeting***
October 26, 2017 - AFB, EDP, ETM and HLS **mid-semester progress** report due | ***mid-semester faculty meeting***
October 27, 2017 - Nevada Day recess | HHR and HOC ***mid-semester faculty meeting***
October 30, 2017 - WCD ***mid-semester faculty meeting***

November 6, 2017 - **Instruction begins** for FASTtrack Session 2 (CMEP, HHR, and WCD)
November 10, 2017 - Veterans day recess
November 22, 2017 - FASTtrack Session 2 **mid-session progress** report due | ***mid-semester faculty meeting***
November 23-24, 2017 - Thanksgiving recess
November 30, 2017 - **Last day of instruction** for AOC (no class on Nov 9)

December 5, 2017 - **Last day of instruction** for HMS and MEC
December 7, 2017 - **Last day of instruction** for AFB, EDP, and ETM (one Saturday class required)
December 8, 2017 - **Externship paperwork** due for graduation consideration for diploma, executive diploma, or certificate
December 11, 2017 - **Last day of instruction** for CMEP, HHR, HOC, and WCD
December 12, 2017 - **Last day of instruction** for HLS and FASTtrack Session 2
December 13, 2017 - **Official grades** for all classes
December 14, 2017 - Fall/Winter 2017 **graduation reception**

Course Legend:

AOC.....Art of Concierge
AFB.....Art of Food & Beverage
CMEP.....Conference Management & Event Planning
EDP.....Event Design & Production
ETM.....Exhibition & Tradeshow Management
HEC.....Hospitality English
HHR.....Hospitality Human Resources
HLS.....Hospitality Leadership & Supervision
HMS.....Hospitality Marketing & Sales
HOC.....Hotel Operations
MEC.....Meeting & Event Catering
WCD.....Wedding Coordination & Design

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The International School of Hospitality
Addendum
Effective date: January 26, 2018
Addendum to 2017-2018 Catalog Effective August 1, 2017

Executive Diploma in Hospitality Operations

***Program Description*:**
The Executive Diploma in Hospitality Operations is awarded to students who demonstrate general competency in hospitality supervision and management. The curriculum is designed to enhance professional competency for students with experience in the industry, with an emphasis on human capital management and data driven decision making.

Educational Objectives:
Executive Diploma students will learn competencies in hospitality leadership and human resources management. Additionally, students will develop skills in hospitality industry analytics, with marketing and sales fundamentals in order to inculcate a strategic mind-set necessary in today's competitive hospitality market.

Program Length:
The Executive Diploma is comprised of four competency-based courses of study and a Hospitality Colloquia; this program can be completed in the classroom or online within a period of 24 weeks.

Program Prerequisite:
Students must have received a minimum of an AA/AS degree or equivalent, OR have 2 years of full-time experience in the hospitality industry.

Required Courses:
HHR: Hospitality Human Resources
HLM: Hospitality Leadership and Management
HMS: Hospitality Marketing and Sales
HRMA: Hospitality Revenue Management & Analytics
HC: Hospitality Colloquia

Credits and Clock Hours:
Quarter Credits: 31.5
Lecture Hours: 315
Externship Hours: 0
Total Clock Hours: Classroom & Online - 315

Tuition and Fees:
Tuition: $11,561
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $500 (required textbook estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

The International School of Hospitality
Addendum
Effective date: January 26, 2018
Addendum to 2017-2018 Catalog Effective August 1, 2017

Diploma in Hospitality Operations

***Program Description*:**
The Diploma in Hospitality Operations is awarded to students who demonstrate fundamental knowledge and competency in the foundational elements of the hospitality industry. This Diploma allows students to learn how the hospitality industry, from hotels to food service to entertainment, function, and integrates core skills training in guest service, front desk and housekeeping operations, supervisory duties, and career professionalism.

Educational Objectives:
Diploma students will learn about the different sectors in the hospitality industry, and will develop knowledge and skills required for departmental employment in hotels, resorts, and meeting and events organizations. Students will graduate with an overarching understanding of industry practices and trends, and will have functional skills in front office and housekeeping operations, sales and marketing, and an event area of choice (conferences or weddings).

Program Length:
The Diploma in Hospitality Operations is comprised of four required courses, two electives, and a forty-five-hour externship. Course requirements may be completed in period of 36 weeks.

Required Courses:
HTD: Hospitality Today: An Introduction
HMS: Hospitality Marketing and Sales
HSV: Hospitality Supervision
PPH: Professional Presence in Hospitality
EXT: Hospitality Externship
Elective: CMEP: Conference Management and Event Planning or WCD: Wedding Coordination and Design or HOC: Hotel Operations
Elective: AOC: Art of Concierge or EDP: Event Design & Production or MEC: Meeting and Event Catering

Credit and Clock Hours:
Quarter Credits: 33
Lecture Hours: 360
Externship Hours: 45
Total Clock Hours: Classroom & Online - 360

Tuition and Fees:
Tuition: $9,680
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $500 (required textbook estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

The International School of Hospitality
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Hospitality Externship (EXT)

Course Description:
TISOH's Hospitality Externship course affords students the opportunity to go behind the scenes in top hospitality properties in Las Vegas and around the world. During the intensive course, students will shadow industry professionals, observe the inner workings of various hospitality properties (including hotels, resorts, event venues, and wedding chapels), and assess their own career paths through reflection and directed writing.

Educational Objectives:
Students will apply their knowledge of a particular hospitality industry segment through frequent reflection and directed writings on the hospitality discipline of their choice. For instance, diploma students most interested in conference management will be assigned to between one and three properties specializing in that segment; all assignments and assessments will encourage the student to practically explore and demonstrate academic competence in that discipline.

Course Length:
This course may be completed in 12 weeks; students will be assigned to organizations in the Las Vegas area if they are enrolled in the class-room course. If online, student will be provided letters of introduction to an organization that of the student's choosing.

Course Prerequisite:
Students must be enrolled in the third (or final) semester of the Diploma in Hospitality Operations Program, and have decided on either CMEP, HOC or WCD as their elective.

Credit and Clock Hours:
Quarter Credits: 1.5
Lecture Hours: 0
Externship Hours: 45
Total Clock Hours: 45

Tuition and Fees:
Tuition: included in tuition for Diploma in Hospitality Operations students
Fees: $0
Textbooks: $0
Cancellation Fee: $150 (if applicable, standard refund policy applies)

The International School of Hospitality
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Professional Presence in Hospitality (PPH)

Course Description:
The Professional Presence in Hospitality course assists students in developing the skills necessary to compete in the hospitality job market. Lecture and one-on-one sessions with TISOH's career professionals will assist students in preparing resumes, practicing for interviews, and honing skills related to professionalism that are required for successful career planning. Throughout the course, students will follow an industry tested and academically rigorous curriculum designed by workforce professionals and hospitality industry experts.

Educational Objectives:
Students will learn and practice professional development skills designed to enhance their personal brands and marketability within the hospitality industry. A focus on professional development and continuous improvement, with frequent and rigorous assessments in the form of role-plays, mock interviews, and graded exams will ensure that graduates of the Diploma in Hospitality Operations will be able to not only perform duties required of them, but evidence the professional comportment, self-possession, and professionalism that is essential for a career in the hospitality industry.

***Course Length*:**
This course may be completed in 12 weeks in the classroom or online. Online students will supplement course required assessments with weekly streaming interaction with TISOH Career Specialists.

Course Prerequisite:
Students must be enrolled in the third (or final) semester of the Diploma in Hospitality Operations Program.

Credit and Clock Hours:
Quarter Credits: 4.5
Lecture Hours: 45
Externship Hours: 0
Total Clock Hours: Classroom & Online - 45

Tuition and Fees:
Tuition: $1650
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $100 (required textbook estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

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Hospitality Colloquia (COL)

***Course Description*:**
TISOH's innovative Hospitality Colloquia course is a weekly lecture series designed to encourage, inspire, and motivate Executive Diploma students toward new career heights; it is the capstone to their executive Diploma Program. Industry luminaries, executive level professionals, and disruptive thinkers will speak on a diverse range of topics relevant to burgeoning leaders in the leaders in the industry, and allow students to attend industry association meetings for networking and fellowship.

Educational Objectives:
Students will attend lectures on the latest trends, innovations, and leadership styles that are influencing the industry. Through a series of self-reflective activities and assessments, students will demonstrate not only increased knowledge of the hospitality industry, but also increased competency in self-assessment and career planning skills.

Course Length:
This course can be completed in the classroom or online within a period of 12 weeks. If taken online, students will be assigned industry luminary mentors to guide the process.

Course Prerequisite:
Student must be enrolled in second (or final) semester of Executive Diploma in Hospitality Management Program.

Credit and Clock Hours:
Quarter Credits: 4.5
Lecture Hours: 45
Externship Hours: 0
Total Clock Hours: Classroom & Online - 45

***Tuition and Fees*:**
Tuition**:** Included in the tuition for the Executive Diploma in Hospitality Operations
Fees: $0
Textbooks: $100 (required textbook estimate)
Cancellation Fee: See Executive Diploma in Hospitality Operations

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Effective date: January 26, 2018
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Hospitality Revenue Management & Analytics (HRMA)

***Course Description*:**
Through a series of real world case studies, student in Hospitality Revenue Management & Analytics will develop a comprehensive understanding of performance benchmarking techniques, report analysis best-practices, and room and rate forecasting fundamentals applicable to common departments in the hospitality industry.

Educational Objectives:
Data driven decision making is increasingly important in the hospitality industry. This course will introduce students to both the mathematics and methods of analysis that drive important day-to-day and strategic processes in order to maximize financial performance. Student will learn to produce, interpret, and act upon data developed through STR reports and the most commonly used metrics in the industry.

Course Length:
This course may be completed in 12 weeks in the classroom or online.

Course Prerequisite:
There is no prerequisite for this course.

Credit and Clock Hours:
Quarter Credits: 4.5
Lecture Hours: 45
Externship Hours: 0
Total Clock Hours: Classroom & Online - 45

Tuition and Fees:
Tuition: $1650
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $500 (required textbook estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

The International School of Hospitality
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Effective date: January 26, 2018
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Hospitality Supervision (HSV)

***Course Description*:**
This course introduces students to the fundamentals of human capital management. Today's hospitality supervisors are called upon to use diverse skills to motivate, manage, and resolve conflicts for and among their employees; this course provides a fundamental skill in each that will assist students in preparing for and assuming their first supervisory assignments in the hospitality industry.

***Educational Objectives*:**
Students will develop knowledge of themselves as supervisors and leaders before developing skills in critical areas such as communication, motivation and team building, staffing and scheduling, improving employee performance, conflict resolution and coaching, and orientation, and time management. Through assessment, students will practice these skills and graduate from the course with fundamental supervisory skills suitable for every department in the hospitality industry.

***Course Length*:**
This course may be completed in 12 weeks in the classroom or online.

***Course Prerequisite*:**
Students must be enrolled in the Diploma in Hospitality Operations program.

***Credit and Clock Hours*:**
Quarter Credits: 4.5
Lecture Hours: 45
Externship Hours: 0
Total Clock Hours: Classroom & Online - 45

Tuition and Fees:
Tuition: Included in the tuition for the Diploma in Hospitality Operations
Fees: $0
Textbooks: $100 (required textbook estimate)
Cancellation Fee: See Diploma in Hospitality Operations

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Effective date: January 26, 2018
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Hospitality Today: An Introduction (HST)

***Course Description*:**
This course provides serves as an overarching examination of the hospitality industry. Students will trace its development and increasing significance in the world economy, study various industry segments, and review current trends and challenges. Students will also learn what knowledge, skills, and abilities they will need to develop for a lengthy and successful career in hospitality.

Educational Objectives:
Students will learn to distinguish between significant industry segments, including lodging, meetings and events, and gaming; they will determine how successful organizations in each segment function and identify the various departments that support them. Students will also learn the fundamentals of guest service, and theories and practice behind management, marketing, and human resources in the hospitality industry**.**

***Course Length*:**
This course may be completed in 12 weeks in the classroom or online.

***Course Prerequisite*:**
Students must be enrolled in the Diploma in Hospitality Operations program.

***Credit and Clock Hours*:**
Quarter Credits: 4.5
Lecture Hours: 45
Total Clock Hours: 45

Tuition and Fees:
Tuition: Included in the tuition for the Diploma in Hospitality Operations
Fees: $0
Textbooks: $100 (required textbook estimate)
Cancellation Fee: See Diploma in Hospitality Operations

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Effective date: January 26, 2018
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Art of Concierge (AOC)

Course Description:
This Certificate is designed to provide thorough hands-on training in world-class concierge service skills, along with the required supervisory and communication skills to succeed in hospitality operations. All instructors are Les Clefs d'Or (French for "Gold Keys") professionals – the best in their field. Classroom students will experience practical class discussions, case studies, guest lecturers and on-site visits.

Educational Objectives:
Students will gain an in-depth understanding of the Concierge position and industry. Students will gain competency in 5-star guest relations skills critical to quality Concierge service.

Course Length:
The Certificate offers a curriculum that is suitable for those new to the Concierge industry as well as hospitality professionals seeking career advancement. Course can be completed in the classroom or online within a period of 10 weeks.

Credits and Clock Hours:
Quarter Credits: 4.5
Lecture Hours: 45
Total Clock Hours: Classroom & Online - 45

Tuition and Fees:
Tuition: $1,650
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $150 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

The International School of Hospitality
Addendum
Effective date: January 26, 2018
Addendum to 2017-2018 Catalog Effective August 1, 2017

Conference Management & Event Planning (CMEP)

Course Description:
The Certificate in Conference Management and Event Planning is awarded to students who demonstrate a general competency in meeting and event coordination and management. Students will learn about both the event and meeting sides of the industry through lectures and discussions taught by industry and academic professionals. Classroom students will also participate in site visits and working internships. Industry guest speakers enhance the classroom experience. All instructors have master's degrees, CMP, CSEP, CPCE or similar designations.

A requirement to receive the Certificate is for the students to develop their own project plan for a specific conference or special event. The project ultimately serves as a sample of best practices and a portfolio of their work.

Educational Objectives:
Students will learn competency in meeting and event coordination and management. They will gain a firm understanding of how the industry operates and knowledge in the designing, planning, coordinating and executing of meetings, conferences, conventions, special events and trade shows.

Course Length:
The Certificate offers a comprehensive curriculum in meeting and event planning that is suitable for those new to the industry as well as hospitality professionals seeking career advancement. Course can be completed in the classroom or online within a period of 12 weeks. FASTtrack classroom course can be completed in 5 weeks.

Credits and Clock Hours:
Quarter Credits: 9
Lecture Hours: 90
Total Clock Hours: Classroom & Online - 90

Tuition and Fees:
Tuition: $3,330
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $150 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

The International School of Hospitality
Addendum
Effective date: January 26, 2018
Addendum to 2017-2018 Catalog Effective August 1, 2017

Hotel Operations (HOC)

Course Description:
This Certificate is designed to provide comprehensive knowledge in hotel operations and hospitality services. The course provides participants with knowledge in front desk and housekeeping operations, along with supervisory and communication skills needed to succeed in hotel operations.

Educational Objectives:
Students will gain a working understanding of hotel front desk and housekeeping operations. Students will graduate with specific competencies as well as the interpersonal skills required to succeed in any area of the hospitality industry.

Course Length:
The Certificate offers a curriculum that is suitable for those new to the hotel industry as well as hospitality professionals seeking career advancement. Course can be completed in the classroom or online within a period of 12 weeks.

Credits and Clock Hours:
Quarter Credits: 9
Lecture Hours: 90
Total Clock Hours: Classroom & Online - 90

Tuition and Fees:
Tuition: $3,330
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $150 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

The International School of Hospitality
Addendum
Effective date: January 26, 2018
Addendum to 2017-2018 Catalog Effective August 1, 2017

Wedding Coordination & Design (WCD)

Course Description:
This course provides participants with a foundation of knowledge in wedding planning and the confidence to succeed in the industry. It is recognized as one of the most hands-on wedding coordination and design training courses anywhere in the nation.

Educational Objectives:
Students will learn competency wedding management, and will be able to plan, design, coordinate and execute weddings of any scale and type. In addition, students will learn about the wedding industry and the role wedding planners play.

Course Length:
The Certificate offers a comprehensive curriculum which is suitable for those new to the wedding industry as well as hospitality professionals seeking career advancement. Course can be completed in the classroom or online within a period of 12 weeks. FASTtrack classroom course can be completed in 5 weeks.

Credits and Clock Hours:
Quarter Credits: 9
Lecture Hours: 90
Total Clock Hours: Classroom & Online - 90

Tuition and Fees:
Tuition: $3,330
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $150 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

The International School of Hospitality
Addendum
Effective date: December 4, 2017
Addendum to 2017-2018 Catalog Effective August 1, 2017

IDL Program Requirements

Students enrolling in TISOH IDL programs must have access to equipment that meets the following minimum standards for a smooth, effective learning experience: Windows: Windows 7 or higher, 1.4 ghz Pentium 4 (or equivalent), 512 MB RAM. MAC: Mac OS X 10.9 or higher, 1.83 ghz Intel Core Duo, 512 MB RAM. Mobile: Android 4.4 or higher or Apple iOS 6 or higher. Browsers supported: Microsoft Edge, Mozilla Firefox, Google Chrome, Apple Safari.

To ensure the best possible user experience, IDL students must have a high-speed internet connection of no less than 10mbps; slower speed will result in decreased performance and a sub-optimum experience.

The International School of Hospitality
Addendum
Effective date: March 1, 2018
Addendum to 2017-2018 Catalog Effective August 1, 2017

Account for Student Indemnification

Per NRS 394.441, there is an account for student indemnification which may be used to indemnify a student or enrollee who has suffered damage as a result of: discontinuance of operation or violation by such institution of any provision of NRS 394.383 to 394.560. Please review NRS 394.553 for further clarification.

The International School of Hospitality
Addendum
Effective date: September 17, 2018
Addendum to 2017-2018 Catalog Effective August 1, 2017

Executive Diploma in Hospitality Operations

***Program Description*:**
The Executive Diploma in Hospitality Operations is awarded to students who demonstrate general competency in hospitality supervision and management. The curriculum is designed to enhance professional competency for students with experience in the industry, with an emphasis on human capital management and data driven decision making.

Educational Objectives:
Executive Diploma students will learn competencies in hospitality leadership and human resources management. Additionally, students will develop skills in hospitality industry analytics, with marketing and sales fundamentals in order to inculcate a strategic mind-set necessary in today's competitive hospitality market.

Program Length:
The Executive Diploma is comprised of four competency-based courses of study and a Hospitality Colloquia; this program can be completed in the classroom or online within a period of 24 weeks.

Program Prerequisite:
Students must have received a minimum of an AA/AS degree or equivalent, OR have 2 years of full-time experience in the hospitality industry.

Required Courses:
HHR: Hospitality Human Resources
HLM: Hospitality Leadership and Management
HMS: Hospitality Marketing and Sales
HRMA: Hospitality Revenue Management & Analytics
HC: Hospitality Colloquia

Credits and Clock Hours:
Quarter Credits: 31.5
Lecture Hours: 315
Externship Hours: 0
Total Clock Hours: Classroom & Online - 315

Tuition and Fees:
Tuition: $7,785
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $500 (required textbook estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

The International School of Hospitality
Addendum
Effective date: September 17, 2018
Addendum to 2017-2018 Catalog Effective August 1, 2017

Diploma in Hospitality Operations

***Program Description*:**
The Diploma in Hospitality Operations is awarded to students who demonstrate fundamental knowledge and competency in the foundational elements of the hospitality industry. This Diploma allows students to learn how the hospitality industry, from hotels to food service to entertainment, function, and integrates core skills training in guest service, front desk and housekeeping operations, supervisory duties, and career professionalism.

Educational Objectives:
Diploma students will learn about the different sectors in the hospitality industry, and will develop knowledge and skills required for departmental employment in hotels, resorts, and meeting and events organizations. Students will graduate with an overarching understanding of industry practices and trends, and will have functional skills in front office and housekeeping operations, sales and marketing, and an event area of choice (conferences or weddings).

Program Length:
The Diploma in Hospitality Operations is comprised of four required courses, two electives, and a forty-five-hour externship. Course requirements may be completed in period of 36 weeks.

Required Courses:
HTD: Hospitality Today: An Introduction
HMS: Hospitality Marketing and Sales
HSV: Hospitality Supervision
PPH: Professional Presence in Hospitality
EXT: Hospitality Externship
Elective: CMEP: Conference Management and Event Planning or WCD: Wedding Coordination and Design or HOC: Hotel Operations
Elective: AOC: Art of Concierge or EDP: Event Design & Production or MEC: Meeting and Event Catering

Credit and Clock Hours:
Quarter Credits: 33
Lecture Hours: 360
Externship Hours: 45
Total Clock Hours: Classroom & Online - 360

Tuition and Fees:
Tuition: $8,250
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $600 (required textbook estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

The International School of Hospitality
Addendum
Effective date: September 17, 2018
Addendum to 2017-2018 Catalog Effective August 1, 2017

Hospitality Externship (EXT)

Course Description:
TISOH's Hospitality Externship course affords students the opportunity to go behind the scenes in top hospitality properties in Las Vegas and around the world. During the intensive course, students will shadow industry professionals, observe the inner workings of various hospitality properties (including hotels, resorts, event venues, and wedding chapels), and assess their own career paths through reflection and directed writing.

Educational Objectives:
Students will apply their knowledge of a particular hospitality industry segment through frequent reflection and directed writings on the hospitality discipline of their choice. For instance, diploma students most interested in conference management will be assigned to between one and three properties specializing in that segment; all assignments and assessments will encourage the student to practically explore and demonstrate academic competence in that discipline.

Course Length:
This course may be completed in 12 weeks; students will be assigned to organizations in the Las Vegas area if they are enrolled in the class-room course. If online, student will be provided letters of introduction to an organization that of the student's choosing.

Course Prerequisite:
Students must be enrolled in the third (or final) semester of the Diploma in Hospitality Operations Program, and have decided on either CMEP, HOC or WCD as their elective.

Credit and Clock Hours:
Quarter Credits: 1.5
Lecture Hours: 0
Externship Hours: 45
Total Clock Hours: 45

Tuition and Fees:
Tuition: included in tuition for Diploma in Hospitality Operations students
Fees: $0
Textbooks: $0
Cancellation Fee: $150 (if applicable, standard refund policy applies)

The International School of Hospitality
Addendum
Effective date: September 17, 2018
Addendum to 2017-2018 Catalog Effective August 1, 2017

Professional Presence in Hospitality (PPH)

Course Description:
The Professional Presence in Hospitality course assists students in developing the skills necessary to compete in the hospitality job market. Lecture and one-on-one sessions with TISOH's career professionals will assist students in preparing resumes, practicing for interviews, and honing skills related to professionalism that are required for successful career planning. Throughout the course, students will follow an industry tested and academically rigorous curriculum designed by workforce professionals and hospitality industry experts.

Educational Objectives:
Students will learn and practice professional development skills designed to enhance their personal brands and marketability within the hospitality industry. A focus on professional development and continuous improvement, with frequent and rigorous assessments in the form of role-plays, mock interviews, and graded exams will ensure that graduates of the Diploma in Hospitality Operations will be able to not only perform duties required of them, but evidence the professional comportment, self-possession, and professionalism that is essential for a career in the hospitality industry.

***Course Length*:**
This course may be completed in 12 weeks in the classroom or online. Online students will supplement course required assessments with weekly streaming interaction with TISOH Career Specialists.

Course Prerequisite:
Students must be enrolled in the third (or final) semester of the Diploma in Hospitality Operations Program.

Credit and Clock Hours:
Quarter Credits: 4.5
Lecture Hours: 45
Externship Hours: 0
Total Clock Hours: Classroom & Online - 45

Tuition and Fees:
Tuition: $1650
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $100 (required textbook estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

The International School of Hospitality
Addendum
Effective date: September 17, 2018
Addendum to 2017-2018 Catalog Effective August 1, 2017

Hospitality Colloquia (COL)

***Course Description*:**
TISOH's innovative Hospitality Colloquia course is a weekly lecture series designed to encourage, inspire, and motivate Executive Diploma students toward new career heights; it is the capstone to their executive Diploma Program. Industry luminaries, executive level professionals, and disruptive thinkers will speak on a diverse range of topics relevant to burgeoning leaders in the leaders in the industry, and allow students to attend industry association meetings for networking and fellowship.

Educational Objectives:
Students will attend lectures on the latest trends, innovations, and leadership styles that are influencing the industry. Through a series of self-reflective activities and assessments, students will demonstrate not only increased knowledge of the hospitality industry, but also increased competency in self-assessment and career planning skills.

Course Length:
This course can be completed in the classroom or online within a period of 12 weeks. If taken online, students will be assigned industry luminary mentors to guide the process.

Course Prerequisite:
Student must be enrolled in second (or final) semester of Executive Diploma in Hospitality Management Program.

Credit and Clock Hours:
Quarter Credits: 4.5
Lecture Hours: 45
Externship Hours: 0
Total Clock Hours: Classroom & Online - 45

***Tuition and Fees*:**
Tuition**:** Included in the tuition for the Executive Diploma in Hospitality Operations
Fees: $0
Textbooks: $100 (required textbook estimate)
Cancellation Fee: See Executive Diploma in Hospitality Operations

The International School of Hospitality
Addendum
Effective date: September 17, 2018
Addendum to 2017-2018 Catalog Effective August 1, 2017

Hospitality Revenue Management & Analytics (HRMA)

***Course Description*:**
Through a series of real world case studies, student in Hospitality Revenue Management & Analytics will develop a comprehensive understanding of performance benchmarking techniques, report analysis best-practices, and room and rate forecasting fundamentals applicable to common departments in the hospitality industry.

Educational Objectives:
Data driven decision making is increasingly important in the hospitality industry. This course will introduce students to both the mathematics and methods of analysis that drive important day-to-day and strategic processes in order to maximize financial performance. Student will learn to produce, interpret, and act upon data developed through STR reports and the most commonly used metrics in the industry.

Course Length:
This course may be completed in 12 weeks in the classroom or online.

Course Prerequisite:
There is no prerequisite for this course.

Credit and Clock Hours:
Quarter Credits: 4.5
Lecture Hours: 45
Externship Hours: 0
Total Clock Hours: Classroom & Online - 45

Tuition and Fees:
Tuition: $1650
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $90 (required textbook estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

The International School of Hospitality
Addendum
Effective date: September 17, 2018
Addendum to 2017-2018 Catalog Effective August 1, 2017

Hospitality Supervision (HSV)

***Course Description*:**
This course introduces students to the fundamentals of human capital management. Today's hospitality supervisors are called upon to use diverse skills to motivate, manage, and resolve conflicts for and among their employees; this course provides a fundamental skill in each that will assist students in preparing for and assuming their first supervisory assignments in the hospitality industry.

***Educational Objectives*:**
Students will develop knowledge of themselves as supervisors and leaders before developing skills in critical areas such as communication, motivation and team building, staffing and scheduling, improving employee performance, conflict resolution and coaching, and orientation, and time management. Through assessment, students will practice these skills and graduate from the course with fundamental supervisory skills suitable for every department in the hospitality industry.

***Course Length*:**
This course may be completed in 12 weeks in the classroom or online.

***Course Prerequisite*:**
Students must be enrolled in the Diploma in Hospitality Operations program.

***Credit and Clock Hours*:**
Quarter Credits: 4.5
Lecture Hours: 45
Externship Hours: 0
Total Clock Hours: Classroom & Online - 45

Tuition and Fees:
Tuition: Included in the tuition for the Diploma in Hospitality Operations
Fees: $0
Textbooks: $100 (required textbook estimate)
Cancellation Fee: See Diploma in Hospitality Operations

The International School of Hospitality
Addendum
Effective date: September 17, 2018
Addendum to 2017-2018 Catalog Effective August 1, 2017

Hospitality Today: An Introduction (HST)

***Course Description*:**
This course provides serves as an overarching examination of the hospitality industry. Students will trace its development and increasing significance in the world economy, study various industry segments, and review current trends and challenges. Students will also learn what knowledge, skills, and abilities they will need to develop for a lengthy and successful career in hospitality.

Educational Objectives:
Students will learn to distinguish between significant industry segments, including lodging, meetings and events, and gaming; they will determine how successful organizations in each segment function and identify the various departments that support them. Students will also learn the fundamentals of guest service, and theories and practice behind management, marketing, and human resources in the hospitality industry**.**

***Course Length*:**
This course may be completed in 12 weeks in the classroom or online.

***Course Prerequisite*:**
Students must be enrolled in the Diploma in Hospitality Operations program.

***Credit and Clock Hours*:**
Quarter Credits: 4.5
Lecture Hours: 45
Total Clock Hours: 45

Tuition and Fees:
Tuition: Included in the tuition for the Diploma in Hospitality Operations
Fees: $0
Textbooks: $100 (required textbook estimate)
Cancellation Fee: See Diploma in Hospitality Operations

The International School of Hospitality
Addendum
Effective date: September 17, 2018
Addendum to 2017-2018 Catalog Effective August 1, 2017

Art of Concierge (AOC)

Course Description:
This Certificate is designed to provide thorough hands-on training in world-class concierge service skills, along with the required supervisory and communication skills to succeed in hospitality operations. All instructors are Les Clefs d'Or (French for "Gold Keys") professionals – the best in their field. Classroom students will experience practical class discussions, case studies, guest lecturers and on-site visits.

Educational Objectives:
Students will gain an in-depth understanding of the Concierge position and industry. Students will gain competency in 5-star guest relations skills critical to quality Concierge service.

Course Length:
The Certificate offers a curriculum that is suitable for those new to the Concierge industry as well as hospitality professionals seeking career advancement. Course can be completed in the classroom or online within a period of 10 weeks.

Credits and Clock Hours:
Quarter Credits: 4.5
Lecture Hours: 45
Total Clock Hours: Classroom & Online - 45

Tuition and Fees:
Tuition: $1,650
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $50 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

The International School of Hospitality
Addendum
Effective date: September 17, 2018
Addendum to 2017-2018 Catalog Effective August 1, 2017

Conference Management & Event Planning (CMEP)

Course Description:
The Certificate in Conference Management and Event Planning is awarded to students who demonstrate a general competency in meeting and event coordination and management. Students will learn about both the event and meeting sides of the industry through lectures and discussions taught by industry and academic professionals. Classroom students will also participate in site visits and working internships. Industry guest speakers enhance the classroom experience. All instructors have master's degrees, CMP, CSEP, CPCE or similar designations.

A requirement to receive the Certificate is for the students to develop their own project plan for a specific conference or special event. The project ultimately serves as a sample of best practices and a portfolio of their work.

Educational Objectives:
Students will learn competency in meeting and event coordination and management. They will gain a firm understanding of how the industry operates and knowledge in the designing, planning, coordinating and executing of meetings, conferences, conventions, special events and trade shows.

Course Length:
The Certificate offers a comprehensive curriculum in meeting and event planning that is suitable for those new to the industry as well as hospitality professionals seeking career advancement. Course can be completed in the classroom or online within a period of 12 weeks. FASTtrack classroom course can be completed in 5 weeks.

Credits and Clock Hours:
Quarter Credits: 9
Lecture Hours: 90
Total Clock Hours: Classroom & Online - 90

Tuition and Fees:
Tuition: $3,330
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $100 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

The International School of Hospitality
Addendum
Effective date: September 17, 2018
Addendum to 2017-2018 Catalog Effective August 1, 2017

Hotel Operations (HOC)

Course Description:
This Certificate is designed to provide comprehensive knowledge in hotel operations and hospitality services. The course provides participants with knowledge in front desk and housekeeping operations, along with supervisory and communication skills needed to succeed in hotel operations.

Educational Objectives:
Students will gain a working understanding of hotel front desk and housekeeping operations. Students will graduate with specific competencies as well as the interpersonal skills required to succeed in any area of the hospitality industry.

Course Length:
The Certificate offers a curriculum that is suitable for those new to the hotel industry as well as hospitality professionals seeking career advancement. Course can be completed in the classroom or online within a period of 12 weeks.

Credits and Clock Hours:
Quarter Credits: 9
Lecture Hours: 90
Total Clock Hours: Classroom & Online - 90

Tuition and Fees:
Tuition: $3,330
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $200 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

The International School of Hospitality
Addendum
Effective date: September 17, 2018
Addendum to 2017-2018 Catalog Effective August 1, 2017

Wedding Coordination & Design (WCD)

Course Description:
This course provides participants with a foundation of knowledge in wedding planning and the confidence to succeed in the industry. It is recognized as one of the most hands-on wedding coordination and design training courses anywhere in the nation.

Educational Objectives:
Students will learn competency wedding management, and will be able to plan, design, coordinate and execute weddings of any scale and type. In addition, students will learn about the wedding industry and the role wedding planners play.

Course Length:
The Certificate offers a comprehensive curriculum which is suitable for those new to the wedding industry as well as hospitality professionals seeking career advancement. Course can be completed in the classroom or online within a period of 12 weeks. FASTtrack classroom course can be completed in 5 weeks.

Credits and Clock Hours:
Quarter Credits: 9
Lecture Hours: 90
Total Clock Hours: Classroom & Online - 90

Tuition and Fees:
Tuition: $3,330
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $100 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

The International School of Hospitality
Addendum
Effective date: September 17, 2018
Addendum to 2017-2018 Catalog Effective August 1, 2017

Hospitality Leadership and Supervision (HLS)
name change to:
Hospitality Leadership & Management (HLM)

Course Description:
This training course educates students to better relate supervisory responsibilities to the mission of the organization. Through self-introspection and understanding of practical day-by-day responsibilities, participants will be able to hone their problem-solving skills, set individual goals congruent with those of the organization, delegate to team members and improve their department or unit organizational effectiveness. Completing the course and applying the principles will have a positive synergistic effect on organizational development and customer service.

Educational Objectives:
Students will learn leadership and supervisory skills which will help them become better hospitality managers. Students will gain an understanding of how their role as supervisors and leaders can impact their organization, which will in turn maximize their professional effectiveness.

Course Length:
The Certificate offers a curriculum that is suitable for entry-level and mid-level hospitality managers as well as those interested in learning about this crucial job function. Course can be completed in the classroom or online within a period of 12 weeks. FASTtrack classroom course can be completed in 5 weeks. If taken online, students have up to six months to complete the program.

Credits and Clock Hours:
Quarter Credits: 9
Lecture Hours: 90
Total Clock Hours: 90

Tuition and Fees:
Tuition: $2,250
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $100 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

The International School of Hospitality
Addendum
Effective date: September 17, 2018
Addendum to 2017-2018 Catalog Effective August 1, 2017

Hospitality Human Resources (HHR)

Course Description:
This Certificate offers an understanding of fundamental human resource principles and applications specific to the hospitality industry. It is suitable for those interested in hospitality human resource management, as well as those who would like to broaden their knowledge in HR to augment career growth and professionalism. Participants should be genuinely interested in staffing and developing employees to strengthen an organization in terms of quality guest services and its overall mission.

Educational Objectives:
Students will gain a working understanding of human resource management and its vital role in the hospitality industry.

Course Length:
The Certificate offers a curriculum that is suitable for entry-level and mid-level hospitality managers. Course can be completed in the classroom or online within a period of 12 weeks. If taken online, students have up to six months to complete the program.

Credits and Clock Hours:
Quarter Credits: 9
Lecture Hours: 90
Total Clock Hours: 90

Tuition and Fees:
Tuition: $2,250
Fees: $120 (includes $30 application fee and $90 technology fee)
Textbooks: $100 (required textbook cost estimate)
Cancellation Fee: $150 (if applicable, standard refund policy applies)

The International School of Hospitality
Addendum
Effective date: December 4, 2017
Addendum to 2017-2018 Catalog Effective August 1, 2017

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The International School of Hospitality
Addendum
Effective date: March 1, 2018
Addendum to 2017-2018 Catalog Effective August 1, 2017

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