The International School of Hospitality is accredited by the

Accrediting Council for Continuing Education & Training

“\textit{I certify this catalog to be true and correct in content and policy}”

Marcus Lam
Director of Admissions & Recruitment
THE INTERNATIONAL SCHOOL OF HOSPITALITY

DIPLOMA & CERTIFICATE PROGRAMS
DEVELOPED BY THE HOSPITALITY INDUSTRY FOR THE HOSPITALITY INDUSTRY

SCHOOL CATALOG
2013-2014

EXECUTIVE DIPLOMA PROGRAM

Executive Diploma in Hospitality Operations
- Conference Emphasis
- Event Emphasis
- Hotel Emphasis
- Wedding Emphasis

DIPLOMA PROGRAM

Diploma in Hotel Operations

CERTIFICATE PROGRAMS

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

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

Department of Hotel Management:
Art of Concierge Certificate
Hospitality Human Resources Certificate
Hospitality Leadership and Supervision Certificate
Hotel Operations Certificate

Department of Wedding:
Wedding Coordination and Design Certificate
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>School Information</strong></td>
<td>1</td>
</tr>
<tr>
<td>  A Brief History of the School</td>
<td>1</td>
</tr>
<tr>
<td>  Our Mission Statement / Delivering the Mission</td>
<td>1</td>
</tr>
<tr>
<td>  Hospitality Experts Consortium, LLC</td>
<td>1</td>
</tr>
<tr>
<td><strong>Hospitality Experts Consortium, LLC</strong></td>
<td>1</td>
</tr>
<tr>
<td><strong>School Location and Facility / Opening Hours / Holidays</strong></td>
<td>1</td>
</tr>
<tr>
<td><strong>TISOH Industry Association Partners / Approved Testing Center</strong></td>
<td>2</td>
</tr>
<tr>
<td><strong>School Administrative Staff / Faculty</strong></td>
<td>1, 3</td>
</tr>
<tr>
<td><strong>Licensure</strong></td>
<td>3</td>
</tr>
<tr>
<td><strong>School Policies and Procedures</strong></td>
<td>3</td>
</tr>
<tr>
<td>  Non-Discrimination Policy / Special Needs Persons Policy</td>
<td>3</td>
</tr>
<tr>
<td>  Admission Requirements / Procedures</td>
<td>4</td>
</tr>
<tr>
<td>  Attendance Policy</td>
<td>4</td>
</tr>
<tr>
<td>  Externship Policy</td>
<td>5</td>
</tr>
<tr>
<td>  Grading Policy</td>
<td>5</td>
</tr>
<tr>
<td>  Make-up Work Policy</td>
<td>5</td>
</tr>
<tr>
<td>  Grading Scale</td>
<td>5</td>
</tr>
<tr>
<td>  Graduation Requirements</td>
<td>5</td>
</tr>
<tr>
<td>  Credit Transfer Policy</td>
<td>5</td>
</tr>
<tr>
<td>  Student Records Policy</td>
<td>6</td>
</tr>
<tr>
<td>  Satisfactory Academic Progress and Evaluation Policy</td>
<td>7</td>
</tr>
<tr>
<td><strong>Tuition &amp; Fees Payment Methods</strong></td>
<td>8</td>
</tr>
<tr>
<td><strong>School Cancellation and Refund Policy</strong></td>
<td>8</td>
</tr>
<tr>
<td><strong>Payment Due Dates, Payment Plans, and Account Delinquency Policy</strong></td>
<td>10</td>
</tr>
<tr>
<td><strong>Financing Plans and Financial Aid</strong></td>
<td>10</td>
</tr>
<tr>
<td><strong>Scholarships</strong></td>
<td>10</td>
</tr>
<tr>
<td><strong>Student Conduct Policy</strong></td>
<td>11</td>
</tr>
<tr>
<td><strong>Student Termination and Withdrawal Policy</strong></td>
<td>11</td>
</tr>
<tr>
<td><strong>Student Extension Policy</strong></td>
<td>11</td>
</tr>
<tr>
<td><strong>Student Leave of Absence Policy</strong></td>
<td>11</td>
</tr>
<tr>
<td><strong>Student Grievance Policy</strong></td>
<td>11</td>
</tr>
<tr>
<td><strong>Sexual Harassment Policy</strong></td>
<td>12</td>
</tr>
<tr>
<td><strong>Smoke-Free Environment / Guests and Children Policy</strong></td>
<td>12</td>
</tr>
<tr>
<td><strong>Student Services</strong></td>
<td>12</td>
</tr>
<tr>
<td>  Student Housing Services</td>
<td>12</td>
</tr>
<tr>
<td>  Technology Support Services</td>
<td>12</td>
</tr>
<tr>
<td>  Career Counseling Services</td>
<td>13</td>
</tr>
<tr>
<td>  Job Placement Services</td>
<td>13</td>
</tr>
<tr>
<td><strong>Student-to-Faculty Ratio</strong></td>
<td>13</td>
</tr>
<tr>
<td><strong>TISOH Alumni Association</strong></td>
<td>13</td>
</tr>
<tr>
<td><strong>Programs of Study</strong></td>
<td>14</td>
</tr>
<tr>
<td>  Executive Diploma in Hospitality Operations (Conference Emphasis)</td>
<td>15</td>
</tr>
<tr>
<td>  Executive Diploma in Hospitality Operations (Event Emphasis)</td>
<td>15</td>
</tr>
<tr>
<td>  Executive Diploma in Hospitality Operations (Hotel Emphasis)</td>
<td>16</td>
</tr>
<tr>
<td>  Executive Diploma in Hospitality Operations (Wedding Emphasis)</td>
<td>16</td>
</tr>
<tr>
<td>  Diploma in Hotel Operations</td>
<td>17</td>
</tr>
<tr>
<td>  Conference Management and Event Planning Certificate</td>
<td>19</td>
</tr>
<tr>
<td>  Event Design and Production Certificate</td>
<td>19</td>
</tr>
<tr>
<td>  Art of Food and Beverage Certificate</td>
<td>20</td>
</tr>
<tr>
<td>  Meeting and Event Catering Certificate</td>
<td>20</td>
</tr>
<tr>
<td>  Art of Concierge Certificate</td>
<td>20</td>
</tr>
<tr>
<td>  Hospitality Human Resources Certificate</td>
<td>21</td>
</tr>
<tr>
<td>  Hospitality Leadership and Supervision Certificate</td>
<td>21</td>
</tr>
<tr>
<td>  Hotel Operations Certificate</td>
<td>22</td>
</tr>
<tr>
<td>  Wedding Coordination and Design Certificate</td>
<td>22</td>
</tr>
<tr>
<td><strong>TISOH Academic Calendar</strong></td>
<td>24</td>
</tr>
</tbody>
</table>
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 2004, 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 of HEC are Timothy Lam and Marcus Lam.

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 training facility features (3) classrooms, with seating capacities for up to 30 students, each equipped with the latest audio-visual presentation equipment. Additionally, the School houses a student-faculty resource center, (4) administrative offices, and multiple handicap accessible restrooms. The School is fully 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.

<table>
<thead>
<tr>
<th>Holidays</th>
<th>Date, Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labor Day</td>
<td>Sept 2, 2013</td>
</tr>
<tr>
<td>Veterans Day</td>
<td>Nov 11, 2013</td>
</tr>
<tr>
<td>Thanksgiving</td>
<td>Nov 28, 29, 2013</td>
</tr>
<tr>
<td>Christmas</td>
<td>Dec 25, 26, 2013</td>
</tr>
<tr>
<td>New Years Eve</td>
<td>Dec 31, 2013</td>
</tr>
<tr>
<td>New Years Day</td>
<td>Jan 1, 2014</td>
</tr>
<tr>
<td>MLK Day</td>
<td>Jan 20, 2014</td>
</tr>
<tr>
<td>Presidents Day</td>
<td>Feb 17, 2014</td>
</tr>
<tr>
<td>Memorial Day</td>
<td>May 26, 2014</td>
</tr>
<tr>
<td>Independence Day</td>
<td>July 4, 2014</td>
</tr>
</tbody>
</table>

SCHOOL ADMINISTRATIVE STAFF

Timothy Lam, MIBS, MS, CHT  
Executive Director

Donnell Bayot, M.Ed, CHE, CPCE  
Director of Academic Affairs

Marcus Lam, CHT  
Director of Admissions and Recruitment

Patti J. Shock, CPCE, CHT  
Academic Consultant

(continued on page 3)
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 a proud member of the following local and national associations:

- NATIONAL ASSOCIATION FOR CATERING & EVENTS
- INTERNATIONAL SPECIAL EVENTS SOCIETY
- NATIONAL CONCIERGE ASSOCIATION
- AMERICAN HOTEL & LODGING ASSOCIATION EDUCATIONAL INSTITUTE

INDUSTRY ASSOCIATION APPROVED TESTING CENTER

The School is an approved testing facility for the CHE (Certified Hospitality Educator) certification. The CHE is administered by the American Hotel & Lodging Association.
Mike Flores, MS  
_Academic Programs Manager_

Chris Tamura  
_Student Affairs Program Manager_

Ruby Turincio  
_Program Associate_

Jenny Wong  
_Online Program Associate_

**SCHOOL FACULTY**

**DEPARTMENT OF CONFERENCES AND EVENTS:**  
Kathy Baldieri, CPCE  
Robyn Hadden, CSEP, CHE  
Patricia Norman, CMP, CHE  
Mary Ann Reilly  
Adam Rineer, CPCE  
Angela Roberts, CSEP, CMP, CHE  
Rebecca Stebbins, CMP, CHE

**DEPARTMENT OF HOTEL MANAGEMENT:**  
Nelandra Anselmo, SPHR, CHE  
Debbie Brumfield, Les Clefs d’Or, CHE  
Jack Brumfield, MSA  
Michael Hogan, Les Clefs d’Or  
Nancy Martinez, CHE  
Joel Moore, CRDE, CHE  
Ellis Norman, MBA, CHE

**DEPARTMENT OF CATERING:**  
James Filtz, CPCE, CHE  
Michelle Polci, CPCE  
Cheryl Sgovio, CPCE, CHE

**DEPARTMENT OF WEDDING COORDINATION:**  
Gabriella Cote, CHE  
Thom Pass  
Rebecca Stebbins, CMP, CHE  
Michael Testagrossa, CPCE, CHE

**ADVISORY BOARD**

The TISOH Advisory Board installed in Spring of 2013 comprises of the following four members:

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

LynnAnn Martin  
Vice President, MGM Resorts Events

Jeanne Mills  
President, Les Clefs d’Or USA & Chef Concierge of Beverly Wilshire, Beverly Hills

Ramesh Sadhwani  
Vice President of Hotel Operations, Caesars Palace

**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.

**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 GED 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. or admission consideration is 18 years and older.

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 GED diploma, or an official GED transcript from the American Council on Education 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 the event of a third absence as a warning. Students who are absent four consecutive classes are automatically withdrawn and the refund policy takes effect.

**EXTERNSHIP POLICY**

For programs that require an externship, students must attend each scheduled externship appointment. At the end of each externship, students must submit the required document upon receipt of 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.

**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**

<table>
<thead>
<tr>
<th>Grade</th>
<th>GPA</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>4.00</td>
<td>Outstanding</td>
</tr>
<tr>
<td>A-</td>
<td>3.7</td>
<td>(90 - 92)</td>
</tr>
<tr>
<td>B+</td>
<td>3.3</td>
<td>(87 - 89)</td>
</tr>
<tr>
<td>B</td>
<td>3.0</td>
<td>(83 - 86)</td>
</tr>
<tr>
<td>B-</td>
<td>2.7</td>
<td>(80 - 82)</td>
</tr>
<tr>
<td>C</td>
<td>2.3</td>
<td>(77 - 79)</td>
</tr>
<tr>
<td>C-</td>
<td>2.0</td>
<td>(73 - 76)</td>
</tr>
<tr>
<td>C</td>
<td>1.7</td>
<td>(70 - 72)</td>
</tr>
<tr>
<td>D+</td>
<td>1.3</td>
<td>(67 - 69)</td>
</tr>
<tr>
<td>D</td>
<td>1.0</td>
<td>(63 - 66)</td>
</tr>
<tr>
<td>D-</td>
<td>0.7</td>
<td>(60 - 62)</td>
</tr>
<tr>
<td>F</td>
<td>0.0</td>
<td>Below 60</td>
</tr>
</tbody>
</table>

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

**CREDIT TRANSFER POLICY**

Generally, academic credits do not transfer into the School. However, under special circumstances, a credit transfer request may be reviewed for consideration. This exception is only possible for students who 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

---

**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**

Students’ academic progress is qualitatively and quantitatively evaluated for each program.

**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.

Students may contact the Nevada Commission on Postsecondary Education directly at:
Commission on Postsecondary Education; 3663 East Sunset Road Suite 202; Las Vegas, Nevada 89120; Phone: (702) 486-7330; Website: http://www.cpe.state.nv.us

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 JUNE 1, 2013

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.

Online programs substitute physical attendance with modules viewed. Refund calculations are thus based on the number of modules marked by the online learning management system as opened/viewed. 8% of modules viewed are equivalent to completion of one week of classroom attendance.

The application fee is 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 $100 (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 $100 (cancellation fee), whichever is less.

8
- 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:

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.

- 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 nonrefundable.

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:

- The institution may retain an administrative fee associated with withdrawal or termination not to exceed $100 (cancellation fee).

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

- Cancellation during the first week of class (less than 8% of modules viewed 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 (second week
for online) but before 50% of program elapsed: pro rata,
plus 10% of unearned tuition charged, cancellation fee
of $100 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 (less than
8% of modules viewed 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. Cancellation fee of $100 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 will be allowed to pay in up to six equal
installments within the duration of their program. The
payment commitment must be completed at the end of
the program.

At this time, Federal financial aid is not offered.

SCHOLARSHIPS

Presently, TISOH and Les Clefs d’Or USA jointly offer
a scholarship for the Art of Concierge certificate
program. The scholarship is open to all individuals who
harbor an interest in becoming a Concierge. No prior
Concierge experience is required. To be considered,
applicants must submit an application form and write an
essay describing the reasons why they deserve to win the scholarship. The application form is available at the School and on the School’s website.

**STUDENT CONDUCT POLICY**

Students are expected to conduct themselves in a professional manner at all School classes and functions. Students are to abide by the business professional dress code.

Academic dishonesty is considered a serious offense and may result in immediate termination. If a student is discovered cheating or plagiarizing on tests, quizzes, exams, assignments or project, 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 may be terminated.

**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 the end of classes in the following term. The deadline for online session may not be longer than three (3) months after original completion date. 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 arrange housing options which include short-term apartment leases, homestay arrangements, and extended stay hotels. 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.

**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 5:1, averaging 3 instructors to 15 students per class. The School is able to ensure a great degree of personal attention by faculty, allowing for closer interaction and mentorship relationships to form. For all programs, the maximum number of students per class is 30.

**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 AND DIPLOMA PROGRAMS
**Executive Diploma in Hospitality Operations (Conference Emphasis)**

**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 of four required courses listed below. Courses can be completed in the classroom or online within a period of 12 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 application fee and technology fee)
Materials: $250 (required textbook cost estimate)
Cancellation Fee: $100 (if applicable, standard refund policy applies)

---

**Executive Diploma in Hospitality Operations (Event Emphasis)**

**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 of 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 or two years 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

---

15
**Tuition and Fees:**
Tuition: $6,970  
Fees: $120 (includes application fee and technology fee)  
Materials: $250 (required textbook cost estimate)  
Cancellation Fee: $100 (if applicable, standard refund policy applies)

**EXECUTIVE DIPLOMA IN HOSPITALITY OPERATIONS (HOTEL EMPHASIS)**

**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 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 - 345

**Tuition and Fees:**
Tuition: $6,970  
Fees: $120 (includes application fee and technology fee)  
Materials: $250 (required textbook cost estimate)  
Cancellation Fee: $100 (if applicable, standard refund policy applies)

**EXECUTIVE DIPLOMA IN HOSPITALITY OPERATIONS (WEDDING EMPHASIS)**

**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 of four required courses listed below. Courses can be completed in the classroom or online within a period of 12 weeks.

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

**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 application fee and technology fee)  
Materials: $250 (required textbook cost estimate)  
Cancellation Fee: $100 (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 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:**
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 application fee and technology fee)  
Materials: $250 (required textbook cost estimate)  
Cancellation Fee: $100 (if applicable, standard refund policy applies)
CERTIFICATE COURSES
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 application fee and technology fee)
Materials: $150 (required textbook cost estimate)
Cancellation Fee: $100 (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 or 2 years of documented industry experience in event planning.

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

**Tuition and Fees:**
Tuition: $1,650
Fees: $120 (includes application fee and technology fee)
Materials: $100 (required textbook cost estimate)
Cancellation Fee: $100 (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 application fee and technology fee)
Materials: $50 (required textbook cost estimate)
Cancellation Fee: $100 (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 application fee and technology fee)
Materials: $50 (required textbook cost estimate)
Cancellation Fee: $100 (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. 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 application fee and technology fee)
Materials: $90 (required textbook cost estimate)
Cancellation Fee: $100 (if applicable, standard refund policy applies)

HOSPITALITY LEADERSHIP AND 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 synergetic 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 application fee and technology fee)
Materials: $90 (required textbook cost estimate)
Cancellation Fee: $100 (if applicable, standard refund policy applies)

DEPARTMENT OF WEDDING

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 application fee and technology fee)
Materials: $50 (required textbook cost estimate)
Cancellation Fee: $100 (if applicable, standard refund policy applies)
TISOH ACADEMIC CALENDAR 2013-2014

September 2, 2013.................................................................Labor Day recess
September 9, 2013..............................................................Instruction begins for AFB, CMEP, HOC, MEC, WCD
September 10, 2013.............................................................Instruction begins for AOC, HLS, HHR
September 11, 2013.............................................................Instruction begins for EDP

October 9, 2013...............................................................AOC mid-session progress report due
October 21, 2013..............................................................AFB, CMEP, EDP, HOC, MEC, WCD mid-session progress report due
October 22, 2013..............................................................HHR & HLS mid-session progress report due
October 28, 2013.............................................................CMEP & WCD FASTtrack session begins

November 11, 2013..........................................................Veterans Day recess
November 12, 2013..........................................................CMEP & WCD FASTtrack mid-session progress report due
November 14, 2013...........................................................Last day of instruction for AOC
November 28 & 29............................................................Thanksgiving recess

December 2, 2013..........................................................Last day of instruction for AFB & MEC
December 4, 2013...........................................................Last day of instruction for CMEP, EDP, HOC, WCD
December 5, 2013...........................................................Last day of instruction for HHR & HLS
December 5, 2013..........................................................Last day of instruction for CMEP & WCD FASTtrack
December 6, 2013...............................................................Summer 2013 graduation reception

January 20, 2014.............................................................Martin Luther King Jr Day recess
January 21, 2014.............................................................Instruction begins for AOC, HLS, HLS
January 22, 2014.............................................................Instruction begins for CMEP, EDP, HOC, WCD
January 27, 2014.............................................................Instruction begins for AFB & MEC

February 17, 2014..........................................................President’s Day recess
February 20, 2014..........................................................AOC mid-session progress report due

March 5, 2014.................................................................CMEP, EDP, HOC, WCD mid-session progress report due
March 6, 2014.................................................................HHR & HLS mid-session progress report due
March 10, 2014..............................................................AFB & MEC mid-session progress report due
March 17, 2014...............................................................Instruction begins for CMEP & WCD FASTtrack
March 27, 2014...............................................................Last day of instruction for AOC

April 2, 2014.................................................................CMEP & WCD FASTtrack mid-session progress report due
April 14, 2014...............................................................Last day of instruction for AFB & MEC
April 16, 2014...............................................................Last day of instruction for CMEP, EDP, HOC, WCD
April 17, 2014...............................................................Last day of instruction for HHR & HLS / CMEP & WCD FASTtrack
April 18, 2014...............................................................Spring 2014 graduation reception

May 19, 2014.................................................................Instruction begins for AFB, CMEP, HOC, MEC, WCD
May 20, 2014.................................................................Instruction begins for AOC, HLS, HHR
May 21, 2014.................................................................Instruction begins for EDP
May 26, 2014.................................................................Memorial Day recess

June 20, 2014.................................................................AOC mid-session progress report due
June 30, 2014.................................................................AFB & MEC mid-session progress report due
July 2, 2014.........................................................CMEP, EDP, HOC, WCD mid-session progress report due
July 3, 2014.............................................................................HHR & HLS mid-session progress report due
July 4, 2014.............................................................................................................Independence Day recess
July 14, 2014.....................................................................Instruction begins for CMEP & WCD FASTtrack
July 24, 2014..........................................................................................................................Last day of instruction for AOC

August 5, 2014.................................................CMEP & WCD FASTtrack mid-session progress report due
August 11, 2014.................................................................Last day of instruction for AFB & MEC
August 13, 2014.................................................................Last day of instruction for CMEP, EDP, HOC, WCD
August 14, 2014.................................................................Last day of instruction for HHR & HLS / CMEP & WCD FASTtrack
August 15, 2014.................................................................................................Summer 2014 graduation reception

**Online Certificates**
No set start dates - participants commence when enrollment procedures are complete or on date specified

**Online Executive Diploma**
No set start dates - participants commence when enrollment procedures are complete or on date specified

**Course Legend:**
AOC.................................................................Art of Concierge
AFB.................................................................Art of Food & Beverage
CMEP.................................................................Conference Management & Event Planning
EDP.................................................................Event Design & Production
HHR.................................................................Hospitality Human Resources
HLS.................................................................Hospitality Leadership & Supervision
HOC.............................................................................Hotel Operations
MEC.................................................................Meeting & Event Catering
WCD.................................................................Wedding Coordination & Design
Questions? Get Answers.
www.tisoh.com
FACULTY / Faculty member listing correction - page 3

**DEPARTMENT OF CONFERENCES AND EVENTS:**

- Robyn Hadden, CSEP, CHE
- Patricia Norman, CMP, CHE
- Mary Ann Reilly
- Adam Rineer, CPCE
- Angela Roberts, CSEP, CMP, CHE
- Rebecca Stebbins, CMP, CHE

**DEPARTMENT OF HOTEL MANAGEMENT:**

- Nelandra Anselmo, SPHR, CHE
- Debbie Brumfield, Les Clefs d’Or, CHE
- Jack Brumfield, MSA
- Michael Hogan, Les Clefs d’Or
- Nancy Martinez, CHE
- Joel Moore, CRDE, CHE
- Ellis Norman, MBA, CHE

**DEPARTMENT OF CATERING:**

- James Filtz, CPCE, CHE
- Michelle Polci, CPCE
- Cheryl Sgovio, CPCE, CHE

**DEPARTMENT OF WEDDING COORDINATION:**

- Gabriella Cote, CHE
- Carl Thomas Pass
- Rebecca Stebbins, CMP, CHE
- Michael Testagrossa, CPCE, CHE

**PROGRAMS OF STUDY / Program fee clarification - page 14 to 22**

*Fees*: $120 (includes application fee and technology fee)

* For each executive diploma, diploma, and certificate program, the school charges a $30 application processing fee and a $90 technology fee. The combined total fees for each executive diploma, diploma, and certificate program is $120.
PROGRAMS OF STUDY / Textbook costs clarification - page 14 to 22

*Materials*: $250 *(required textbook cost estimate)*

* For each executive diploma, diploma, and certificate program, the estimated "textbooks and materials" costs (i.e. $250) only applies to textbooks. The term "materials" has been removed as there are no materials cost for any program.

PROGRAMS OF STUDY / Program name clarification - page 15 to 16

Executive Diploma in Hospitality Operations (Conference Emphasis) is truncated and refers to the Executive Diploma in Hospitality Operations (Emphasis in Conference Management)

Executive Diploma in Hospitality Operations (Event Emphasis) is truncated and refers to the Executive Diploma in Hospitality Operations (Emphasis in Event Management)

Executive Diploma in Hospitality Operations (Hotel Emphasis) is truncated and refers to the Executive Diploma in Hospitality Operations (Emphasis in Hotel Operations and Concierge Services)

Executive Diploma in Hospitality Operations (Wedding Emphasis) is truncated and refers to the Executive Diploma in Hospitality Operations (Emphasis in Wedding Coordination and Design)

PROGRAMS OF STUDY / Clock hours correction for Executive Diploma in Hospitality Operations (Emphasis in Hotel Operations and Concierge Services) - page 16

*Credits and Clock Hours:*
*Quarter Credits: 33*
*Lecture Hours: 315*
*Externship Hours: 45*
*Total Clock Hours: Classroom & Online - 360*
CATALOG ADDENDUM
Revision to 2013-2014 Catalog

PUBLICATION DATE OF ADDENDUM: January 22, 2014

APPEAL PROCESS / Updated address - page 8

Students may contact the Nevada Commission on Postsecondary Education at:

8778 South Maryland Parkway Suite 115
Las Vegas, Nevada  89123
Phone: (702) 486-7330
Fax: (702) 486-7340

STUDENT GRIEVANCE POLICY / Additional information - page 12

Students may also file a complaint with the Nevada Commission on Postsecondary Education at:

8778 South Maryland Parkway Suite 115
Las Vegas, Nevada  89123
Phone: (702) 486-7330
Fax: (702) 486-7340

TISOH ACADEMIC CALENDAR 2013-2014 / Date change - page 24

April 17, 2014       Spring 2014 Graduation Reception
SCHOOL CANCELLATION & REFUND POLICY / Withdrawal or termination after the start of class – page 9

- Cancellation during the first week of class (less than 8% of modules viewed for online, during the first 2 class meetings for FASTtrack sessions): 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.