



GARIS PANDUAN PELAKSANAAN *WORK-BASED LEARNING*

DIPLOMA

PENGURUSAN HOTEL
DIPLOMA IN HOTEL MANAGEMENT

(DHM)



EDISI DISEMBER 2020

SENARAI KANDUNGAN

MUKA SURAT

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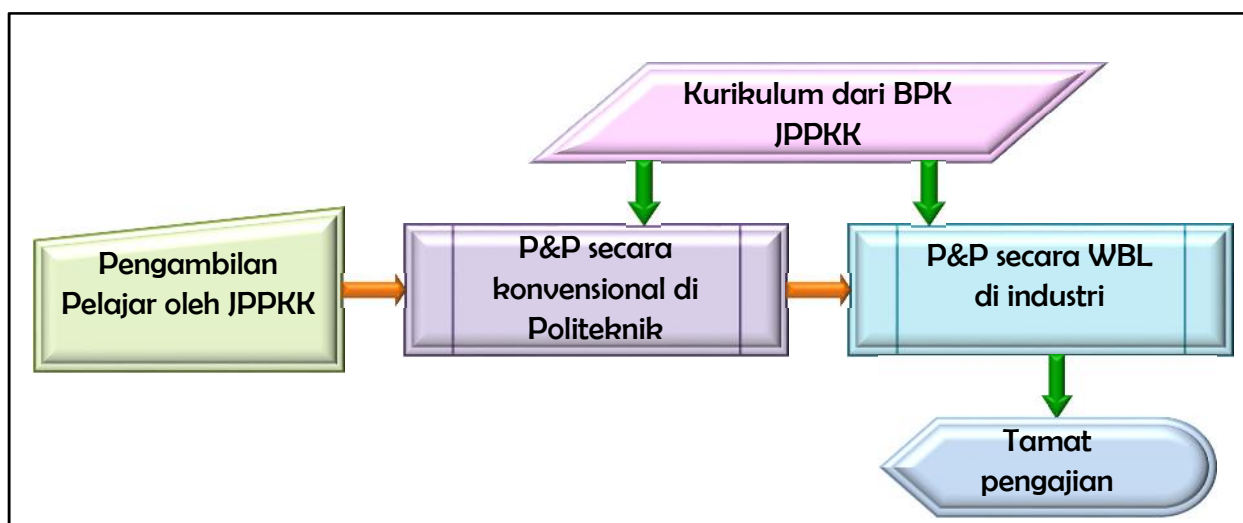
PRAKATA

Garis panduan ini bertujuan memberi panduan tentang pelaksanaan *Work-Based Learning (WBL)* sebagai sebahagian dari struktur program Diploma Pengurusan Hotel (DHM) di Politeknik Merlimau. Garis panduan ini diguna pakai selari dengan buku *Pelaksanaan Program Pengajian Pendekatan Work Based Learning (WBL)* yang diterbitkan oleh Politeknik Malaysia, Kementerian Pendidikan Malaysia. Garis panduan ini mengandungi pengenalan kepada WBL yang terdiri dari objektif dan kelebihan program WBL kepada politeknik, pelajar, industri dan komuniti. Garis panduan ini juga memperincikan pelaksanaan WBL dari segi tempoh pelaksanaan, peranan politeknik, pelajar dan industri; kaedah penilaian dan carta perbatuan pelaksanaan WBL. Di samping itu garis panduan ini menerangkan hal-hal berkaitan peraturan, insuran, elaun dan kemudahan semasa menjalani WBL.

BAB 1: PENGENALAN KEPADA WORK-BASED LEARNING DHM

1.0 Pendahuluan

Pelaksanaan proses pengajaran dan pembelajaran (PdP) bukan sekadar dilaksanakan melalui kuliah di dalam kampus tetapi boleh juga dijalankan secara *Work-Based Learning* (WBL). Program ini juga dimantapkan lagi dengan latihan yang terancang melalui program *On Job Training*(OJT). Model pelaksanaan yang telah dijalankan di Politeknik adalah seperti di Rajah 1.1.



Rajah 1.1: Model Pelaksanaan WBL DHM

1.1 Sinopsis Program

Diploma in Hotel Management is designed to cover the current wide discipline of hotel industry. This programme offers hands-on practical skills and prepares students to excel in terms of accommodation, food and beverage services and other services. This special programme is designed to resemble an apprenticeship training programme where students will be attached to a designated hotel for a period of ten (10) months throughout the duration of the programme. This includes front office operation, housekeeping operation, food and beverage operation and kitchen operation. Other fundamental competencies offered are tourism and hospitality fundamentals, professional development, communication skills, occupational health and safety, and entrepreneurial development.

1.2 Kronologi Penawaran Program

Mesyuarat Jawatankuasa Induk Penawaran Program Baharu dan Penjajaran Program Pengajian Sedia Ada Politeknik, Kementerian Pendidikan Malaysia Bil 1/2014 bertarikh 04 Nov 2014 telah meluluskan penawaran program pengajian baharu di Politeknik Merlimau (PMM) mulai Sesi Jun 2015. Penawaran

program ini juga diperluaskan di Politeknik Ibrahim Sultan (PIS), Politeknik Kota Kinabalu (PKK) , dan Politeknik Metro Kuala Lumpur (PMKL) pada Sesi Dis 2015.

1.3 Programme Aims

This programme believes that every individual has potential and the programme aims to foster responsible and adaptable Hotel Executive to support the country aspiration of becoming a world class tourist and cultural destination.

1.4 Objektif

Secara amnya objektif *WBL DHM* adalah:

- i. membolehkan pelajar menjalani pembelajaran berasaskan kerja,
- ii. mendedahkan pelajar kepada alam pekerjaan sebenar,
- iii. membolehkan pelajar mengaitkan pengetahuan teori yang telah dipelajari dengan aspek-aspek praktikal dan sebaliknya,
- iv. melatih pelajar bekerja dalam kumpulan, dan
- v. meningkatkan kemahiran berkomunikasi.

1.5 Programme Learning Outcome (PLO)

Upon completion of the programme, students should be able to:

PLO1: Apply knowledge of hotel management in operating and managing hotel operation and services in hospitality services

PLO2: Analyses issues and challenges in assisting to provide scientific solution for hotel operation & hospitality services

PLO3: Perform skills in the hotel operation and hospitality services

PLO4: Demonstrate effective communication and interaction skills to an individual or as a team member

PLO5: Display the ability to use digital application and interpret numerical data in related tasks

PLO6: Demonstrate leadership, autonomy and responsibility by taking alternate role either as a leader or member of a diverse team

PLO7: Demonstrate entrepreneurial and good managerial skill in society

PLO8: Integrates professionalism, positive attitudes and values in engaging with society and stakeholders

*Sumber: Dokumen Kurikulum Program Pengajian Diploma Pengurusan Hotel
Version:230419_3_Effective June2020.*

1.6 Impak *Work-Based Learning* Kepada Politeknik, Pelajar, Industri Dan Komuniti

WBL direkabentuk dengan tujuan untuk menghasilkan modal insan yang memenuhi keperluan industri. Pembelajaran di situasi kerja yang sebenar memberikan banyak kelebihan kepada politeknik, pelajar, industri dan komuniti.

Antara impak tersebut adalah:

1.6.1 Impak kepada Politeknik

- i. Memperluas pelaksanaan kurikulum dengan persekitaran pembelajaran sebenar di industri.
- ii. Memperluaskan akses teknologi baharu dalam sistem pendidikan politeknik.
- iii. Menjadikan pendidikan teknikal yang lebih relevan dan bernilai dalam proses PdP.
- iv. Meningkatkan keupayaan untuk memenuhi keperluan industri dan pelajar yang pelbagai.
- v. Memberi peluang kepada pensyarah dalam menguasai ilmu dan teknologi.
- vi. Meningkatkan kolaborasi dan sinergi di antara politeknik, industri dan masyarakat.
- vii. Menyumbang kepada pembangunan ekonomi negara, sosial dan individu.

1.6.2 Impak kepada Pelajar

- i. Meningkatkan pembelajaran bilik kuliah ke industri.
- ii. Menetapkan hala tuju yang jelas di antara pendidikan dan aplikasi kerjaya dalam sektor industri.
- iii. Mewujudkan peluang untuk eksplorasi kerjaya yang optimum.
- iv. Meningkatkan motivasi pelajar terhadap pendidikan yang lebih relevan.
- v. Meningkatkan kefahaman keperluan kerjaya melalui kemahiran yang diperlukan.
- vi. Meningkatkan kemahiran insaniah di tempat kerja seperti komunikasi, kerja berpasukan, dan perancangan projek.
- vii. Pendedahan kepada etika kerja profesional di tempat kerja.
- viii. Meningkatkan jaringan profesional untuk kerjaya dan masa hadapan.

1.6.3 Impak kepada Industri

- i. Mengurangkan rungutan ketidakpuasan hati pelanggan.
- ii. Meningkatkan perkhidmatan yang berkualiti kepada pelanggan.
- iii. Menjalinkan perhubungan kerjasama di antara industri & institusi pendidikan.
- iv. Meningkatkan pelepasan pengurangan cukai
- v. Menambahbaik sistem latihan dalaman.
- vi. Mengurangkan kos pengambilan tenaga kerja separa mahir.
- vii. Memberikan pengalaman mendidik kepada staf.
- viii. Menjana dan memindahkan kepakaran kepada generasi baharu.
- ix. Mengurangkan kos melatih pekerja baharu.

- x. Menyumbang kemajuan negara dalam sektor industri.
- xi. Memberi peluang kepada syarikat membuat *Community Service Responsibility*.
- xii. Membantu mempromosi syarikat.

1.6.4 Impak kepada Komuniti

- i. Menjalinkan program kerjasama dengan masyarakat setempat.
- ii. Membuka ruang kepada kerjaya dan penguasaan teknologi.
- iii. Membina keyakinan masyarakat terhadap program pendidikan politeknik.
- iv. Membina asas ekonomi masyarakat yang produktif.

BAB 2: PELAKSANAAN WORK-BASED LEARNING DHM

2.0 PENDAHULUAN

WBL merupakan aktiviti pengajaran dan pembelajaran (PdP) di industri atau agensi tertentu yang dimeterai melalui pelbagai bentuk persetujuan dan persefahaman rasmi. Kejayaan pelaksanaan WBL dalam mencapai objektif bergantung kepada kerjasama dan komitmen kedua-dua belah pihak iaitu pihak politeknik dan industri terlibat.

2.1 TEMPOH

Pelajar akan ditempatkan di industri pada semester lima (5) dan enam (6) berdasarkan Struktur Program DHM. Tempoh minimum menjalani WBL adalah 20 minggu setiap semester mengikut Kalendar Akademik Politeknik. Namun tempoh tersebut boleh melepasi 20 minggu tertakluk kepada keperluan industri. Secara ringkasnya struktur kursus WBL bagi tempoh WBL pelajar adalah seperti Jadual 2.1 seperti berikut:

Jadual 2.1 Struktur Kursus WBL Mengikut Semester

Semester 5		Tempoh/Minggu
1	<i>Housekeeping Operation</i>	10
2	<i>Front Office Operation</i>	10
Cuti 7 hari sebelum bermula pertukaran semester 6 (tertakluk kepada persetujuan di antara hotel & politeknik)		
Semester 6		Tempoh/Minggu
1	<i>Food & Beverage Operation</i>	10
2	<i>Kitchen Operation</i>	10

**Cuti 7 hari adalah sebagai cuti semester pelajar mengikut takwim politeknik masing-masing.*

Secara dasarnya, tempoh pelaksanaan WBL adalah merujuk kepada Kalendar Akademik Politeknik Malaysia yang sedang berkuatkuasa. Dengan mengambilkira kepelbagaian dan permintaan daripada pihak industri, pelaksanaan WBL pelajar ke industri boleh diawalkan dari tempoh atau tarikh yang ditetapkan di dalam Kalendar Akademik tahun semasa yang berkuatkuasa. Namun begitu, politeknik masih tertakluk kepada syarat dan peraturan penilaian dalam Arahan-Arahan Peperiksaan dan Kaedah Penilaian Politeknik KPM yang sedang berkuatkuasa yang menekankan bahawa keputusan penilaian

akhir semester pelajar perlu diperolehi terlebih dahulu bagi melayakkan mereka meneruskan pengajian ke semester berikutnya. Politeknik harus bertanggungjawab memastikan bahawa keperluan masa pembelajaran pelajar (SLT) bagi kursus semester WBL yang terkandung di dalam struktur program pengajian berkenaan dapat dipenuhi di industri dalam tempoh masa yang ditetapkan.

2.2 KELAYAKAN MENJALANI WBL



Rajah 2.1 Kelayakan Menjalani WBL

2.3 ARAHAN-ARAHAN PEPERIKSAAN DAN KAEDAH PENILAIAN

2.3.1 Prinsip dan Kaedah Penilaian WBL

Setiap pelajar yang menjalani WBL adalah tertakluk di bawah Arahan-arahan Peperiksaan dan Kaedah Penilaian Program Diploma Politeknik Edisi 6, Jun 2019 yang sedang berkuatkuasa dan dibaca bersama Manual Kualiti dan Prosedur Kualiti Politeknik Pengurusan sokongan (PK-PS) dan Pemberian Latihan Separa Profesional (PK-PLSP).

2.3.2 Pentaksiran WBL

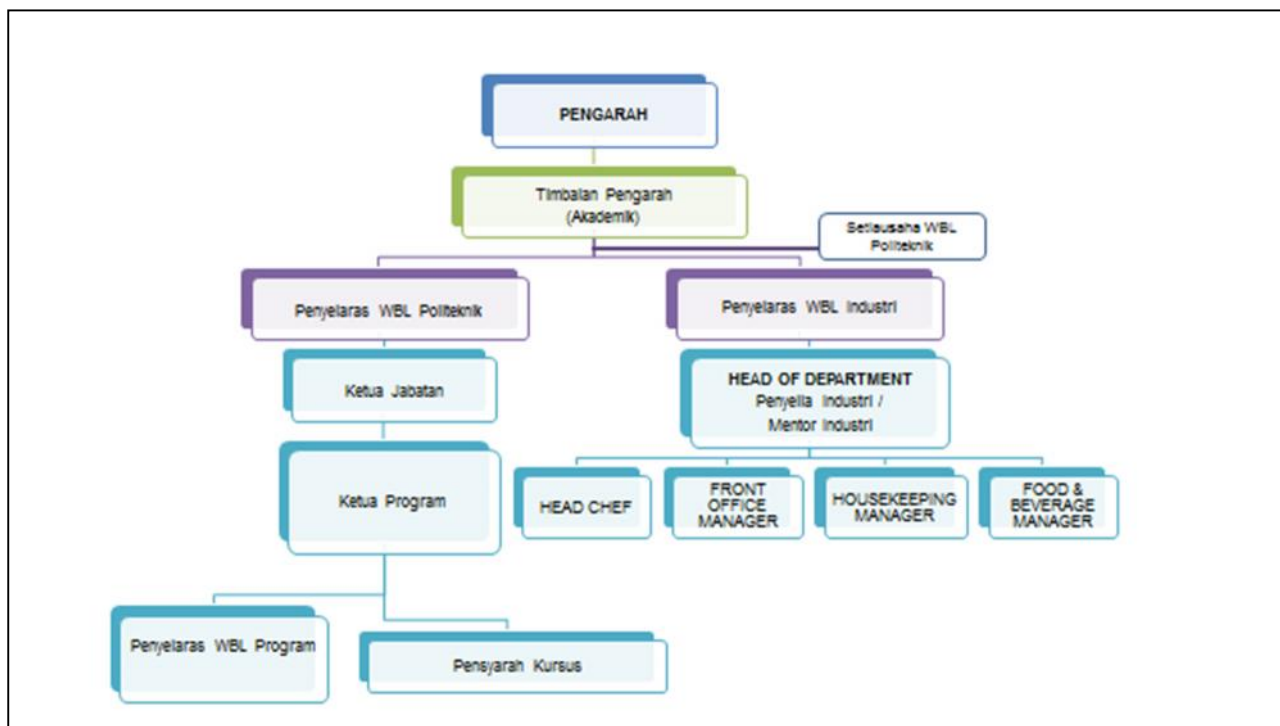
Pentaksiran WBL dilaksanakan berpandukan Dokumen Kurikulum DHM yang sedang berkuatkuasa.

2.3.3 Pemantauan Pelajar

Pemantauan pelajar di industri dilakukan **minimum TIGA (3) kali setiap semester**. Hal ini bertujuan bagi memastikan kurikulum yang dirancang dapat dilaksanakan dan penilaian pencapaian pelajar dapat dilakukan.

2.4 JAWATANKUASA PELAKSANA WBL DI PERINGKAT POLITEKNIK

Jawatankuasa Pelaksanaan WBL peringkat Jabatan (di politeknik) boleh disesuaikan mengikut keperluan di politeknik.



Rajah 2.2 Carta Jawatankuasa Kerja Work Based WBL di Peringkat Politeknik

- i. Merancang peruntukan kewangan, fasiliti, pembangunan staf dan pelaksanaan program WBL di jabatan masing-masing;
- ii. Mengawalselia dan memantau pelaksanaan program WBL di jabatan;
- iii. Melaksanakan kajian semula program WBL di jabatan;
- iv. Melaporkan perkembangan pelaksanaan program WBL jabatan kepada Jawatankuasa Pelaksana WBL di peringkat Politeknik dan pihak pengurusan politeknik; dan
- v. Mengadakan mesyuarat mengikut keperluan.

Nota: Pembentukan dan terma rujukan Jawatankuasa Pelaksana WBL di peringkat politeknik adalah mengikut kesesuaian dan keperluan program, jabatan dan politeknik masing-masing.

2.5 PERANAN POLITEKNIK, PELAJAR DAN INDUSTRI

Peranan pihak yang terlibat dalam pelaksanaan WBL adalah seperti berikut:

2.5.1 Peranan Politeknik

2.5.1.1 Timbalan Pengarah (Akademik)/Timbalan Pengarah

- a. Mempengerusikan Jawatankuasa Kerja WBL.
- b. Merancang dan memantau pelaksanaan WBL.
- c. Mengenal pasti langkah penyelesaian ke atas isu-isu merentas jabatan dan unit.
- d. Memantau pelaksanaan pelan tindakan dan *Continual Quality Improvement (CQI)*.
- e. Melantik Penyelaras WBL dan Mentor Industri.

2.5.1.2 Penyelaras WBL Politeknik

- a. Bertanggungjawab kepada Timbalan Pengarah (Akademik) /Timbalan Pengarah.
- b. Bekerjasama dengan Unit Perhubungan dan Latihan Industri(UPLI) dan Unit *Corporate Industrial Services and Employability Centre (CISEC)* Politeknik bagi tujuan pelaksanaan WBL antara politeknik dengan industri.
- c. Menyelaraskan dan menyelia:
 - Takwim Pelaksanaan dan Pemantauan WBL.
 - Fail Folio Pelajar (Rujuk Lampiran A10).
 - Fail Rujukan Industri untuk diserahkan kepada industri yang berkaitan
 - Pelantikan dalaman dan luaran pegawai yang akan menyelia pelajar.
 - Laporan Pelaksanaan, Pemantauan dan Penilaian WBL beserta tindakan CQI.
- d. Menyelaraskan mesyuarat berkaitan WBL mengikut arahan Timbalan Pengarah (Akademik)/Timbalan Pengarah.
- e. Memberi taklimat penyelarasan WBL kepada:
 - Ketua Jabatan
 - Ketua Program
 - Penyelaras WBL Program
 - Pensyarah Kursus
 - Penyelaras WBL Industri
 - Mentor Industri.

2.5.1.3 Ketua Jabatan

- a. Bertanggungjawab kepada Timbalan Pengarah (Akademik) / Timbalan Pengarah.
- b. Merancang, menyelaraskan dan memantau pelaksanaan WBL.
- c. Memberi taklimat mengenai keperluan pelaksanaan program WBL dalam memenuhi syarat wajib bergraduasi pelajar yang terlibat.
- d. Memberi taklimat kepada pihak industri mengenai proses PdP, kurikulum, pentaksiran, prosedur kualiti, keperluan akreditasi dan hal-hal lain yang berkaitan.

- e. Memilih serta melantik
 - Penyelaras WBL Politeknik
 - Penyelaras WBL Program.
 - Pensyarah Kursus.
- f. Mendapatkan maklumbalas pelaksanaan dan penilaian WBL untuk CQI.

2.5.1.4 Ketua Program DHM

- a. Bertanggungjawab kepada Ketua Jabatan.
- b. Membantu merancang, menyelaras dan memantau pelaksanaan WBL.
- c. Menyelaras pelaksanaan aktiviti pemantauan PdP.
- d. Memastikan pelajar telah lulus semua kursus yang telah ditetapkan di dalam Struktur Program DHM sebelum menjalani WBL. Pelajar yang gagal mana-mana kursus perlu mengulang kursus tersebut terlebih dahulu sebelum menjalani WBL.
- e. Mengesahkan item dan peraturan pemarkahan pentaksiran WBL yang disediakan oleh Pensyarah Kursus dan atau Mentor Industri.
- f. Menyerahkan markah pentaksiran akhir kepada Pegawai.
- g. Peperiksaan Jabatan untuk diserahkan kepada Unit Peperiksaan.
- h. Menganalisis pencapaian hasil pembelajaran program pengajian bagi setiap semester.
- i. Mendapatkan maklumbalas penambahbaikan kurikulum daripada industri.
- j. Menyelia penyediaan Anggaran Belanja Mengurus (ABM) pelaksanaan program oleh Penyelaras WBL Program merangkumi:
 - Bayaran tuntutan (Perjalanan, Lojing, Makan dan Pelbagai) bagi Pensyarah Kursus.
 - Urusan-urusan kewangan lain yang berkaitan.
 - Menganalisis kursus untuk tindakan penambahbaikan.

2.5.1.5 Pegawai CISEC

- a. Membantu mendapatkan industri yang bersesuaian dengan program pengajian WBL;
- b. Memudahkan jaringan dan kolaborasi di antara politeknik dengan industri; dan
- c. Merancang dan menguruskan majlis pertemuan dan perbincangan dengan pihak industri.

2.5.1.6 Penyelaras WBL Program DHM

- a. Bertanggungjawab kepada Ketua Program.
- b. Menyediakan surat lantikan untuk Mentor Industri.
- c. Bekerjasama dengan Penyelaras WBL Politeknik, Unit Perhubungan dan Latihan Industri (UPLI) dan *Unit Corporate Industrial Services and Employability Centre (CISEC)* politeknik bagi tujuan pelaksanaan WBL antara politeknik dengan industri.
- d. Berperanan sebagai pegawai yang menghubungkan politeknik dengan industri

bagi urusan berkaitan WBL.

- e. Menyedia dan menyelaras:
 - Takwim WBL DHM.
 - Aktiviti pentaksiran berdasarkan kurikulum.
 - Fail Rujukan Industri untuk diserahkan kepada industri yang berkaitan.
 - Fail Folio Pelajar.
 - Laporan pelaksanaan, pemantauan dan pentaksiran WBL beserta tindakan CQI.
 - Surat perlantikan Pensyarah Kursus dan Mentor Industri.
 - Melaporkan pelaksanaan WBL dari semasa ke semasa.
- f. Memberi taklimat pelaksanaan WBL kepada:
 - Pelajar
 - Pensyarah Kursus
- g. Menerima markah akhir pelajar dari Pensyarah Kursus dan menyerahkan kepada Ketua Program untuk pengesahan.
- h. Menyelaras aktiviti keperluan pelajar sebelum menjalani WBL.
- i. Menyediakan borang-borang yang berkaitan semasa pemantauan.
- j. Menyediakan dokumen *Reflective Journal*, *Programme Handbook*, Fail Folio Pelajar dan Fail Rujukan Industri.

2.5.1.7 Pensyarah Kursus

- a. Bertanggungjawab kepada Penyelaras WBL Program.
- b. Menyediakan Fail Pensyarah Kursus (FPK)/ Fail Rekod Pensyarah (FRP)
- c. Menyediakan Rancangan Mengajar Semester (RMS)/ *Course Outline* kursus.
- d. Sebagai pemudahcara antara pelajar dan Mentor Industri.
- e. Melaksanakan pemantauan dan pentaksiran berdasarkan Takwim WBL DHM bagi melihat perkembangan pelajar ke arah pencapaian hasil pembelajaran yang ditetapkan.
- f. Memastikan pelajar diberikan skop kerja berdasarkan keperluan silibus.
- g. Membekalkan input akademik yang berkaitan kepada pihak industri.
- h. Memberi bimbingan dan nasihat yang bersesuaian kepada pelajar.
- i. Mengadakan perbincangan dengan Mentor Industri dalam mendapatkan maklumbalas untuk tujuan CQI WBL.
- j. Memberi maklumbalas berkaitan pelaksanaan, pemantauan dan pentaksiran WBL beserta tindakan CQI.
- k. Menjaga kebajikan pelajar sepanjang pelaksanaan WBL.
- l. Menyemak dan menandatangani *Reflective Journal* semasa lawatan pemantauan.
- m. Melaksanakan pentaksiran kerja kursus.
- n. Menyediakan item dan peraturan pemarkahan penilaian pentaksiran WBL.

- o. Menilai kerja kursus dan merekod markah di dalam Rekod Markah Penilaian Kerja Kursus dan disimpan dalam FPK/FRP.
- p. Memasukkan dan melengkapkan markah pentaksiran WBL ke dalam sistem yang digunakan di politeknik.
- q. Menyediakan analisis *Course Learning Outcomes Review Report* (CLORR) dan *Continuous Quality Improvement* (CQI) kursus untuk dihantar kepada Ketua Program DHM.
- r. Mengeluarkan Surat Tunjuk Sebab Ketidakhadiran sekiranya mendapat aduan ketidakhadiran pelajar tanpa kelulusan daripada industri.

2.5.2 Peranan Pelajar

- i. Berusaha mencapai hasil pembelajaran yang ditetapkan.
- ii. Menghadiri semua sesi taklimat, PdP dan penilaian sama ada yang dijalankan oleh pihak politeknik atau industri dalam tempoh yang ditetapkan.
- iii. Berinteraksi secara berhemah dengan semua pihak.
- iv. Menyerahkan semua bentuk dokumen berkaitan WBL dalam tempoh yang ditetapkan.
- v. Memberikan input kepada Pensyarah Kursus dalam penambahbaikan pelaksanaan WBL.
- vi. Mematuhi segala peraturan dan ketetapan oleh pihak politeknik dan industri.
- vii. Bertanggungjawab sepenuhnya kepada industri di mana pelajar ditempatkan. Ini bermakna bahawa pelajar mestilah mematuhi masa bekerja dan segala peraturan di industri sama seperti kakitangan yang lain sepanjang tempoh menjalani WBL. Pelajar tidak boleh merosakkan atau menyalahgunakan sebarang harta benda kepunyaan industri.
- viii. Pelajar dikehendaki membawa *Reflective Journal* dan mencatat kerja atau aktiviti harian yang telah dijalankan dalam jurnal tersebut.
- ix. Pelajar dimestikan merekod *Reflective Journal* secara harian. Seterusnya *Reflective Journal* perlu dihantar kepada Mentor Industri untuk disemak dan ditandatangani secara mingguan.
- x. Pelajar diwajibkan untuk menyempurnakan semua aktiviti pentaksiran seperti yang dijadualkan dalam takwim pengajaran dan pembelajaran politeknik.
- xi. Pelajar perlu memaklumkan dan membuat salinan Cuti Sakit yang disahkan oleh pihak industri kepada Mentor Industri.
- xii. Pelajar yang mengandung, mengalami masalah kesihatan, kesihatan mental/ fizikal dan lain-lain berkaitan secara berpanjangan disahkan oleh pegawai perubatan wajar membuat penangguhan pengajian (sekiranya perlu) setelah mendapat persetujuan dari pihak politeknik dan industri.
- xiii. Pelajar perlu mematuhi peraturan industri seperti staf lain.

2.5.3 Peranan Industri

2.5.3.1 Pengurusan Industri

- a. Mewujudkan jawatankuasa yang bertanggungjawab terhadap pelaksanaan

- program WBL di industri.
- b. Melantik Penyelaras WBL Industri.
 - c. Melaksanakan pentaksiran *Company Appraisal* untuk pelajar.
 - d. Membenarkan pemantauan oleh pensyarah kursus.
 - e. Membenarkan penggunaan fasiliti industri (seperti yang ditetapkan oleh industri).
 - f. Mempertimbangkan pemberian elaun kepada pelajar.
 - g. Menjaga kebajikan pelajar.
 - h. Mengeluarkan surat perakuan tamat WBL kepada pelajar di akhir semester WBL.
 - i. Memaklumkan kepada Penyelaras WBL Program/ Pensyarah Kursus sebelum mengambil sebarang tindakan disiplin terhadap pelajar.

Jadual 2.2: Kriteria Kelayakan Mentor Industri

Peringkat Diploma
<ol style="list-style-type: none">1. Sarjana Muda/Diploma Lanjutan dalam bidang berkaitan, atau2. Diploma dengan 3 tahun pengalaman dalam bidang berkaitan, atau3. Sebarang sijil kelayakan yang diiktiraf oleh industri dengan 5 tahun pengalaman dalam bidang berkaitan

2.5.3.2 Penyelaras WBL Industri

- a. Bertindak sebagai Pegawai Perhubungan Industri bagi tujuan pelaksanaan WBL antara industri dengan politeknik.
- b. Menyediakan ruang persekitaran yang selamat kepada pelajar di samping memberi taklimat urusan berkaitan.
 - Akta Keselamatan dan Kesihatan Pekerjaan 1994 (OSHA 1994).
 - Urusan berkaitan sumber manusia, peraturan dan undang-undang industri (mana-mana yang berkaitan).
 - Perjalanan pelaksanaan WBL di industri.
- c. Menyelaraskan pelaksanaan PdP di industri merangkumi aspek pengajaran dan pentaksiran pelajar.
- d. Mengumpul markah pentaksiran untuk diserahkan kepada Pensyarah Kursus.
- e. Menyediakan jadual atau aktiviti pelaksanaan WBL di industri.
- f. Memberi input serta bimbingan yang berterusan kepada Penyelaras WBL Politeknik/ Program dalam meningkatkan pelaksanaan WBL.
- g. Meluluskan permohonan cuti pelajar setelah mendapat sokongan Mentor Industri.
- h. Memaklumkan kepada penyelaras WBL industri yang baharu sekiranya penyelaras yang dilantik berpindah atau berhenti kerja.

2.5.3.3 Mentor Industri

- a. Membimbing dan berinteraksi dengan pelajar dalam bidang kepakaran masing-masing berdasarkan skop kerja yang telah disediakan oleh politeknik.
- b. Memupuk minat pelajar terhadap pembelajaran di samping membantu

- menjelaskan prospek kerjaya pelajar.
- c. Melengkapkan *Company Appraisal* bagi mengukur hasil pembelajaran pelajar mengikut keperluan kurikulum.
 - d. Memantau kehadiran pelajar.
 - e. Menjaga kebajikan pelajar sepanjang pelaksanaan WBL.
 - f. Mengadakan perjumpaan dengan pelajar pada waktu yang dipersetujui bersama oleh pelajar.
 - g. Memaklumkan ketidakhadiran pelajar kepada Penyelaras WBL Politeknik/ Penyelaras WBL Program.
 - h. Memantau kebajikan pelajar semasa sesi WBL.
 - i. Memberi khidmat nasihat dalam menambahbaik kurikulum dan kaedah pentaksiran bagi program DHM.
 - j. Menyokong permohonan cuti pelajar sekiranya berkaitan.

2.6 PELAKSANAAN AKTIVITI WBL POLITEKNIK

Secara umumnya, pelaksanaan aktiviti di peringkat program **SEBELUM**, **SEMASA** dan **SELEPAS** pelaksanaan WBL oleh pihak Politeknik.

2.6.1 **SEBELUM** Pelaksanaan Akitivi WBL

Jadual 2.3 Aktiviti di peringkat program **SEBELUM** pelaksanaan WBL

1	Menyediakan Reflective Journal dan menyediakan Takwim Pelaksanaan PdP.
2	Menyediakan fail folio pelajar, fail rujukan industri, surat penempatan pelajar dan jadual pemantauan WBL.
3	Melaksanakan mesyuarat penyelarasan dan agihan penempatan pelajar bersama industri.
4	Taklimat/ Orientasi WBL kepada pelajar, penyerahan fail folio pelajar dan penempatan di industri.
5	Taklimat/ Orientasi WBL penyelaras industri dan penyerahan fail mentor industri.
6	Pelajar melapor diri di industri.

2.6.2 **SEMASA** Pelaksanaan Akitivi WBL

Jadual 2.4 Aktiviti di peringkat program **SEMASA** pelaksanaan WBL

1	Memastikan pelajar melapor diri di industri.
2	Melaksanakan sesi pemantauan sebanyak 3 kali satu semester
3	Mencari industri untuk penempatan pelajar.
4	Melaksanakan aktiviti pentaksiran dan mengumpulkan markah penilaian kerja kursus.
5	Memasukkan markah kerja kursus ke dalam sistem.

2.6.3 **SELEPAS** Pelaksanaan Akitivi WBL

Jadual 2.5 Aktiviti di peringkat program **SELEPAS** pelaksanaan WBL

1	Memastikan pelajar melapor diri tamat WBL di Politeknik.
2	Melaksanakan sesi penilaian pembentangan bersama panel penilai.
3	Memproses keputusan penilaian keseluruhan pelajar.
4	Menyediakan lembaran markah.

2.6.4 Carta Perbatuan Pelaksanaan WBL

Jadual 2.6 Aktiviti di peringkat program **SEBELUM** pelaksanaan WBL

SEMESTER 4		Minggu 1	Minggu 2	Minggu 3	Minggu 4	Minggu 5	Minggu 6	Minggu 7	Minggu 8	Minggu 9	Minggu 10	Minggu 11	Minggu 12	Minggu 13	Minggu 14	Minggu 15	Minggu 16	Minggu 17	Minggu 18	Minggu 19	Minggu 20	
1	Menyediakan <i>Reflective Journal</i> dan menyediakan takwim pelaksanaan PdP.																					
2	Menyediakan fail folio pelajar, fail rujukan industri, surat penempatan pelajar dan jadual pemantauan WBL.																					
3	Mencari majikan untuk penempatan pelajar.																					
4	Melaksanakan mesyuarat penyelarasan dan agihan penempatan pelajar bersama industri.																					
5	Taklimat/Orientasi WBL kepada pelajar, penyerahan fail folio pelajar dan penempatan di industri.																					
6	Taklimat/Orientasi WBL kepada penyelarasan industri dan penyerahan fail mentor industri.																					

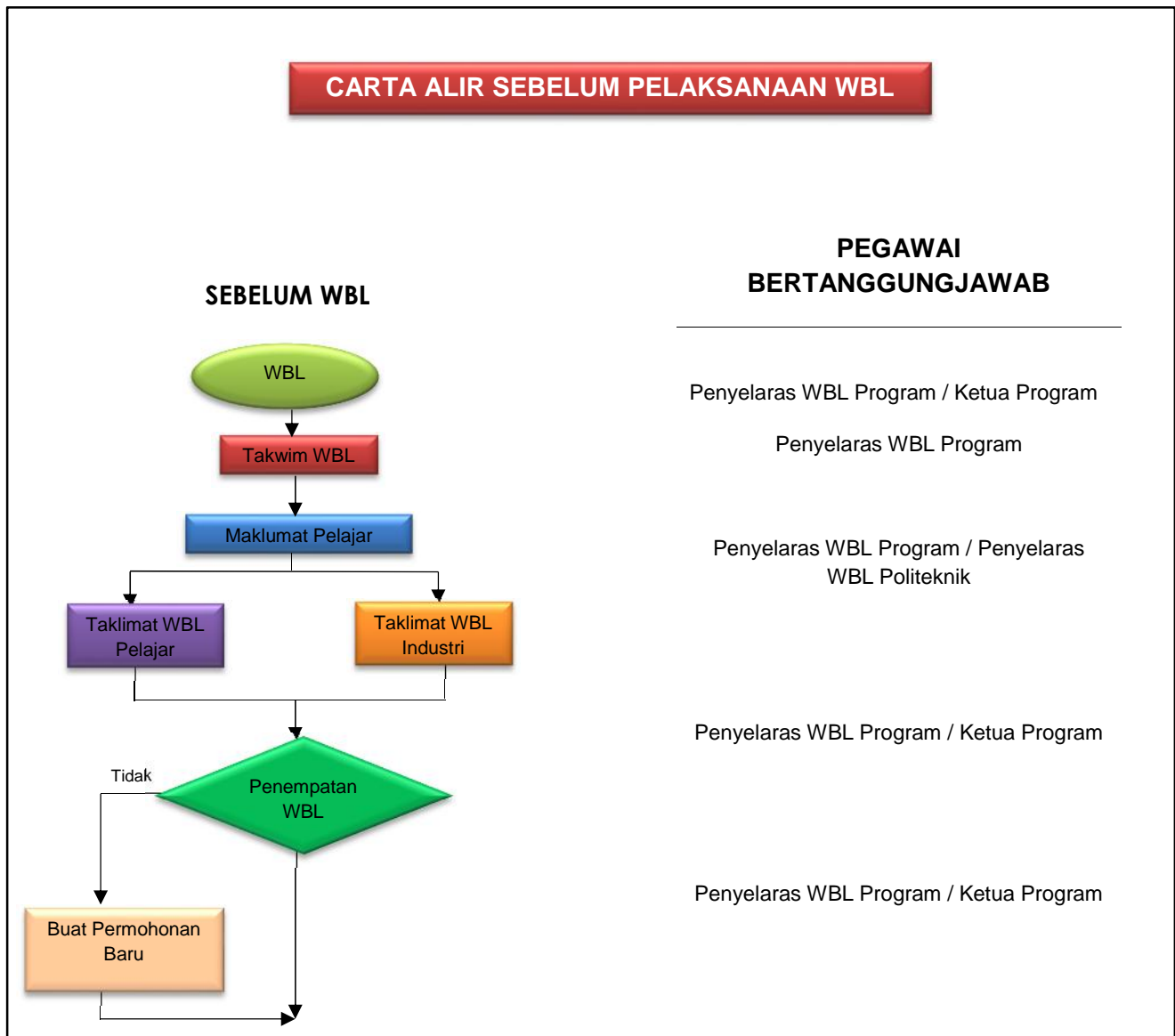
Jadual 2.7 Aktiviti di peringkat program **SEMASA** pelaksanaan WBL

SEMESTER 5 dan 6		Minggu 1	Minggu 2	Minggu 3	Minggu 4	Minggu 5	Minggu 6	Minggu 7	Minggu 8	Minggu 9	Minggu 10	Minggu 11	Minggu 12	Minggu 13	Minggu 14	Minggu 15	Minggu 16	Minggu 17	Minggu 18	Minggu 19	Minggu 20	
1	Memastikan pelajar melapor diri di industri.																					
2	Melaksanakan sesi pemantauan sebanyak 3 kali satu semester.																					
3	Melaksanakan aktiviti pentaksiran dan mengumpul an markah penilaian kerja kursus.																					
4	Memasukkan markah kerja kusus pelajar ke dalam sistem.																					

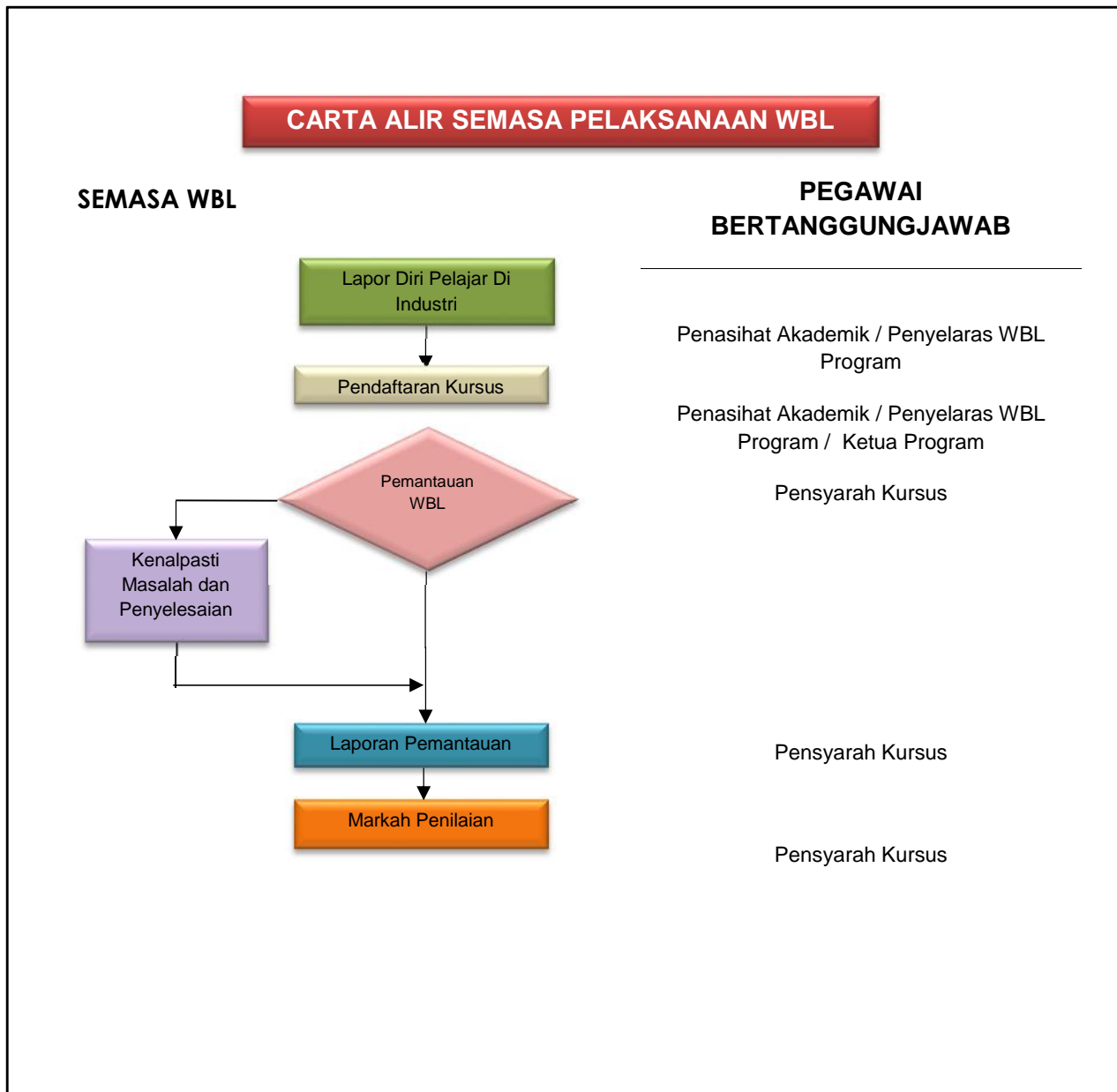
Jadual 2.8 Aktiviti di peringkat program **SELEPAS** pelaksanaan WBL

SEMESTER 5 dan 6		Minggu 1	Minggu 2	Minggu 3	Minggu 4	Minggu 5	Minggu 6	Minggu 7	Minggu 8	Minggu 9	Minggu 10	Minggu 11	Minggu 12	Minggu 13	Minggu 14	Minggu 15	Minggu 16	Minggu 17	Minggu 18	Minggu 19	Minggu 20	
1	Memastikan pelajar melapor diri tamat WBL di industri.																					
2	Melaksanakan sesi pembentangan WBL .																					
3	Memproses keputusan penilaian keseluruhan pelajar																					
4	Menyediakan lembaran markah																					

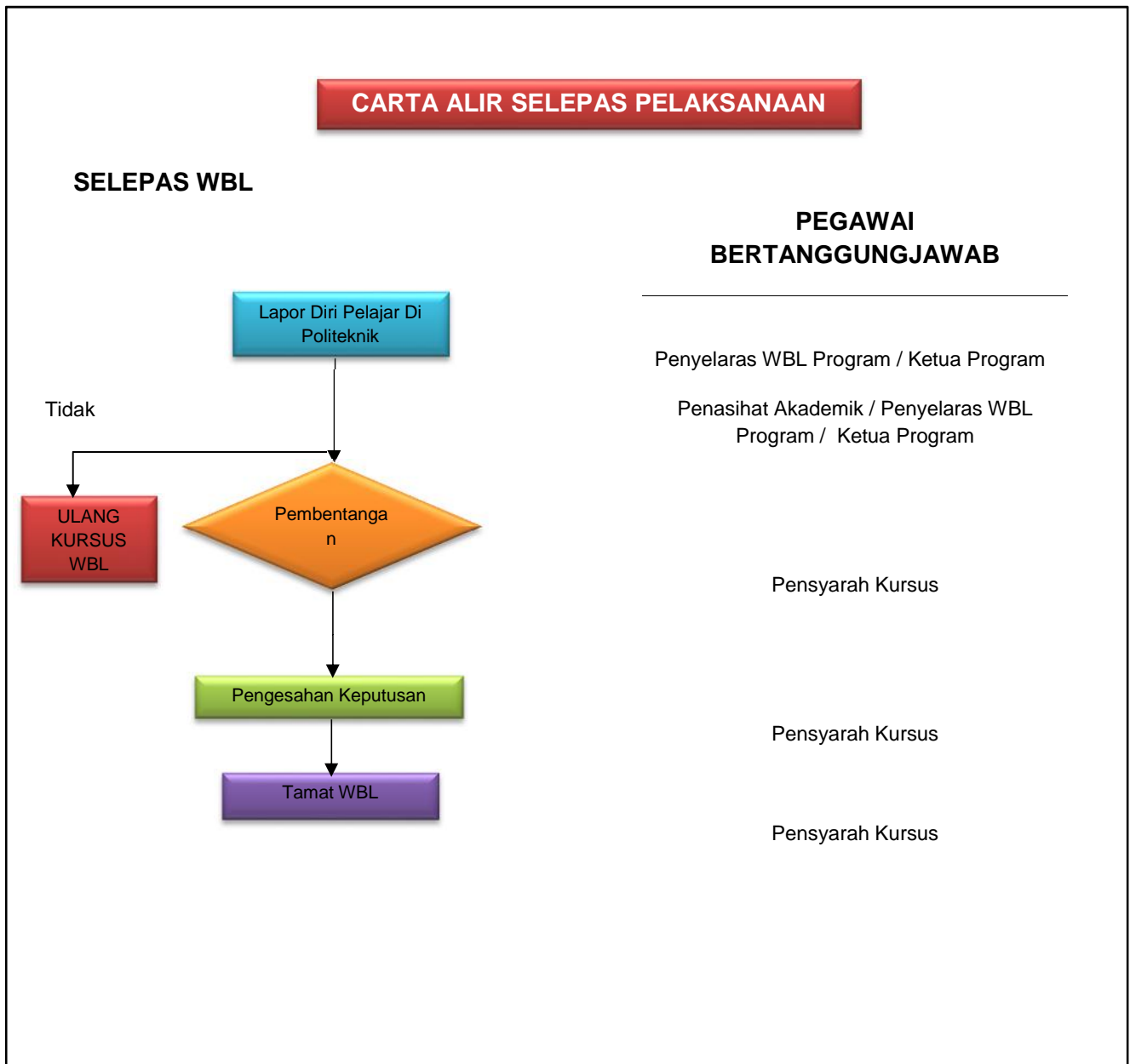
2.6.5 Carta Alir Pelaksanaan WBL



Rajah 2.3 Carta Alir Pelaksanaan Sebelum WBL



Rajah 2.4 Carta Alir Pelaksanaan Semasa WBL



Rajah 2.5 Carta Alir Pelaksanaan Selepas WBL

2.7 PELAKSANAAN AKTIVITI WBL PELAJAR

Pelaksanaan aktiviti WBL adalah berdasarkan takwim yang telah disediakan bagi setiap kohort.

2.7.1 Pendaftaran Kursus WBL

Pelajar diwajibkan mendaftar kursus-kursus WBL pada setiap awal semester sebelum menjalani WBL. Pelajar dikehendaki mendaftar kursus WBL dengan Penasihat Akademik semasa melapor diri bagi semester tersebut. Pelajar yang **GAGAL** berbuat demikian **TIDAK LAYAK** menjalani WBL.

2.7.2 Persediaan Sebelum WBL

2.7.2.1 Taklimat WBL

Pelajar dikehendaki menghadiri taklimat tersebut yang bertujuan memberi panduan kepada pelajar mengenai:-

- a. Kurikulum kursus-kursus yang dilaksanakan semasa WBL.
- b. Kaedah memilih dan memohon tempat WBL.
- c. Kesesuaian tempat mengikut program pengajian.
- d. Penilaian WBL.
- e. Peraturan dan disiplin semasa WBL.

2.7.2.2 Penempatan WBL

Penempatan akan dilakukan sekiranya pelajar telah mematuhi/ memenuhi **SEMUA** syarat seperti dinyatakan dalam Perkara 2.3 Kelayakan Menjalani WBL.

2.7.2.3 Persediaan Semasa WBL

Pelajar dikehendaki melapor diri di organisasi latihan pada tarikh dan masa yang ditetapkan dan menampilkan sahsiah yang baik sebagai seorang pelajar politeknik. Sepanjang tempoh tersebut pelajar akan dipantau oleh Pensyarah Kursus untuk sesi penilaian kerja kursus.

2.7.2.4 Keperluan Selepas WBL

Pelajar yang telah tamat menjalani WBL dikehendaki hadir ke politeknik untuk pengesahan tamat latihan pada tarikh dan masa yang ditetapkan. Pelajar juga perlu bersedia untuk sesi penilaian akhir kerja kursus.

2.8 TAKWIM WBL

Berikut adalah takwim umum WBL yang merangkumi tempoh 20 minggu. Tarikh pelaksanaan sebenar WBL adalah berbeza mengikut **SEMESTER 5** dan **SEMESTER 6**.

Jadual 2.9 Contoh Takwim Pelaksanaan WBL

MINGGU	TINDAKAN
1	Pengesahan Pra Pendaftaran Pelajar dan Kursus <i>Work-Based Learning (WBL)</i> secara manual
	Menyediakan Fail Rujukan Industri
2	Pendaftaran pelajar di industri
	Menghantar salinan Borang Pendaftaran Kursus
3	Pengesahan Pendaftaran Pelajar & Kursus <i>Work-Based Learning (WBL)</i> melalui SPMP.
4	Pendaftaran kursus ditutup
5-8	PdP berlangsung di industri
9	Pemantauan Kali Pertama
	Penilaian Kendiri Pelajar
10	Semakan Penilaian <i>Reflective Journal</i>
	PdP berlangsung di industri
11	Mengira peratus kehadiran pelajar
	Pemantauan Kali Kedua
12-16	Penilaian Kendiri Pelajar
	Semakan Penilaian <i>Interview & Company Appraisal - 1st Department</i>
17	Hantar Borang Penyeliaan WBL (Penilaian Industri) kepada Penyelaras WBL Politeknik
	<i>Key in</i> dan cetak Penilaian Kerja Kursus (PKK) pertengahan semester pada minggu ke 12 (<i>Reflective Journal Interview & Company Appraisal- 1ST Department</i>)
18	PdP berlangsung di industri
	Pemantauan kali Ketiga
19	Penilaian Kendiri Pelajar
	Semakan Penilaian <i>Reflective Journal, Interview & Company Appraisal - 2nd Department</i>
20	PdP berlangsung di industri.
	Semakan Penilaian <i>Reflective Journal, Interview & Company Appraisal - 2nd Department</i>
21	Mengira peratus kehadiran pelajar
	Minggu terakhir melaksanakan PKK <i>Presentation Key in</i> dan hantar markah PKK kepada Unit Peperiksaan melalui PPJ
	a. Hantar FRP/ FPK kepada TP(A)/KJ/KPro/KK untuk semakan terakhir
	b. Borang semakan FRP/ FPK diserahkan kepada Pegawai Kualiti Jabatan sebagai bukti penutupan untuk disimpan
	Pelajar lapor diri di politeknik selepas tamat WBL

2.9 AKU JANJI PELAKSANAAN PROGRAM WBL

Terdapat beberapa dokumen Aku Janji yang perlu ditandatangani oleh pelajar sebelum menjalani WBL di industri. Di antara dokumen tersebut adalah:

- i. Surat Aku Janji Pelaksanaan WBL di antara pelajar dan institusi
- ii. Borang Akuan Lepas Tanggung

2.10 PERATURAN, TATATERTIB DAN DISIPLIN PELAJAR

2.10.1 Peraturan Am Politeknik

Pelajar politeknik yang menjalani WBL adalah tertakluk kepada peraturan- peraturan dan undang-undang seperti dinyatakan di dalam Buku Panduan dan Peraturan Am Pelajar Politeknik Kementerian Pengajian Tinggi Malaysia.

2.10.2 Peraturan di Industri

Pelajar politeknik yang menjalani WBL adalah tertakluk kepada peraturan-peraturan dan undang-undang yang telah ditetapkan oleh pihak industri.

2.10.3 Masa Bekerja

Pelajar mestilah mematuhi masa bekerja dan segala peraturan di industri sama seperti staf yang lain sepanjang tempoh menjalani WBL.

2.10.4 Kerahsiaan

- i. Pelajar dilarang mendedahkan sebarang maklumat (sama ada sulit atau tidak) berkaitan organisasi kepada pihak luar kecuali dengan kebenaran organisasi.
- ii. Pelajar dilarang mencetak, membuat salinan atau mengambil gambar sebarang dokumen atau peralatan yang dianggap rahsia tanpa kebenaran organisasi.
- iii. Pelajar yang didapati melanggar peraturan atau ketetapan di atas boleh dikenakan tindakan berdasarkan:
- iv. Peraturan yang telah ditetapkan oleh politeknik, dan/ atau;
- v. Peraturan yang telah ditetapkan oleh industri, dan/ atau;
- vi. Kaedah-kaedah tatatertib mengikut mana-mana yang berkenaan
- vii. (Bahagian V Acara Tatatertib, Akta Institusi-Institusi Pelajaran (Tatatertib) 1976 (Akta 174).
- viii. Jika wujud percanggahan antara peraturan politeknik dengan peraturan industri, maka peraturan politeknik hendaklah dipakai.

2.11 INSURAN

- 2.11.1 Pelajar telah dilindungi dengan insurans kemalangan berkelompok sepanjang pengajian.
- 2.11.2 Pihak politeknik **TIDAK** bertanggungjawab ke atas sebarang pampasan/ ganti rugi jika berlaku kemalangan samada di tempat latihan atau di luar tempat latihan.
- 2.11.3 Jika berlaku kemalangan semasa latihan, pelajar atau wakil pelajar dikehendaki memaklumkan kepada Penyelaras WBL dan menghubungi Jabatan Hal Ehwal Pelajar

2.12 ELAUN DAN KEMUDAHAN SEMASA WBL

- 2.12.1 Bayaran elaun standard kepada pelajar yang boleh dibayar oleh pihak industri adalah bergantung kepada budi bicara pihak industri.
- 2.12.2 Kemudahan (tempat tinggal dan pengangkutan) semasa WBL adalah mengikut polisi dan budi bicara pihak industri. Pelajar sama sekali **TIDAK BOLEH** mempertikaikan perkara ini.

2.13 PERTUKARAN TEMPAT PELAJAR

Pelajar hendaklah menjalani WBL di tempat latihan yang ditetapkan dan pelajar tidak dibenarkan menukar tempat latihan tanpa kebenaran pihak politeknik.

2.14 CUTI

- 2.14.1 Pelajar **TIDAK** dibenarkan mengambil Cuti atau Cuti Kecemasan (EL) sewaktu menjalani WBL kecuali dengan kelulusan organisasi yang berkaitan. Walau bagaimanapun, sebarang cuti bagi tujuan urusan rasmi perlulah terlebih dahulu mendapat kelulusan organisasi dan memaklumkan kepada Penyelaras WBL Program.
- 2.14.2 Jika ingin memohon cuti, permohonan cuti perlu di buat 3 hari awal dan mendapat persetujuan industri serta membuat salinan cuti kepada Penyelaras WBL Program.
- 2.14.3 Sekiranya berlaku kecemasan, pelajar hendaklah memaklumkan **SEGERA** kepada pihak industri untuk memaklumkan ketidakhadiran WBL dan mendapatkan surat kebenaran cuti daripada organisasi tersebut.
- 2.14.4 Hanya sijil sakit yang disahkan oleh pegawai perubatan kerajaan diterima pakai oleh politeknik. Sekiranya mendapat sijil sakit klinik swasta yang melebihi **TIGA (3)** hari pelajar perlu mendapatkan pengesahan hospital/ klinik kerajaan.
- 2.14.5 Salinan surat cuti atau sijil akuan sakit hendaklah ditampal dalam Buku *Reflective Journal* dan disahkan oleh mentor industri.

2.14.6 Pelajar perlu memaklum, mengesah dan membuat salinan Cuti Sakit kepada mentor industri dan Penyelaras WBL Program.

2.14.7 Sekiranya pelajar mengalami kemalangan semasa menjalani WBL dan memperolehi sijil sakit melebihi **TIGA (3)** hari, pelajar perlulah:

- i. Mendapatkan surat pengesahan perubatan hospital kerajaan.
- ii. Mendapatkan sokongan daripada Ketua Jabatan sekiranya ingin menangguh WBL.
- iii. Melapor dan menghantar **SATU (1)** salinan sijil sakit kepada Penyelaras WBL Program.

2.15 TINDAKAN TATATERTIB

2.15.1 Jika seseorang pelajar didapati melanggar mana-mana peraturan atau mengabaikan tugasnya atau melakukan kesalahan tatatertib, maka tindakan berikut boleh dikenakan; Pelajar terikat dengan semua peraturan dan polisi politeknik dan tempat latihan WBL yang sedang berkuatkuasa.

- a. Tindakan secara pentadbiran sebagaimana yang ditentukan oleh politeknik mengikut Buku Panduan Pelaksanaan Program Pengajian Pendekatan Work Based Learning (WBL) yang sedang berkuatkuasa dan Arahan-arahan Peperiksaan DAN
- b. Kaedah Penilaian (dikeluarkan oleh BPN, JPPKK) yang sedang berkuatkuasa.
- c. Sekiranya pelajar yang menyebabkan kerugian kepada industri dalam bentuk kerosakan, kebakaran, gangguan seksual dan pendedahan maklumat rahsia pihak industri, pihak politeknik tidak akan bertanggung-jawab atas salah-laku tersebut.
- d. Perundingan bersama pihak politeknik dan industri harus dibuat sebelum sesuatu tindakan tatatertib diambil kepada pelajar.
- e. Pelajar boleh dikenakan tindakan Gagal Kursus WBL apabila melanggar peraturan berikut:
 - i. Tidak hadir 1 hari bekerja (atau lebih) tanpa sebab.
 - ii. Diberhentikan oleh industri dengan sebab yang munasabah.
 - iii. Tindakan Gagal Kursus WBL boleh dikenakan kepada pelajar yang:
 - Tidak melapor diri pada semester semasa tidak mendaftar kursus WBL.
 - Tidak melapor diri di industri tempat latihan WBL.
 - Menukar tempat latihan WBL tanpa kebenaran politeknik.
 - Terdapat unsur peniruan ciplakenipuan terhadap mana-mana pentaksiran kursus WBL.
- f. Jumlah tidak hadir keseluruhan melebihi 20% daripada tempoh latihan WBL dengan sebab dianggap sebagai Tidak Memenuhi Syarat Jam WBL dan diberikan status Gagal Kursus WBL. Namun, pelajar boleh memohon untuk menangguh semester WBL berkenaan.
- g. Pelajar juga boleh dikenakan tindakan Amaran sekiranya tidak menghadiri Taklimat WBL.

2.15.2 Bagi pelajar yang Gagal Kursus WBL hendaklah:

- a. Mengulang semula kursus WBL pada semester berikutnya.
- b. Dibenarkan mengulang kursus WBL tersebut 1 (SATU) kali sahaja merujuk kepada

Arahan-arahan Peperiksaan dan Kaedah Penilaian (dikeluarkan oleh BPN, JPPKK) yang sedang berkuatkuasa.

- c. Pelajar yang gagal mana-mana kursus WBL sebanyak DUA (2) kali akan diberikan keputusan Gagal dan Diberhentikan (GB) merujuk kepada Arahan-arahan Peperiksaan dan Kaedah Penilaian yang sedang berkuatkuasa (dikeluarkan oleh BPN, JPPKK).

2.15.3 Dalam keadaan tertentu, Pengarah boleh menggunakan budi bicaranya dalam melaksanakan arahan-arahan dalam perkara 2.12.1 dan 2.12.2 di atas serta membuat ketetapan keputusan dalam mana-mana platform yang sesuai.

2.16 KESALAHAN LAIN

Antara tindakan tatatertib kesalahan lain yang akan dikenakan adalah seperti berikut:

Jadual 2.11 Tindakan Tatatertib Kesalahan Lain

KESALAHAN LAIN	HUKUMAN	TINDAKAN
Tidak mendaftar kursus WBL	Tidak layak WBL dan diberikan status GAGAL	POLITEKNIK
Tidak melapor diri di Organisasi WBL	Gagal Kursus WBL	POLITEKNIK
Tidak melapor diri di Politeknik (Pengesahan Tamat WBL)	Gagal Kursus WBL	POLITEKNIK
Tidak menghadiri Taklimat WBL	Amaran	POLITEKNIK
Tidak memenuhi SALAH SATU atau mana-mana kriteria penilaian WBL iaitu: i. <i>Reflective Jurnal</i> ii. <i>Company Appraisal</i> iii. <i>Interview</i> iv. <i>Presentation</i>	GAGAL Kursus WBL	POLITEKNIK
Menukar tempat latihan WBL tanpa kebenaran Politeknik	Gagal Kursus WBL	POLITEKNIK
Terdapat unsur peniruan/penipuan pada penilaian WBL.	Gagal Kursus WBL	POLITEKNIK/ INDUSTRI

Nota:

- a. Pelajar yang didapati GAGAL Kursus WBL perlu mengulang semula Kursus WBL pada semester berikutnya.
- b. Kaedah-kaedah tatatertib mengikut mana-mana yang berkenaan (Bahagian V Acara Tatatertib, Akta Institusi-institusi Pelajaran (Tatatertib) 1976 (Akta 174)

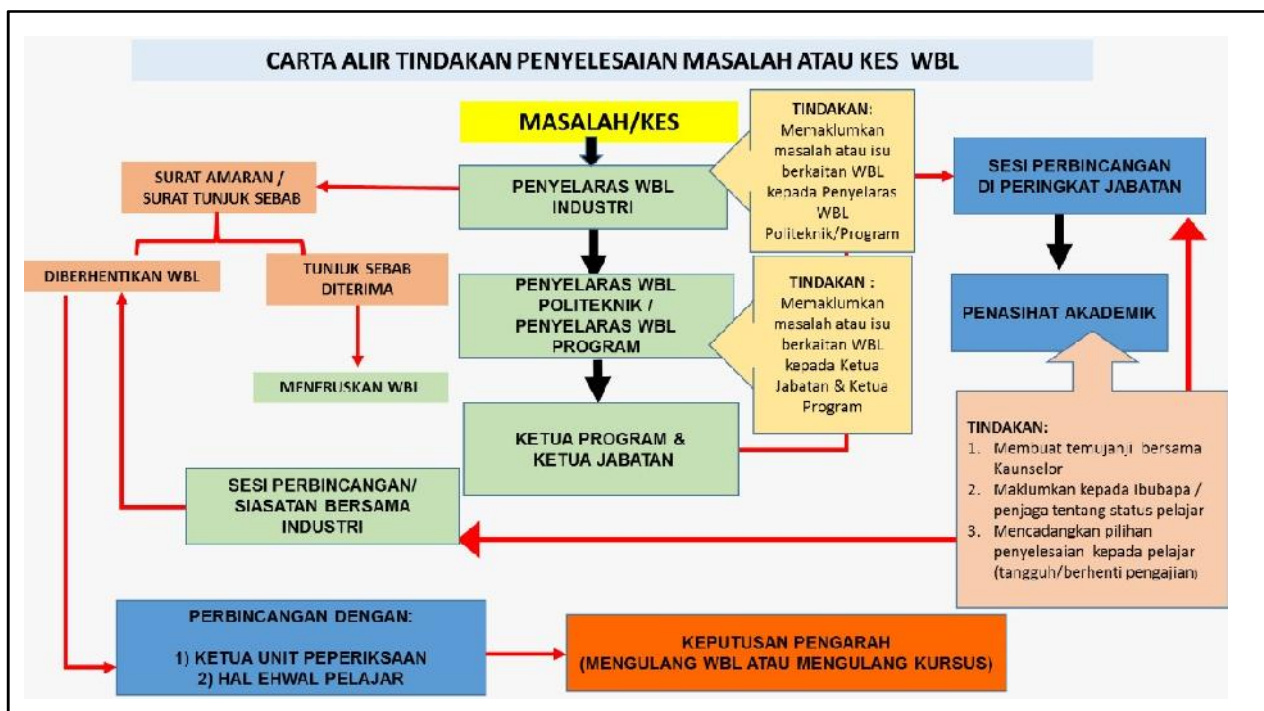
2.17 SUNTIKAN TYPHOID

Setiap pelajar wajib untuk mendapatkan suntikan *Typhoid* iaitu suntikan pelalian demam kepialu 3 tahun sekali seperti tertera di dalam Akta Pencegahan dan Pengawalan Penyakit Berjangkit 1988. Suntikan typhoid ini boleh didapati di mana-mana klinik swasta mahupun klinik kerajaan yang ada menawarkan perkhidmatan berikut pada semester pertama pengajian sebelum menjalani WBL di industri.

2.18 SIJIL PENGENDALIAN MAKANAN

Pelajar wajib hadir Kursus Pengendalian Makanan untuk mendapatkan Sijil Pengendalian Makanan AKTA Makanan 1983 dan AKTA Pencegahan dan Pengawalan Penyakit Berjangkit 1988 sebelum menjalani WBL di industri.

2.19 CARTA ALIR TINDAKAN KES PELANGGARAN PERATURAN WBL



Rajah 2.6 Carta Alir Tindakan Kes Pelanggaran Peraturan WBL

BAB 3: PENILAIAN

3.0 PENDAHULUAN

Penilaian dalam Program Diploma Pengurusan Hotel (DHM) dilaksanakan secara berterusan sepanjang 20 minggu di industri. Penilaian Kerja Kursus (*Continuous Assessment*) yang dilaksanakan oleh pensyarah kursus (40%) semasa pemantauan pelajar dan mentor industri (60%) semasa menjalankan tugas bersama penyelia masing-masing. Pensyarah kursus dan mentor industri perlu menilai berdasarkan rubrik yang telah disediakan oleh pihak politeknik.

3.1. KAEDAH PENILAIAN

Terdapat empat (4) kaedah penilaian yang telah ditetapkan dalam Jadual Spesifikasi Pentaksiran (AST) bagi program ini iaitu:

3.1.1 *Reflective Journal*

Reflective Journal ialah satu penulisan yang membolehkan pelajar merekod pemikiran dan pandangan mengenai pengalaman pembelajaran mereka sendiri. Jurnal reflektif merupakan penulisan mengenai apa dan bagaimana mereka belajar dan memahami sesuatu tajuk. Ia juga melibatkan pelajar meneliti semula proses pembelajaran, membuat penilaian sendiri terhadap prestasi mereka dan merancang pembelajaran masa hadapan berdasarkan pengalaman lepas. Contohnya, penulisan refleksi tentang pemahaman pelajar sebelum dan selepas mempelajari sesuatu konsep baharu atau pun menulis rumusan untuk setiap kuliah, perbincangan dan bahan bacaan. Jurnal disediakan dalam bentuk buku atau blog. (Manual Kurikulum Kurikulum Pengajian Politeknik, 2013).

3.1.2 *Interview*

Interview merupakan sesi soal jawab di antara pelajar dan pensyarah tentang tugas-tugas yang telah dilaksanakan sepanjang mereka di industri. Pelajar dinilai dengan menggunakan rubrik bagi menguji kemahiran praktikal pelajar.

3.1.3 *Company Appraisal*

Company Appraisal ialah penilaian yang dilaksanakan oleh penyelia industri untuk menilai prestasi pelajar sepanjang mereka berkhidmat di industri. Penilaian ini mengambilkira prestasi keseluruhan sepanjang di bawah pemantauan penyelia.

3.1.4 *Presentation*

Presentation adalah satu agenda visual dan lisan yang dirancang dan direkabentuk bagi tujuan mendapatkan kefahaman, persetujuan atau tindakan. Pengukuran kognitif dalam pembentangan menumpukan kepada kejelasan tujuan dan maklumat yang perlu disampaikan

(berpandukan kepada peraturan pemarkahan atau rubrik). (Manual Kurikulum Kurikulum Pengajian Politeknik, 2013). Penilaian terhadap pembentangan bagi program DHM dinilai oleh pensyarah kursus.

3.2 RUBRIK

Rubrik merupakan instrumen yang digunakan untuk mengukur pencapaian pelajar bagi semua kursus WBL. Rubrik mengukur pencapaian kemahiran praktikal dan kemahiran generik pelajar. (Contoh rubrik di lampiran)

3.3 KOMPONEN PENILAIAN

KURSUS	PENILAIAN	KLUSTER
FRONT OFFICE OPERATION	• Jurnal Reflektif	• <i>Interpersonal Skills and Communication</i>
	• Temuduga	• <i>Interpersonal Skills and Communication</i>
	• Pembentangan	• <i>Interpersonal Skills and Communication</i>
	• Penilaian Prestasi	• <i>Practical Skills</i> • <i>Interpersonal and communication Skills</i> • <i>Digital and Numeracy Skills</i>
HOUSEKEEPING OPERATION	• Jurnal Reflektif	• <i>Ethics and professionalism</i>
	• Temuduga	• <i>Ethics and professionalism</i>
	• Pembentangan	• <i>Ethics and professionalism</i>
	• Penilaian Prestasi	• <i>Practical Skills</i> • <i>Leadership, Autonomy, and Responsibility</i> • <i>Ethics and Professionalism</i>
FOOD & BEVERAGE OPERATION	• Jurnal Reflektif	• <i>Ethics and Professionalism</i>
	• Temuduga	• <i>Ethics and Professionalism</i>
	• Pembentangan	• <i>Ethics and Professionalism</i>
	• Penilaian Prestasi	• <i>Practical Skills</i> • <i>Digital and Numeracy Skills</i> • <i>Ethics and professionalism</i>
KITCHEN OPERATION	• Jurnal Reflektif	• <i>Ethics and Professionalism</i>
	• Temuduga	• <i>Ethics and Professionalism</i>
	• Pembentangan	• <i>Ethics and Professionalism</i>
	• Penilaian Prestasi	• <i>Practical Skills</i>

- Leadership, Autonomy and Responsibility
- Ethics & professionalism

3.4 PANDUAN PENILAIAN OLEH INDUSTRI

SEMESTER	KURSUS	SKOP PEMBELAJARAN	KAEDAH PENILAIAN	PENILAI
5	DTA50057 Housekeeping Operation	<ul style="list-style-type: none"> • Housekeeping Department Orientation • Room Cleaning • Public Area and Other Cleaning Area • Linen and Laundry Operation • Hygiene, Safety and Security 	• Company Appraisal (60%)	Mentor Industri
			<ul style="list-style-type: none"> • Interview (10%) • Presentation (15%) • Reflective Journal(15%) 	Pensyarah Kursus
	DTA50067: Front Office Operation	<ul style="list-style-type: none"> • Front Office Orientation • Basic Skill of Front Office Staff • Reservation Procedures • Check-in Procedures • Check-out Procedures 	• Company Appraisal (60%)	Mentor Industri
			<ul style="list-style-type: none"> • Interview (10%) • Presentation (15%) • Reflective Journal(15%) 	Pensyarah Kursus
6	DTA60077: Food and Beverage Operation	<ul style="list-style-type: none"> • Introduction to Hotel and Restaurant Industry • Introduction to Hygiene, Grooming and Personal Presentation • Introduction to Basic Technical Skill and Mise en Place • Guest Handling Procedures • Style of Service • Banquet and Event Service • Beverage Service 	• Company Appraisal (60%)	Mentor Industri
			<ul style="list-style-type: none"> • Interview (10%) • Presentation (15%) • Reflective Journal(15%) 	Pensyarah Kursus

	DTA60087: Kitchen Operation	<ul style="list-style-type: none"> • Kitchen Operation Orientation • Hygiene and Sanitation • Purchasing • Receiving, Storing and Issuing • Food Production 	• Company Appraisal (60%)	Penyelia Industri
			<ul style="list-style-type: none"> • Interview (10%) • Presentation (15%) • Reflective Journal (15%) 	Pensyarah Kursus

3.5 PELAKSANAAN KAEDAH PENILAIAN DAN PERATURAN WBL

3.5.1 Penilaian Khas

Merujuk kepada Arahan-arahan Peperiksaan dan Kaedah Penilaian Program Diploma Politeknik Edisi 6, Jun 2019 yang sedang berkuatkuasa pelajar yang layak mengambil Penilaian Khas adalah pelajar di **Semester 4** sebelum menjalani WBL pada Semester 5 dan Semester 6.

3.5.1.1 Penilaian Khas adalah satu bentuk penilaian yang hanya dibenarkan kepada pelajar yang akan menjalani Latihan Industri pada semester akhir yang memenuhi syarat-syarat berikut:

- a. mendapat keputusan KB;
- b. gagal Satu (1) kursus sahaja pada semester sebelumnya;
- c. telah menduduki peperiksaan akhir bagi kursus berkenaan dalam semester semasa (jika berkaitan);
- d. tidak dikenakan tindakan tatatertib; dan
- e. telah diperakukan oleh Jawatankuasa Peperiksaan Politeknik.
- f. Keputusan Pelajar yang lulus Penilaian Khas akan mendapat Gred C sahaja.

3.5.1.2 Kaedah Penilaian Khas hendaklah ditentukan oleh Ketua Jabatan Akademik sama ada dengan:

- a. menduduki peperiksaan Akhir sahaja; atau
- b. menduduki Peperiksaan Akhir dan melaksanakan Penilaian Kerja Kursus; atau
- c. melaksanakan sepenuhnya Penilaian Kerja Kursus.

3.5.1.3 Bagi pelajar yang gagal mana-mana kursus yang melibatkan Penilaian Kerja Kursus sahaja, penepatan sama ada pelajar perlu melaksanakan penilaian khas atau mengulang kursus diputuskan oleh Jawatankuasa Peperiksaan Politeknik.

3.5.1.4 Pelaksanaan Penilaian Khas perlu dilaksanakan dalam tempoh **SATU (1)** hingga **EMPAT (4)** minggu.

3.5.1.5 Pelajar perlu mendaftar untuk kursus yang berkenaan.

3.5.1.6 Penilaian Khas tidak layak bagi pelajar yang mengambil semester pendek dan kursus-kursus yang dilaksanakan secara WBL.

3.5.1.7 Penilaian Khas akan dilaksanakan selepas mesyuarat Jawatankuasa Peperiksaan Politeknik.

3.5.2 Peraturan WBL

Setiap pelajar yang menjalani WBL adalah tertakluk kepada:

- 3.5.2.1 Arahan-arahan Peperiksaan dan Kaedah Penilaian yang sedang berkuatkuasa; dan Dasar Latihan Industri Institusi Pengajian Tinggi yang dikeluarkan oleh Kementerian Pendidikan Malaysia.
- 3.5.2.2 Kegagalan pelajar adalah bergantung kepada kes-kes yang berlaku di industri.
- 3.5.2.3 Pelajar dibenarkan mengulang kursus berbentuk WBL **SATU (1)** kali sahaja.
- 3.5.2.4 Pelajar yang gagal mana-mana kursus WBL sebanyak **DUA (2)** kali akan diberikan keputusan **GAGAL dan DIBERHENTIKAN (GB)**.
- 3.5.2.5 Pelajar **GAGAL BERHENTI** sekiranya keputusan akhir WBL semester berkenaan didapati Purata Nilai Mata (PNM) pelajar **kurang dari 1.00**
- 3.5.2.6 Pelajar perlu mengikut kursus WBL dalam tempoh yang telah ditetapkan seperti yang dinyatakan di dalam Takwim Pelaksanaan WBL setiap semester.
- 3.5.2.7 Rayuan ke atas keputusan WBL boleh dibuat secara bertulis kepada Jawatankuasa Peperiksaan Politeknik dalam tempoh **EMPAT BELAS (14)** hari daripada tarikh keputusan rasmi. Rayuan hendaklah disertakan dengan alasan-alasan yang munasabah dan bukti-bukti berkaitan.
- 3.5.2.8 Keputusan rayuan akan dimaklumkan kepada pelajar oleh Pegawai Peperiksaan mengikut keputusan rasmi rayuan. Keputusan rayuan adalah muktamad.
- 3.5.2.9 Keputusan WBL pelajar akan diumumkan setelah mendapat kelulusan dari Jawatankuasa Peperiksaan Politeknik pada semester berkenaan.
- 3.5.2.10 Pelajar yang telah Berjaya menamatkan WBL dengan jaya akan mendapat Surat Pengesahan Tamat Pengajian selepas Mesyuarat Lembaga Peperiksaan Politeknik Malaysia. Namun begitu, pelajar boleh mendapatkan Surat Perakuan dan Pengesahan Tamat Pengajian dari Unit Peperiksaan politeknik masing-masing.
- 3.5.2.11 Jika seseorang pelajar didapati melanggar mana-mana peraturan atau mengabaikan tugasnya atau melakukan kesalahan tatatertib, maka tindakan berikut boleh dikenakan.
- 3.5.2.12 Pelajar terikat dengan semua peraturan dan polisi politeknik dan tempat latihan WBL yang sedang berkuatkuasa.
- 3.5.2.13 Tindakan secara pentadbiran sebagaimana yang ditentukan oleh politeknik mengikut Buku Panduan Pelaksanaan Program Pengajian Pendekatan *Work- Based Learning (WBL)* yang sedang berkuatkuasa dan Arahan-arahan Peperiksaan, dan Kaedah Penilaian (dikeluarkan oleh BPN, JPPKK) yang sedang berkuatkuasa.
- 3.5.2.14 Sekiranya pelajar yang menyebabkan kerugian kepada industri dalam bentuk kerosakan, kebakaran, gangguan seksual dan pendedahan maklumat rahsia pihak industri, pihak politeknik tidak akan bertanggung-jawab atas salah-laku tersebut.
- 3.5.2.15 Perundingan bersama pihak politeknik dan industri harus dibuat sebelum sesuatu tindakan tatatertib diambil kepada pelajar.

BAB 4: JAMINAN KUALITI

4.0 PENDAHULUAN

Jaminan Kualiti didefinisikan sebagai merangkumi tindakan sistematik dan terancang (dasar, strategi, prosedur dan aktiviti) bertujuan menunjukkan bahawa kualiti dicapai, dipertahan dan dipertingkatkan, selaras dengan standard khusus pengajaran, keserjanaan dan penyelidikan dan juga pengalaman pembelajaran pelajar [Agensi Kelayakan Malaysia (MQA), 2012]

4.1 JAMINAN KUALITI WORK BASED LEARNING

Untuk memastikan kualiti WBL terjamin, fokus perlu diberikan kepada objektif pembelajaran dan hasil pembelajaran program yang telah ditetapkan bagi kursus-kursus yang ditawarkan disepanjang tempoh WBL, serta penggunaan kaedah penyampaian WBL di industri yang jelas. Semua pihak berkepentingan dalam pelaksanaan WBL perlu memahami matlamat, proses dan mekanisme serta memberi komitmen yang tinggi dalam memastikan tahap kualiti pencapaian pengalaman pembelajaran oleh pelajar ditambahbaik dari semasa ke semasa.

Pengetahuan yang disasarkan, kemahiran dan kompetensi yang relevan dan bersesuaian juga perlu diberi jaminan dari aspek kualitinya, termasuk unsur-unsur yang disampaikan melalui aktiviti berasaskan kerja atau di tempat kerja. Penyelarasan hasil pembelajaran di peringkat aktiviti, kursus dan program selaras dengan Kerangka Kelayakan Malaysia (*Malaysian Qualifications Framework, MQF*), Kod Amalan Akreditasi Program (*Code of Practice for Programme Accreditation, COPPA 2nd Edition 2017*), Standard Disiplin Program, dan Garis Panduan Amalan Baik: Pembelajaran Berasaskan Kerja (*Guidelines to Good Practices: Work-Based Learning, GGP: WBL*) yang sedia ada untuk memastikan bahawa hasil pembelajaran dan kualiti program pengajian memenuhi keperluan pihak berkepentingan juga pasaran tenaga kerja masa depan.

4.2 KERANGKA EQAVET

European Quality Assurance in Vocational Education and Training (EQAVET) telah mengenal pasti satu siri tema yang dipanggil Blok Binaan digunakan untuk mewujudkan dan mengukuhkan proses jaminan kualiti dalam WBL.

Mesyuarat Lembaga Kurikulum Kursus Pengajian dan Program Latihan di Politeknik Bil. 02/2017 pada 22 November 2017 mencadangkan agar elemen jaminan kualiti WBL dengan mengadaptasi konsep 6

Blok Binaan dari EQAVET dilihat dengan lebih teliti agar bersesuaian dengan kehendak pelaksanaan WBL di politeknik.



Rajah 4.1 Kerangka EQAVET – Enam (6) Blok Binaan

Kumpulan kerja EQAVET telah mengenal pasti enam (6) Blok Binaan yang saling melengkap antara satu sama lain bagi menyokong Pembelajaran Berasaskan Kerja (WBL).

4.2.1 Blok Binaan 01: Reka Bentuk WBL

Bekerja dengan rakan kolaborasi industri untuk memastikan kerelevanan latihan / aktiviti pengajaran dan pembelajaran pelajar semasa tempoh WBL.

i. Soalan Utama:

- Pemilihan rakan industri yang sesuai dapat membantu dalam menyediakan latihan WBL yang berkualiti?
- Apakah kursus-kursus bersesuaian yang patut diikuti oleh pelajar?

ii. Isu-isu Utama:

- Kualiti bagi WBL dapat ditingkatkan jika elemen jaminan kualiti diambil kira seawal semasa fasa perancangan. Dalam sesetengah situasi, reka bentuk WBL ini menjadi sebahagian perancangan rasmi antara politeknik dan rakan industri dalam merangka perjanjian bersama.
- Rakan industri yang terlibat perlu mengetahui latihan yang diberikan kepada pelajar adalah berkaitan dengan kandungan kursus-kursus WBL yang telah ditetapkan mengikut struktur program pengajian.

- Jaminan kualiti dapat diperkukuhkan jika setiap rakan industri mempunyai peluang untuk menilai dan menyemak semula kerjasama antara politeknik dan rakan industri secara berkala.

iii. Mesej utama:

- Jaminan kualiti dapat diperkukuhkan jika ianya dirancang dari awal dan ianya menjadi tanggungjawab politeknik untuk memberi penerangan di setiap peringkat dalam mereka bentuk latihan WBL.
- Pensyarah Kursus WBL yang meluangkan masa di industri lebih mudah untuk mengaitkan hubungan antara kursus WBL yang dilaksanakan di industri dengan kursus-kursus yang dipelajari di politeknik.
- Penglibatan Industri dalam proses pembangunan struktur program WBL.
- Sistem online akan berupaya meningkatkan kemampuan rakan industri dan politeknik untuk bekerjasama dan ini akan menyokong dan memperkukuhkan peluang untuk menyemak semula latihan WBL secara berterusan.
- Pemilihan rakan industri yang bersesuaian amat penting agar keperluan hasil pembelajaran yang telah ditetapkan untuk setiap kursus dalam tempoh WBL di industri dipenuhi.

4.2.2 Blok Binaan 02: Peningkatan Kualiti

Persetujuan bersama dengan rakan industri berkaitan kualiti latihan/aktiviti pengajaran dan pembelajaran pelajar semasa tempoh WBL perlu dipantau dan bagaimana penambahbaikan secara berterusan akan dilaksanakan.

i. Soalan Utama:

- Bagaimana industri perlu terlibat dalam memantau kualiti?
- Bila dan bagaimana penambahbaikan perlu dibuat?

ii. Isu- isu Utama:

- Kualiti latihan akan meningkat apabila pemantauan dilaksanakan secara berkala.
- Mengenalpasti staf yang akan bertanggungjawab ke atas penjaminan kualiti adalah merupakan salah satu daripada pelan penambahbaikan ke atas kualiti latihan/aktiviti semasa WBL.

iii. Mesej Utama:

- Analisa data berkaitan pelaksanaan WBL secara berkala boleh digunakan untuk membuat perbandingan bagi tujuan penambahbaikan. Ini membantu rakan industri, lain-lain pihak yang berkepentingan dan politeknik untuk mengenalpasti isu-isu tertentu dalam WBL dengan lebih terperinci untuk dikumpul dan digunakan bagi proses semakan semula dan membuat penambahbaikan kualiti.

- Rakan industri, politeknik dan pihak berkepentingan yang lain boleh merangka kolaborasi yang menetapkan jangkaan jelas yang ingin dicapai bagi latihan dan juga menjelaskan bagaimana penambahbaikan akan dibuat.

4.2.3 Blok Binaan 03: Respon kepada keperluan pelajar

Sentiasa memudahcara keperluan khusus pelajar sepanjang tempoh WBL.

i. Soalan Utama - adakah anda telah membuat keputusan:

- Bagaimana untuk memberi maklum balas kepada pelajar semasa menjalani WBL?
- Bagaimana masalah pelajar dapat diselesaikan?

ii. Isu-isu Utama:

- Pelajar akan yakin dan berasa lebih selamat apabila mendapat bantuan dan sokongan daripada pihak industri dan politeknik semasa tempoh WBL.
- Kualiti WBL dapat dipertingkatkan apabila politeknik berhubung terus dengan pelajar sepanjang tempoh pelaksanaan WBL.
- Kualiti dapat dipertingkatkan jika pelajar diberi masa dan peluang untuk memberi maklum balas mengenai pengalaman, latihan dan pembelajaran mereka semasa tempoh WBL.

iii. Mesej Utama:

- Mengenalpasti keperluan setiap pelajar dan rakan industri akan memberi manfaat kepada semua pihak yang terlibat (politeknik, pelajar dan industri). Dengan lantikan mentor industri yang kompeten dapat memberi bantuan dan sokongan kepada pelajar semasa latihan WBL dalam mempertingkatkan kualiti latihan dan proses jaminan kualiti. Pelaksanaan WBL membolehkan politeknik dan rakan industri mereka bentuk pendekatan pembelajaran sendiri yang berupaya meningkatkan hasil pembelajaran yang ditetapkan.
- Maklum balas daripada pelajar dan rakan industri adalah merupakan input penting untuk menambahbaik tahap kualiti pelaksanaan WBL secara berterusan.
- Politeknik, rakan industri dan pelajar perlu mengeratkan hubungan bagi memudahkan kerjasama sepanjang tempoh WBL. Antara aktiviti yang dapat mengeratkan hubungan kerjasama ini adalah dengan membuat lawatan dan pemantauan secara berkala ke atas pelajar di industri oleh politeknik. Politeknik dan rakan industri mengadakan mesyuarat / perbincangan bersama secara berkala bagi mengemaskini aspek pengurusan, perancangan, pelaksanaan, pemantauan, pentaksiran dan pencapaian hasil pembelajaran.

4.2.4 Blok Binaan 04: Komunikasi

Memastikan pelajar dan rakan industri sentiasa diberi maklum balas berkaitan semua aspek latihan dari semasa ke semasa.

- i. Persoalan Utama - adakah anda telah bersetuju:
 - Apakah kaedah komunikasi yang digunapakai bagi penglibatan rakan industri sepanjang WBL?
 - Bagaimana rakan industri akan berhubung dan berkomunikasi dengan pelajar dan pihak politeknik?
- ii. Isu-isu Utama:
 - Komunikasi daripada rakan industri adalah salah satu aspek yang paling penting sepanjang WBL.
 - Kualiti latihan WBL dapat dipertingkatkan apabila rakan industri bekerja dengan lebih bersistematik.
 - Pelajar hendaklah dimaklumkan dengan baik bahawa rakan industri dan juga politeknik akan menguruskan pembelajaran WBL mereka.
- iii. Mesej Utama:
 - Rakan industri, politeknik dan pelajar sentiasa berhubung sepanjang WBL menggunakan teknologi ICT.
 - Real time system dipertingkatkan penggunaannya bagi meningkatkan kualiti, memantau kemajuan dan memastikan komunikasi berkesan sepanjang WBL.
 - Kolaborasi rasmi antara politeknik, rakan industri dan pihak lain yang berkaitan akan digunakan untuk mengukuhkan komunikasi sepanjang WBL.

4.2.5 Blok Binaan 05: Latihan Staf

Memastikan staf sentiasa bersedia untuk menjalani latihan bersesuaian mengikut keperluan seperti pedagogi, Outcome Based Education (OBE) dan lain-lain termasuk jaminan kualiti.

- i. Persoalan Utama - adakah anda telah bersetuju:
 - Bagaimana semua staf akademik dan mentor industri akan dimaklumkan berkaitan kesedaran jaminan kualiti WBL?
 - Mengenalpasti staf akademik dan mentor industri yang memerlukan latihan berkaitan dengan jaminan kualiti WBL?
- ii. Isu-isu utama - adakah anda telah bersetuju:
 - Staf akademik di politeknik dan staf di industri berkaitan akan terlibat dalam membangunkan proses jaminan kualiti yang digunakan oleh politeknik.
 - Mempunyai proses terperinci untuk memilih rakan industri dan staf di industri dalam mengikuti latihan mengenai isu-isu yang berkaitan dengan jaminan kualiti WBL.
- iii. Mesej Utama:
 - Latihan dalam pedagogi, OBE dan penjaminan kualiti menjadi penting di politeknik termasuk rakan industri yang terlibat dalam latihan WBL.

- Latihan dapat menyokong politeknik, rakan industri dan pihak berkepentingan dalam menjadikan mereka lebih terlibat secara berkesan dalam pengurusan, perancangan, pelaksanaan, pemantauan, pentaksiran dan penambahbaikan secara berterusan WBL di pelbagai situasi.

4.2.6 Blok Binaan 06: Penilaian Pelajar

Bekerjasama dengan rakan industri untuk mengkaji semula program WBL, menilai dan mengesahkan pencapaian pelajar secara individu mengikut kesesuaian.

i. Soalan Utama:

- Apakah jenis penilaian yang perlu dilaksanakan oleh pelajar? - Siapakah yang boleh menilai setiap pelajar dan adakah pelajar telah diberitahu?
- Adakah penerangan kepada pelajar secara terperinci untuk memperolehi status Lulus kursus WBL dibuat?

ii. Isu-isu Utama:

- Pandangan mengenai pencapaian pelajar untuk setiap individu adalah berbeza. Maka, kualiti pencapaian pelajar boleh diperbaiki apabila terdapat proses yang dipersetujui untuk menyelesaikan sebarang perbezaan sebelum dimuktamadkan.
- Kualiti pengalaman pelajar dan penilaian pelajar dapat diperkukuhkan apabila terdapat pernyataan yang jelas mengenai hasil pembelajaran, standard atau kompetensi yang perlu ditunjukkan atau dicapai oleh pelajar.

iii. Mesej Utama:

- Politeknik dan rakan industri terlibat sama dalam penilaian pelajar. Penglibatan rakan industri adalah penting dalam WBL terutama menilai pelajar semasa bekerja adalah salah satu aspek penilaian kemahiran praktikal dan kecekapan profesional yang penting bagi kelayakan TVET.
- Penilaian semasa WBL mestilah berdasarkan keperluan kurikulum dalam kursus WBL program pengajian yang telah ditetapkan.

4.3 AKREDITASI BAGI KOMPONEN WBL

Akreditasi program merupakan satu perlakuan penilaian yang dikendalikan oleh pihak keserakanan bertujuan memastikan sama ada program ini mencapai tahap kualiti yang dihasratkan (Agensi Kelayakan Malaysia, 2011).

Penilaian Akreditasi oleh Panel Penilai MQA pula akan merujuk kepada Garis Panduan Amalan Baik: Pembelajaran Berasaskan Kerja (Guidelines to Good Practices: Work-Based Learning, GGP: WBL) yang sedang berkuat kuasa.

Penilaian keberkesanan kaedah pelaksanaan P&P secara WBL akan dinilai melalui semakan dokumen, temubual dan pemerhatian di politeknik dan juga di industri (jika perlu). Kebiasaannya lawatan akan dilakukan oleh Panel Penilai ke industri yang menempatkan pelajar semasa tempoh pelaksanaan WBL di industri.

Diantara perkara yang dinilai oleh Panel Penilai dari Agensi Kelayakan Malaysia (MQA) atau Badan Profesional berkaitan adalah:

- 4.3.1 Dokumen reka bentuk kurikulum berasaskan kerja.
- 4.3.2 Penglibatan rakan industri dan pemegang taruh semasa pembangunan kurikulum.
- 4.3.3 Dokumen kolaborasi diantara Politeknik dan rakan industri yang menyatakan peranan kedua-dua pihak.
- 4.3.4 Perlantikan Penyelaras WBL di Politeknik, Penyelaras WBL di Industri dan Mentor Industri yang memenuhi kriteria kelayakan.
- 4.3.5 Minit Mesyuarat / catatan perbincangan politeknik dan rakan industri dalam mengurus, merancang, melaksana, memantau, menilai dan menambahbaik elemen WBL secara keseluruhan.
- 4.3.6. Pembangunan Kapasiti yang bersesuaian kepada staf akademik di politeknik, rakan industri dan pelajar yang terlibat dalam latihan WBL.
- 4.3.7. Garis Panduan WBL Program Pengajian.
- 4.3.8. Taklimat pelaksanaan WBL kepada pelajar.
- 4.3.9. Dokumen penempatan pelajar WBL di industri.
- 4.3.10 Khidmat sokongan seperti bahan rujukan, kaunseling, insuran, kesihatan dan lain-lain yang disediakan kepada pelajar semasa tempoh pelaksanaan WBL di industri.
- 4.3.11 Takwim pelaksanaan WBL oleh politeknik.
- 4.3.12 Penjadualan pelaksanaan aktiviti-aktiviti latihan WBL pelajar oleh industri selaras dengan keperluan Hasil Pembelajaran Kursus (CLO).
- 4.3.13 Mekanisma kaedah komunikasi diantara politeknik, industri dan pelajar sepanjang tempoh WBL.
- 4.3.14 Mekanisma pelaksanaan Blended Learning untuk memantapkan pengetahuan aspek teori bagi kursus-kursus WBL.
- 4.3.15 Dokumen pelaksanaan latihan WBL pelajar bagi kursus-kursus yang ditawarkan semasa tempoh WBL di industri.
- 4.3.16 Dokumen pemantauan oleh pihak politeknik kepada rakan industri dan juga pihak industri kepada pelajar-pelajar WBL.
- 4.3.17 Dokumen penilaian setiap pelajar oleh pihak politeknik dan rakan industri bagi mencapai Hasil Pembelajaran (LO) di peringkat kursus (CLO) dan program (PLO).
- 4.3.18 Dokumen Penambahbaikan Kualiti Secara Berterusan (CQI) bagi pencapaian LO serta disetiap peringkat kitaran PDCA bagi elemen WBL.

4.3.19 Status tindakan ke atas input atau cadangan dari industri yang terlibat dalam pelaksanaan WBL dalam menambahbaik program pengajian secara keseluruhan.

4.4 PRESTASI JAMINAN KUALITI WBL (*BASED ON AUDIT MQA*)

Prestasi Jaminan Kualiti Pelaksanaan WBL oleh Panel Penilai Akreditasi Agensi Kelayakan Malaysia (MQA) adalah seperti berikut:

- 4.4.1 Merujuk kepada dokumen Agensi Kelayakan Malaysia (MQA) Standard Program: Bidang Hospitaliti & Pelancongan (MQA, 2013) dan Garis Panduan Amalan Baik Pembelajaran Berasaskan Kerja (GGP: WBL) (MQA, 2015)
- 4.4.2 Memperbaiki hasil pembelajaran dan memastikan hasil pembelajaran bagi kursus dapat diukur dan dicapai oleh pelajar melalui analisa Hasil Pembelajaran oleh Pensyarah Kursus, Penyelaras Kursus, dan Ketua Program pada setiap semester.
- 4.4.3 Memastikan kaedah penilaian yang dijalankan oleh pihak industri dikaji semula agar lebih berkesan dalam mengukur hasil pembelajaran pelajar.
- 4.4.4 Memastikan pelaksanaan SLT bagi kursus WBL konsisten dengan nilai kredit yang ditetapkan.
- 4.4.5 Memastikan kursus yang ditawarkan secara work based learning (WBL) memenuhi hasil pembelajaran yang ditetapkan dan dijalankan di industri yang bersesuaian.
- 4.4.6 Memastikan penyelia latihan industri diberi pendedahan berkaitan penilaian terhadap pelajar berdasarkan WBL.
- 4.4.7 Memastikan bahan rujukan edisi terkini yang berkaitan dengan program disediakan secukupnya dalam perpustakaan dan course outline.
- 4.4.8 Sentiasa bekerjasama dengan rakan industri untuk memastikan kerelevanan latihan dan kelancaran pembelajaran pelajar sepanjang tempoh WBL. Mesyuarat Penyelarasan WBL Bersama Industri dilaksanakan sekurang-kurangnya 1 kali setahun bagi membincangkan isu-isu berkaitan WBL.

Penulis

Azian Binti Ismail

Dayang Kamariah BintiTajul Maulok

Zuliana Binti Aliman

Ruhaizah Binti Duki

Zuhaila Binti Yusof

Mohd Tasuan Bin Piahat

Nor Mazlina Binti Mohamad Amin

Nina Shenna Kosumin

Hak Cipta Terpelihara. Tidak dibenarkan mengeluarkan semula mana-mana bahagian isi kandungan Garis Panduan ini dalam apa jua bentuk dan dengan cara apa jua sama ada secara elektronik, fotokopi, mekanikal, rakaman atau cara lain sebelum mendapat izin bertulis daripada Jabatan Pendidikan Politeknik dan Kolej Komuniti, Kementerian Pendidikan Malaysia.

LAMPIRAN

LAMPIRAN A1: SENARAI SEMAK FAIL FOLIO PELAJAR

**Satu salinan dihantar oleh pelajar kepada Penyelaras WBL Program*

Bil	Perkara	Status
1	Surat penempatan	<input type="checkbox"/>
2	Senarai nama pelajar dan majikan	<input type="checkbox"/>
3	Borang lapor diri pelajar di industri *	<input type="checkbox"/>
4	Maklumat peribadi pelajar	<input type="checkbox"/>
5	Skop kerja di industri (disediakan oleh politeknik masing-masing)	<input type="checkbox"/>
6	Garis panduan WBL DHM	<input type="checkbox"/>
7	Kalendar Akademik Politeknik	<input type="checkbox"/>
8	Takwim WBL DHM	<input type="checkbox"/>
9	<i>Course Outline</i> program	<input type="checkbox"/>
10	Senarai <i>Person-in-Charge</i> di Politeknik	<input type="checkbox"/>

Nota:

Borang-borang lain yang berkaitan perlu disediakan oleh politeknik masing-masing mengikut keperluan dan kesesuaian pelaksanaan WBL.

LAMPIRAN A2: BORANG PENILAIAN KENDIRI PELAJAR

POLITEKNIK _____
JABATAN PELANCONGAN DAN HOSPITALITI

PROGRAM DIPLOMA PENGURUSAN HOTEL
(DIPLOMA IN HOTEL MANAGEMENT)

BORANG PENILAIAN KENDIRI PELAJAR
(STUDENT'S SELF ASSESSMENT FORM)

Nama Mentor/Penyelia:
 (Mentor's/Supervisor's Name)

Tarikh Penyeliaan:
 (Observation Date)

Lokasi Penyeliaan:
 (Observation Location)

Nama Pelajar:
 (Student's Name)
 (IC. No & Student's Registration No.)

TANDAKAN () PADA RUANG YANG BERSESUAIAN
(MARK () AT APPROPRIATE SPACE)

BIL. (NO.)	PERKARA (ITEM)	AMAT LEMAH (VERY POOR)	LEMAH (POOR)	SEDERHANA (FAIR)	BAIK (GOOD)	AMAT BAIK (VERY GOOD)
1	Keupayaan menyesuaikan diri kepada budaya kerja organisasi (Ability to adapt to industry's work culture)					
2	Keupayaan belajar dengan cepat (Ability to learn fast)					
3	Keupayaan bergaul dengan rakan sekerja					
4	Kemahiran berkomunikasi (Communication skills)					
5	Kemahiran Menulis (Writing Skills)					
6	Disiplin Semasa Berkerja: Ketepatan Masa dan Rupa Diri (Discipline at work such as Punctuality and					
7	Bertanggungjawab (Responsibility)					
8	Komitment (Commitment)					
9	Kemahiran Amali (Practical Skills)					
10	Berkongsi Ilmu dan Rajin Menimba Ilmu (Sharing knowledge and Lifelong Learning)					
11	Bekerja dalam kumpulan (Teamwork)					

12	Bimbingan daripada Mentor (Assistant From the Mentor)					
----	---	--	--	--	--	--

Komen Pelajar:
(Student's Comments)

.....
Tanda Tangan Pelajar:
(Student's Signature)

.....
Nama & Tanda Tangan Pensyarah Kursus/ Pemantau:
(Course/ Observation Lecturer's Name & Signature)

LAMPIRAN A3: BORANG PENILAIAN INDUSTRI

POLITEKNIK _____
JABATAN PELANCONGAN DAN HOSPITALITI

PROGRAM DIPLOMA PENGURUSAN HOTEL
(DIPLOMA IN HOTEL MANAGEMENT)

BORANG PENILAIAN INDUSTRI
(INDUSTRY'S ASSESSMENT FORM)

Nama Mentor/Penyelia:
 (Mentor's/Supervisor's Name)

Tarikh Penyeliaan:
 (Observation Date)

Lokasi Penyeliaan:
 (Observation Location)

Nama Pelajar:
 (Student's Name)
 (IC. No & Student's Registration No.)

TANDAKAN () PADA RUANG YANG BERSESUAIAN
(MARK () AT APPROPRIATE SPACE)

BIL. (NO.)	PERKARA (ITEM)	AMAT LEMAH (VERY POOR)	LEMAH (POOR)	SEDERHANA (FAIR)	BAIK (GOOD)	AMAT BAIK (VERY GOOD)
1	Keupayaan menyesuaikan diri kepada budaya kerja organisasi (Ability to adapt to industry's work culture)					
2	Keupayaan belajar dengan cepat (Ability to learn fast)					
3	Keupayaan bergaul dengan rakan sekerja					
4	Kemahiran berkomunikasi (Communication skills)					
5	Kemahiran Menulis (Writing Skills)					
6	Disiplin Semasa Berkerja: Ketepatan Masa dan Rupa Diri (Discipline at work such as Punctuality and					
7	Bertanggungjawab (Responsibility)					
8	Komitment (Commitment)					
9	Kemahiran Amali (Practical Skills)					
10	Berkongsi Ilmu dan Rajin Menimba Ilmu (Sharing knowledge and Lifelong Learning)					
11	Bekerja dalam kumpulan (Teamwork)					

12	Bimbingan daripada Mentor (Assistant From the Mentor)					
----	---	--	--	--	--	--

Komen Industri:
(Student's Comments)

.....
Tanda Tangan Pelajar:
(Student's Signature)

.....
Nama & Tanda Tangan Mentor Industri
(Mentor's Name & Signature)

LAMPIRAN A5: BORANG LAPOR DIRI PELAJAR

POLITEKNIK _____
JABATAN PELANCONGAN DAN HOSPITALITI

WORK-BASED LEARNING (WBL)
DIPLOMA PENGURUSAN HOTEL
BAGI SESI _____ **TAHUN** _____

BORANG LAPOR DIRI PELAJAR

Dengan ini saya mengesahkan bahawa pelajar ini telah melapor diri pada tarikh _____ untuk menjalani *WBL* di organisasi ini.

NO. MATRIK PELAJAR : _____

NAMA PELAJAR : _____

NAMA ORGANISASI : _____

ALAMAT ORGANISASI : _____

NAMA MENTOR/PENYELIA : _____

NO. TEL. : _____

E-MAIL : _____

TANDATANGAN : _____

MENTOR INDUSTRI

COP RASMI ORGANISASI:

Sila kembalikan salinan borang ini kepada alamat berikut atau melalui e-mel selewat-lewatnya seminggu selepas tarikh melapor diri.

Ketua Program Diploma Pengurusan Hotel
Jabatan Pelancongan dan Hospitaliti
Nama dan alamat Politeknik

atau alamat e-mel : _____

Perhatian : Sekiranya borang ini tidak dikembalikan, pelajar tersebut akan dianggap tidak melapor diri untuk sesi WBL.

LAMPIRAN A6: BORANG MAKLUMAT PERIBADI PELAJAR



**MAKLUMAT PERIBADI PELAJAR
WORK-BASED LEARNING (WBL)
DIPLOMA PENGURUSAN HOTEL**

SESI _____ TAHUN _____

GAMBAR
PELAJAR

MAKLUMAT PELAJAR:

Nama : _____
(seperti di dalam kad pengenalan)

Program: _____ No. Pendaftaran: _____

No. Telefon: _____ No. Kad Pengenalan: _____

Alamat Tetap:

Poskod: _____ Bandar: _____ Negeri: _____

Alamat surat-menyurat (jika tidak seperti di atas): _____

Poskod: _____ Bandar: _____ Negeri: _____

Alamat e-mel (jika ada): _____

Jenis alahan: _____

MAKLUMAT PENASIHAT AKADEMIK:

Nama: _____

MAKLUMAT IBUBAPA / PENJAGA

Nama ibubapa/penjaga* : _____

No. telefon (Rumah): _____ (Pejabat): _____

Nama alamat pejabat ibubapa/penjaga* : _____

Poskod: _____ Bandar: _____ Negeri: _____

MAKLUMAT PENJAGA UNTUK DIHUBUNGI SEMASA KECEMASAN

Nama : _____

No. telefon (Rumah): _____

Alamat:

LAMPIRAN A7: BORANG LAPORAN PENYELIAAN WBL (PENSYARAH KURSUS)



JABATAN PELANCONGAN & HOSPITALITI
DIPLOMA PENGURUSAN HOTEL (DHM)
BORANG LAPORAN PENYELIAAN WBL DHM (PENSYARAH KURSUS)

NAMA PENSYARAH KURSUS:

NAMA HOTEL / ORGANISASI: _____

1. _____

TARIKH PEMANTAUAN : _____

2. _____

NAMA PELAJAR (JIKA BERKAITAN)	NO. PENDAFTARAN (JIKA BERKAITAN)	ISU / ADUAN	CATATAN/ TINDAKAN

**Borang ini perlu dihantar selepas setiap pemantauan oleh pensyarah kursus sebagai pelaporan untuk tindakan pemantauan selanjutnya.*

DISEDIAKAN OLEH:

DISEMAK OLEH:

Tandatangan Pensyarah Kursus: _____

Tandatangan Ketua Program: _____



JABATAN PELANCONGAN & HOSPITALITI
AKUJANJI PELAJAR WBL

Saya _____, sesungguhnya berjanji akan mematuhi segala undang-undang, peraturan-peraturan, kaedah-kaedah dan apa-apa arahan yang terpakai kepada pelajar politeknik ini, yang digunapakai sepanjang saya menjalani WBL. Maka dengan ini saya berjanji akan mematuhi segala peraturan yang dinyatakan dibawah:

- i. Menghadiri Taklimat Program WBL pada tarikh dan masa yang ditetapkan
- ii. Menghadiri temuduga pada tarikh yang ditetapkan (jika berkaitan)
- iii. Menghantar borang-borang berkaitan WBL pada masa yang ditetapkan
- iv. Mendaftar Kursus di dalam SPMP seminggu sebelum melapor diri di industri
- v. Melapor diri di industri pada tarikh dan masa yang ditetapkan
- vi. Menghantar **Borang Laporan Diri (B1)** pada MINGGU 1 setelah melapor diri di industri.
- vii. Tidak dibenarkan menukar tempat WBL tanpa kebenaran Jabatan Pelancongan & Hospitaliti.
- viii. Menulis dan sentiasa mengemaskini **Buku REFLECTIVE JOURNAL** setiap hari dan memastikan Mentor/Penyelia Industri menyemak serta mendatangi setiap minggu
- ix. Tidak melakukan kesalahan atau melanggar peraturan industri
- x. Tidak menamatkan WBL lebih awal dari tarikh yang ditetapkan
- xi. Melapor diri semula setelah tamat WBL di Jabatan Pelancongan & Hospitaliti serta membawa bersama **Borang Pengesahan Tamat WBL (D1[a]), FOLIO PELAJAR, Buku REFLECTIVE JOURNAL**

Saya sesungguhnya faham bahawa sekiranya saya tidak mematuhi peraturan-peraturan yang tersebut di atas, maka tindakan yang sewajarnya (Mengikut Akta 174 dan peraturan WBL) boleh dikenakan ke atas saya.

Tandatangan Pelajar

No Kad Pengenalan:

Tarikh :

Tandatangan Saksi

Nama

Cop Jawatan :

Tarikh :

Nota: Saksi hendaklah dari kalangan Penasihat Akademik Pelajar

LAMPIRAN A9: BORANG AKUAN LEPAS TANGGUNG PELAJAR WBL



JABATAN PELANCONGAN & HOSPITALITI

SESI _____ SEMESTER WBL _____

AKUAN LEPAS TANGGUNG PELAJAR WBL

BAHAWASANYA, saya _____

No. Kad Pengenalan _____ dan No Pendaftaran _____

DENGAN INI, bagi pihak diri saya, waris saya, wakil, pendaftar atau wakil-wakil lain di sisi undang-undang atau mana-mana satu daripada mereka, menolak segala tuntutan dan tindakan walau bagaimanapun timbulnya berkenaan dengan apa-apa kecederaan kepada badan atau hilang upaya atau mati atau kerosakan walau apa jenisnya sama ada kepada diri atau kepada harta saya, yang mungkin saya alami atau dapati semasa tempoh menjalani WBL itu dan selanjutnya bersetuju dan berjanji akan melepaskan tanggungan Jabatan/Firma di atas atau mana-mana anggota kerja dalam perkhidmatan Jabatan/Firma tersebut, semua wang yang Jabatan/Firma tersebut di atas atau ianya dihukum membayar dengan jalan penalti, pampasan ganti rosak dan kos berkenaan dengan apa-apa yang dilakukan oleh saya atau gagal melakukan apa-apa sepatutnya saya lakukan dalam tempoh WBL di atas.

Ditandatangani oleh yang tersebut namanya di atas iaitu)	
)	
_____)	_____
(NAMA PELAJAR)		(TANDATANGAN PELAJAR)
)	_____
pada ___haribulan ___ tahun _____)	(NO KAD PENGENALAN)
)	
Dihadapan, _____)	_____
(NAMA SAKSI))	(TANDATANGAN SAKSI)
)	_____
)	(NO KAD PENGENALAN)

Nota: Saksi hendaklah dari kalangan Penasihat Akademik Pelajar

LAMPIRAN A10: SENARAI SEMAK FAIL RUJUKAN INDUSTRI

**Satu salinan dihantar oleh pelajar kepada Penyelaras WBL Program*

Bil	Perkara	Status
1	Surat Pelantikan Industri	<input type="checkbox"/>
2	Surat Penempatan Pelajar	<input type="checkbox"/>
3	Surat Jawapan Industri	<input type="checkbox"/>
4	Resume Pelajar	<input type="checkbox"/>
5	Skop kerja di industri (disediakan oleh politeknik masing-masing)	<input type="checkbox"/>
6	Garis panduan WBL DHM	<input type="checkbox"/>
7	Takwim WBL DHM	<input type="checkbox"/>
8	<i>Course Outline</i> program	<input type="checkbox"/>
9	Senarai <i>Person-in-Charge</i> di Industri	<input type="checkbox"/>

Nota:

Borang-borang lain yang berkaitan perlu disediakan oleh politeknik masing-masing mengikut keperluan dan kesesuaian pelaksanaan WBL.

LAMPIRAN B1: RUBRIK INTERVIEW DTA50057: HOUSEKEEPING OPERATION



**DTA50057: HOUSEKEEPING OPERATION
INTERVIEW**

NAME	:
MATRIC NO	:
PROGRAMME	:
MENTOR/SUPERVISOR/HOD	:
HOTEL	:
DEPARTMENT	: HOUSEKEEPING DEPARTMENT
STUDENT LEARNING TIME	: 373 HOURS
CREDIT VALUE	: 7
PRE-REQUISITE/CO-REQUISITE (IF ANY)	: DTA30103 HOUSEKEEPING OPERATION AND MANAGEMENT
SEMESTER OFFERED	: SEMESTER 5 / YEAR 3
ACADEMIC SESSION	:
ASSESSMENT	: INTERVIEW (10%)

COURSE LEARNING OUTCOME (CLO):

CLO1: Perform roles and functions of housekeeping department according to Standard Operating Procedures (SOP's) in hotel operation (P4, PLO3)

CLO2: Cooperate working in housekeeping team members regarding to the task and job responsibility (A2, PLO6)

CLO3: Explain professional manners in housekeeping practice towards hygiene, safety and security in hotel operation (A3, LO8)

CLUSTER (CLS) : CLS5 Ethics and Professionalism

DOMAIN TAXANOMY (DT) : Affective (A3)

NOTES OF GUIDANCE

1. The interview is a question and answer session between students and lecturers about the tasks they have performed throughout the industry. Students are assessed using a rubric to test students' practical skills
2. Student are required to answer the interview question based on question develop in rubric
3. Student are required to answer based on the work task which implemented in hotel

SCALE INDICATION GUIDELINE

Criteria/ Indicator	Scale	Score
<ol style="list-style-type: none">1. Student provides poor explanation for the required criteria2. There was little elaboration used in each answer given	Poor	1
<ol style="list-style-type: none">1. Student provides average explanation for the required criteria2. Each response contained an elaboration using examples from experienced or job task	Average	2
<ol style="list-style-type: none">1. Student provides good explanation for the required criteria2. The response was clear and organized3. Each response contained an elaboration using examples from experience and from job tasks	Good	3
<ol style="list-style-type: none">1. Student provides very good explanation and very good understanding for the required criteria2. Each response contained an elaboration using examples from experienced and from job tasks	Very Good	4
<ol style="list-style-type: none">1. Students provides excellent explanation and complete understanding for the required criteria2. Each response contained an elaboration using examples from experienced and from job tasks	Excellent	5

Item	CLO/ CLS	Criteria	Poor	Average	Good	Very Good	Excellent	Marks
			1	2	3	4	5	
1	CLO 3: Explain professional manners in housekeeping practice towards hygiene, safety and security in hotel operation (A3, LO8)	Describe the job description and job specification for room attendant	1	2	3	4	5	
2		Explain the importance of Housekeeping Department toward the overall hotel performance	1	2	3	4	5	
3		Recognize the type of detergent used, equipment and tools for room cleaning	1	2	3	4	5	
4		Explain the trolley preparation for room	1	2	3	4	5	
5		Briefly explain the standard room cleaning procedure according to the stipulated standard	1	2	3	4	5	
6		Explain the lost and found item procedures	1	2	3	4	5	
7		Explain the turn-down service and special request service for VIP	1	2	3	4	5	
8		Explain the bed making standard operating procedure for queen bed	1	2	3	4	5	
9		Explain how to assemble maid's caddy for public area cleaning and other areas	1	2	3	4	5	
10		Recognize minor maintenance for public area	1	2	3	4	5	
11		Recognize job assignments in the linen and uniform room	1	2	3	4	5	
12		Explain how to organize equipment and cleaning agent according to safety standard for laundry operation.	1	2	3	4	5	
13		Explain proper records of linen and uniform ordered, received, processed and issued by the hotel	1	2	3	4	5	
14		Recognize minor maintenance for public area	1	2	3	4	5	
15		Discuss how to organize linen issuing and inventories in laundry operation.	1	2	3	4	5	

16		Demonstrate Standard Operating Procedures (SOP's) in handling employee and guest theft	1	2	3	4	5	
17		Practice the emergency procedure for fire prevention in housekeeping department	1	2	3	4	5	
18	CLO3 / CLS5 (Ethics and Professionalism)	How do you perform the assigned task within the scope of work	1	2	3	4	5	
19		How your relationship with co-worker during the work	1	2	3	4	5	
20		How do you perform your work with integrity	1	2	3	4	5	
TOTAL MARKS: _____ / 100 X 100 = _____ %								

Lecturer's Comment:

To be completed by Course Lecturer:

Name :
Signature :
Date :

LAMPIRAN B2: RUBRIK INTERVIEW DTA50067: FRONT OFFICE OPERATION



**DTA50067: FRONT OFFICE OPERATION
INTERVIEW**

NAME	:
MATRIC NO	:
PROGRAMME	:
MENTOR/SUPERVISOR/HOD	:
DEPARTMENT	: FRONT OFFICE DEPARTMENT
STUDENT LEARNING TIME	: 373 HOURS
CREDIT VALUE	: 7
PRE-REQUISITE/CO-REQUISITE (IF ANY)	: DTA30113 FRONT OFFICE OPERATION AND MANAGEMENT
SEMESTER OFFERED	: SEMESTER 5 / YEAR 3
ACADEMIC SESSION	:
ASSESSMENT	: INTERVIEW (10%)

COURSE LEARNING OUTCOME (CLO):

CLO1: Perform basic skills in standard operating procedures for front office in hotel operation (P4, PLO3)

CLO2: Demonstrate standard operating procedures for reservation, check-in, check-out and special procedures (P5, PLO5)

CLO3: Explain the use of communication skills effectively during front office operation (A3, PLO4)

CLUSTER (CLS) : CLS3b Interpersonal and Communication Skills

DOMAIN TAXANOMY (DT) : Affective (A3)

NOTES OF GUIDANCE

1. The interview is a question and answer session between students and lecturers about the tasks they have performed throughout the industry. Students are assessed using a rubric to test students' practical skills
2. Student are required to answer the interview question based on question develop in rubric
3. Student are required to answer based on the work task which implemented in hotel

SCALE INDICATION GUIDELINE

Criteria/ Indicator	Scale	Score
<ol style="list-style-type: none">1. Student provides poor explanation for the required criteria2. There was little elaboration used in each answer given	Poor	1
<ol style="list-style-type: none">1. Student provides average explanation for the required criteria2. Each response contained an elaboration using examples from experienced or job task	Average	2
<ol style="list-style-type: none">1. Student provides good explanation for the required criteria2. The response was clear and organized3. Each response contained an elaboration using examples from experience and from job tasks	Good	3
<ol style="list-style-type: none">1. Student provides very good explanation and very good understanding for the required criteria2. Each response contained an elaboration using examples from experienced and from job tasks	Very Good	4
<ol style="list-style-type: none">1. Students provides excellent explanation and complete understanding for the required criteria2. Each response contained an elaboration using examples from experienced and from job tasks	Excellent	5

Item	CLO/ CLS	Criteria	Poor	Average	Good	Very Good	Excellent	Marks
			1	2	3	4	5	
1	CLO 3: Explain the use of communication skills effectively during front office (A3, PLO4)	Describe the job description for Front Office Assistance	1	2	3	4	5	
2		Explain the roles and function of Front Office Department in hotel operation	1	2	3	4	5	
3		Explain the relationship between Front Office Department with Housekeeping Department	1	2	3	4	5	
4		Explain product knowledge about room offered in hotel operation	1	2	3	4	5	
5		How to transfer a call to a requested extension	1	2	3	4	5	
6		Demonstrate proper phone greeting for outside call	1	2	3	4	5	
7		How did you explain about hotel facilities to the guest using the hotel brochures	1	2	3	4	5	
8		What are the guest details need to take during reservation	1	2	3	4	5	
9		How do you handle guest reservation's amendment and cancellation	1	2	3	4	5	
10		What do you understand about overbooking and waiting list	1	2	3	4	5	
11		What are the basic check-in activities	1	2	3	4	5	
12		Explain how to check-in guest	1	2	3	4	5	
13		What are guest details need to take during check-in guest	1	2	3	4	5	
14		Differentiate method of payment at the front office	1	2	3	4	5	
15		How do you handle the lost and found in front office	1	2	3	4	5	
16		How to check-out the guest	1	2	3	4	5	
17		How do you handle the payment method during check-out procedure	1	2	3	4	5	

18	CLO3 / CLS3b (Interpersonal and Communication Skills)	How do you deal with guest complaint during the working hours	1	2	3	4	5	
19		How did you interpret the information to the guest during the work	1	2	3	4	5	
20		How you communicate with your colleagues on a problem arise during the work	1	2	3	4	5	
TOTAL MARKS: _____ / 100 X 100 = _____ %								

Lecturer's Comment:

To be completed by Course Lecturer:

Name :
Signature :
Date :

LAMPIRAN B3: RUBRIK INTERVIEW DTA60077: FOOD AND BEVERAGE OPERATION



**DTA60077: FOOD AND BEVERAGE OPERATION
INTERVIEW**

NAME :
MATRIC NO :
PROGRAMME :
MENTOR/SUPERVISOR/HOD :
HOTEL :
DEPARTMENT : **FOOD AND BEVERAGE DEPARTMENT**
STUDENT LEARNING TIME : **373HOURS**
CREDIT VALUE : **7**
PRE-REQUISITE/CO-REQUISITE : **DTA20093 FOOD AND BEVERAGE SERVICE**
(IF ANY) :
SEMESTER OFFERED : **SEMESTER 6 / YEAR 3**
ACADEMIC SESSION :
ASSESSMENT : **INTERVIEW (10%)**

COURSE LEARNING OUTCOE (CLO):

CLO1: Perform skills of preparation and serving of food and beverages to guest based on hotel standard (P4, PLO3)
CLO2: Perform standard operating procedure to handle bills and take orders from guest (P4, PLO5)
CLO3: Demonstrate the functions of Food and Beverage Department according to hotel's Standard (A3, LO8)

CLUSTER (CLS) : CLS5 Ethics and Professionalism

DOMAIN TAXANOMY (DT) : Affective (A3)

NOTES OF GUIDANCE

1. The interview is a question and answer session between students and lecturers about the tasks they have performed throughout the industry. Students are assessed using a rubric to test students' practical skills
2. Student are required to answer the interview question based on question develop in rubric
3. Student are required to answer based on the work task which implemented in hotel

SCALE INDICATION GUIDELINE

Criteria/ Indicator	Scale	Score
<ol style="list-style-type: none">1. Student provides poor explanation for the required criteria2. There was little elaboration used in each answer given	Poor	1
<ol style="list-style-type: none">1. Student provides average explanation for the required criteria2. Each response contained an elaboration using examples from experienced or job task	Average	2
<ol style="list-style-type: none">1. Student provides good explanation for the required criteria2. The response was clear and organized3. Each response contained an elaboration using examples from experience and from job tasks	Good	3
<ol style="list-style-type: none">3. Student provides very good explanation and very good understanding for the required criteria4. Each response contained an elaboration using examples from experienced and from job tasks	Very Good	4
<ol style="list-style-type: none">3. Students provides excellent explanation and complete understanding for the required criteria4. Each response contained an elaboration using examples from experienced and from job tasks	Excellent	5

Item	CLO/ CLS	Criteria	Poor	Average	Good	Very Good	Excellent	Marks
			1	2	3	4	5	
1	CLO 3: Demonstrate the functions of Food and Beverage Department according to hotels Standard (A3, PLO8)	How to maintain personal hygiene and grooming in hotel industry	1	2	3	4	5	
2		Why briefing is important before starting the shift	1	2	3	4	5	
3		How to prepare sideboard in dining area	1	2	3	4	5	
4		How to wipe the glassware and cutleries	1	2	3	4	5	
5		How to great and seat the guest	1	2	3	4	5	
6		How do you do the up-selling to the guest	1	2	3	4	5	
7		Describe the guest handling procedure for a'la carte service	1	2	3	4	5	
8		Explain the basic set-up for table d'hote cover	1	2	3	4	5	
9		Identify essential glassware and tableware used in normal dining	1	2	3	4	5	
10		Identify SIX (6) napkin folding usually use in restaurant operation	1	2	3	4	5	
11		Identify the serving techniques usually perform in hotel operation	1	2	3	4	5	
12		Differentiate serving techniques between a'la carte and table d'hote	1	2	3	4	5	
13		How did you identify the 'item 86' during the service	1	2	3	4	5	
14		Explain different types of banquet set-up	1	2	3	4	5	
15		Explain types of beverages served in hotel	1	2	3	4	5	
16		Identify the beverage equipment used in hotel operation	1	2	3	4	5	
17		How do you reply to guest complaint in dining table	1	2	3	4	5	

18	CLO3 / CLS5 (Ethics and Professionalism)	How do you perform the assigned task within the scope of work	1	2	3	4	5	
19		How your relationship with co-worker during the work	1	2	3	4	5	
20		How do you perform your work with integrity	1	2	3	4	5	
TOTAL MARKS: _____ / 100 X 100 = _____ %								

Lecturer's Comment :

To be completed by Course Lecturer:

Name :
Signature :
Date :

LAMPIRAN B4: RUBRIK INTERVIEW DTA60087: KITCHEN OPERATION



**DTA60087: KITCHEN OPERATION
INTERVIEW**

NAME :
MATRIC NO :
PROGRAMME :
MENTOR/SUPERVISOR/HOD :
DEPARTMENT : **KITCHEN DEPARTMENT**
STUDENT LEARNING TIME : **373 HOURS**
CREDIT VALUE : **7**
PRE-REQUISITE/CO-REQUISITE (IF ANY) : **DTA20014 BASIC FOOD PREPARATION**
SEMESTER OFFERED : **SEMESTER 6 / YEAR 3**
ACADEMIC SESSION :
ASSESSMENT : **INTERVIEW (10%)**

COURSE LEARNING OUTCOE (CLO):

CLO1: Perform procedures to prepare and produce food according to standard operation procedure in hotel operation (P4, PLO3)

CLO2: Demonstrate good relationship and teamwork skills in kitchen operation (A3, PLO6)

CLO3: Adhere proper food handling skills required to be performed in the kitchen operation (A4, LO8)

CLUSTER (CLS) : CLS5 Ethics and Professionalism

DOMAIN TAXANOMY (DT) : Affective (A4)

NOTES OF GUIDANCE

1. The interview is a question and answer session between students and lecturers about the tasks they have performed throughout the industry. Students are assessed using a rubric to test students' practical skills
2. Student are required to answer the interview question based on question develop in rubric
3. Student are required to answer based on the work task which implemented in hotel

4.
SCALE INDICATION GUIDELINE

Criteria/ Indicator	Scale	Score
1. Student provides poor explanation for the required criteria 2. There was little elaboration used in each answer given	Poor	1
1. Student provides average explanation for the required criteria 2. Each response contained an elaboration using examples from experienced or job task	Average	2
1. Student provides good explanation for the required criteria 2. The response was clear and organized 3. Each response contained an elaboration using examples from experience and from job tasks	Good	3
1. Student provides very good explanation and very good understanding for the required criteria 2. Each response contained an elaboration using examples from experienced and from job tasks	Very Good	4
1. Students provides excellent explanation and complete understanding for the required criteria 2. Each response contained an elaboration using examples from experienced and from job tasks	Excellent	5

Item	CLO/ CLS	Criteria	Poor	Average	Good	Very Good	Excellent	Marks
			1	2	3	4	5	
1	CLO 3: Adhere proper food handling skills required to be performed in the kitchen operation (A4, LO8)	Describe the job description for kitchen personnel	1	2	3	4	5	
2		Explain THREE (3) job specification in kitchen department randomly	1	2	3	4	5	
3		How the kitchen department relate to Food and Beverage Department as well as Front Office Department	1	2	3	4	5	
4		Describe the standard personal hygiene in kitchen operation	1	2	3	4	5	
5		What do you understand with food hazards	1	2	3	4	5	
6		What is food contamination	1	2	3	4	5	
7		Explain about workplace safety in kitchen operation	1	2	3	4	5	
8		Describe the different between perishable and non-perishable item	1	2	3	4	5	
9		Explain the buying process in hotel's kitchen	1	2	3	4	5	
10		What do you understand between formal and informal buying practice	1	2	3	4	5	
11		Explain about product discrepancies	1	2	3	4	5	
12		Explain about hotel inventory record system in purchasing department	1	2	3	4	5	
13		How kitchen department organize the issuing process in hotel	1	2	3	4	5	
14		Recognize the types of storage in hotel's purchasing department	1	2	3	4	5	
15		Explain about menu planning	1	2	3	4	5	
16		Explain the mise-en-place for food preparation	1	2	3	4	5	
17		Discuss elements to be consider in food portioning, garnishing and plate presentation	1	2	3	4	5	

18	CLO3 / CLS5 (Ethics and Professionalism)	How do you perform the assigned task within the scope of work	1	2	3	4	5	
19		How your relationship with co-worker during the work	1	2	3	4	5	
20		How do you perform your work with integrity	1	2	3	4	5	
TOTAL MARKS: _____ / 100 X 100 = _____ %								

Lecturer's Comment:

To be completed by Course Lecturer:

Name :
Signature :
Date :

LAMPIRAN B5: RUBRIK PRESENTATION DTA50067: FRONT OFFICE OPERATION



**DTA50067: FRONT OFFICE OPERATION
PRESENTATION**

NAME	:	
MATRIC NO.	:	
PROGRAMME	:	
MENTOR/SUPERVISOR/HOD	:	
HOTEL	:	
DEPARTMENT	:	FRONT OFFICE DEPARTMENT
STUDENT LEARNING TIME	:	373 HOURS
CREDIT VALUE	:	7
PREREQUISITE/CO-REQUISITE (IF ANY)	:	DTA30113 FRONT OFFICE OPERATION AND MANAGEMENT
SEMESTER OFFERED	:	SEMESTER 5 / YEAR 3
ACADEMIC SESSION	:	
ASSESSMENT	:	PRESENTATION (15%)

COURSE LEARNING OUTCOMES (CLO):

- CLO1: Perform basic skills in standard operating procedures for front office in hotel operations. (P4, PLO3)
- CLO2: Demonstrate standard operating procedures for reservation, check-in, check-out, and special procedures (P5, PLO5)
- CLO3: Explain the use of communication skills effectively during front office operation (A3, PLO5)

CLUSTER (CLS) : CLS3b Interpersonal and Communication Skills

DOMAIN TAXONOMY (DT) : Affective (A3)

NOTES OF GUIDANCE:

1. Student is required to do an oral presentation based on the criteria describes in the rubric.
2. Student is advised to prepare not more than 10 slides and may use tables, diagrams or picture for more effective presentation.
3. The total time allocated to each student is 10 minutes for presentation and 5 minutes for Q&A.

Item	CLO/ CLS	Criteria	Poor	Average	Good	Very Good	Excellent	Marks
			1	2	3	4	5	
1	CLO3: Explain the use of communication skills effectively during front office operation	Demonstrate appropriate communication techniques with guests and colleagues. a) Welcoming and greeting the guests b) Entertaining and responding to guests' inquiries c) Product knowledge d) Sales techniques to maximize revenue e) Technology devices	Student able to explain only one of the required criteria.	Student able to explain only two of the required criteria.	Student able to explain three of the required criteria.	Student able to explain four of the required criteria.	Student able to explain all of the required criteria.	
2		Explains directions to guests and colleagues clearly and effectively a) Starting point b) State the duration c) State the distance d) State all the names of the road e) Use simple direction methods f) Use land g) Provide map h) Direction inside the hotel	Student able to explain only one to two of the required criteria.	Student able to explain only three to four of the required criteria.	Student able to explain five of the required criteria.	Student able to explain six to seven of the required criteria.	Student able to explain all of the required criteria.	
3		Demonstrate effective telephone handling competencies a) Be prepared b) Answer c) Use proper identification d) Speaking at the right tone e) End phone calls courteously	Student able to explain one of the required procedures	Student able to explain two of the required procedure	Student able to explain three of the required procedure	Student able to explain four of the required procedure	Student able to explain all of the required criteria.	
4		Demonstrate skills of check-in procedures at front office a) Preparation for guest arrival b) Room assignment and determination of room rate c) Registration d) Checking the method of payment e) Issuing the room key and escorting the guest	Student able to explain one of the required procedures	Student able to explain two of the required procedure	Student able to explain three of the required procedure	Student able to explain four of the required procedure	Student able to explain all of the required criteria.	
5		Demonstrate skills on check-out procedures at the front office a) Prepare all the forms and bill for the guest to settle. b) Welcome guest with greetings and smile. c) Verify that the guest information d) Check the check-out date e) Check other charges f) Bill verification and settlement g) Return key h) Provide bell staff to help the guest's luggage i) Offer the guest to stay again in the hotel in future. j) Update all the record at the front desk	Student able to explain two of the required procedure	Student able to explain four of the required procedure	Student able to explain six of the required procedure	Student able to explain eight of the required procedure	Student able to explain all of the required criteria.	

6	CLO 3/CLS3b (Interpersonal and Communication Skills)	Clear delivery of ideas	Student not able to deliver ideas clearly and require major improvements	Student able to deliver ideas and require further improvements	Student able to deliver ideas fairly clearly and require minor improvements	Student able to deliver ideas clearly	Student able to deliver ideas with great clarity	
7		Understand and respond to questions	Student not able to understand and respond to a question	Student able to understand and answer questions but not able to accurately answer the question	Student able to understand and answer questions satisfactorily	Student able to respond to questions well	Student able to fully understand and respond to questions very well	
8		Interaction with others: a) The ability to converse and maintain interactions with others.	Student not able to deliver ideas effectively	Student able to deliver ideas with limited effect and require further improvements	Student able to deliver ideas fairly effectively and require minor improvements	Student able to deliver ideas effectively and articulately	Student able to deliver ideas with great effect and articulate	
9		Nurturing relationships: a) The ability to understand and interchange roles between team leader and team members	Student not able to understand ideas confidently	Student able to understand with limited confidence and require further improvements	Student able to understand fairly confidently and require minor improvements	Student able to understand confidently	Student able to understand with great confidence	
TOTAL MARKS ___ / 45 X 100 = ___ %								

Lecturer's Comment:

To be completed by Course Lecturer:

Name :
Signature :
Date :



**DTA50057: HOUSEKEEPING OPERATION
PRESENTATION**

NAME :
MATIC NO. :
PROGRAMME :
MENTOR/SUPERVISOR/HOD :
HOTEL :
DEPARTMENT : HOUSEKEEPING DEPARTMENT
STUDENT LEARNING TIME : 373 HOURS
CREDIT VALUE : 7
PREREQUISITE/CO-REQUISITE : DTA30103 HOUSEKEEPING OPERATION AND MANAGEMENT
(IF ANY)
SEMESTER OFFERED : SEMESTER 5 / YEAR 3
ACADEMIC SESSION :
ASSESSMENT : PRESENTATION (15%)

COURSE LEARNING OUTCOMES (CLO):

- CLO1: Perform roles and functions of housekeeping department according to Standard Operating Procedures (SOP's) in hotel operation (P4, PLO3)
- CLO2: Cooperate working in housekeeping team members regarding to the task and job responsibility (A2, PLO6)
- CLO3: Demonstrate professional manners in housekeeping practice towards hygiene, safety and security in hotel operation (A3, PLO8)

CLUSTER (CLS) : CLS5 Ethics and Professionalism

DOMAIN TAXONOMY (DT): Affective (A3)

NOTES OF GUIDANCE:

1. Student is required to do an oral presentation based on the criteria describes in the rubric.
2. Student is advised to prepare not more than 10 slides and may use tables, diagrams or picture for more effective presentation.
3. The total time allocated to each student is 10 minutes for presentation and 5 minutes for Q&A.

Item	CLO/ CLS	Criteria	Poor	Average	Good	Very Good	Excellent	Marks
			1	2	3	4	5	
1	CLO3: Explain professional manners in housekeeping practice towards hygiene, safety and security in hotel operation.	Roles and functions of the housekeeping operation	Student has no understanding of the required criteria.	Student has some understanding of the required criteria.	Student has basic understanding of the required criteria.	Student has good understanding of the required criteria.	Student has full and complete understanding of the required criteria.	
2		Room cleaning: a) room attendant's daily assignments b) room cleaning procedure c) Inspect guestroom quality and cleanliness d) room status e) lost and found in guest room f) bathroom cleaning g) bed making procedure h) turn down service and special request	Student able to explain only 1 of the required criteria.	Student able to explain only 2 of the required criteria.	Student able to explain 3 of the required criteria.	Student able to explain 4 of the required criteria.	Student able to explain all of the required criteria.	
3		(SOP's) of public area and other cleaning area: a) daily assignments b) types of detergent used, housekeeping equipment and tools c) maid's caddy for public area cleaning and other areas d) public area cleaning process e) inspect quality and cleanliness of public area f) report minor maintenance for public area	Student able to explain less than 2 of the required criteria.	Student able to explain only 3 of the required criteria.	Student able to explain only 4 of the required criteria.	Student able to explain 5 of the required criteria.	Student able to explain all 6 of the required criteria.	
4		Linen and laundry operation: a) type of detergent used, housekeeping equipment and tools b) laundry circle c) linen care d) guest laundry e) linen issuing and inventories f) linen par stock level	Student has no understanding of the required criteria.	Student has some understanding of the required criteria.	Student has basic understanding of the required criteria.	Student has good understanding of the required criteria.	Student has full and complete understanding of the required criteria.	

5		Hygiene, safety and security: a) procedures of fire prevention b) SOP's in handling employee and guest theft b) practice hygiene and sanitation c) safety and security in all housekeeping operation	Student has no understanding of the required criteria.	Student has some understanding of the required criteria.	Student has basic understanding of the required criteria.	Student has good understanding of the required criteria.	Student has full and complete understanding of the required criteria.	
6	CLO 3/CLS5 (Ethics and Professionalism)	Participate working in teams to work in specific areas or special requirements in all housekeeping operation	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	
7		Work relations with co-workers and within institution.	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	

8		Work Ethics. a) Working culture b) Punctuality c) Ethical work	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	
9		Perform assigned task with integrity	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	
TOTAL MARKS: ___ / 45 X 100 = _____ %								

Lecturer's Comment:

To be completed by Course Lecturer:

Name :
Signature :
Date :

LAMPIRAN B7: RUBRIK PRESENTATION DTA60077: FOOD AND BEVERAGE OPERATION



**DTA60077: FOOD AND BEVERAGE
OPERATION
PRESENTATION**

NAME :
MATRIC NO. :
PROGRAMME :
MENTOR/SUPERVISOR/HOD :
HOTEL :
DEPARTMENT : **FOOD AND BEVERAGE DEPARTMENT**
STUDENT LEARNING TIME : **373 HOURS**
CREDIT VALUE : **7**
PREREQUISITE/CO-REQUISITE : **DTA20093 FOOD AND BEVERAGE SERVICE**
(IF ANY)
SEMESTER OFFERED : **SEMESTER 6 / YEAR 3**
ACADEMIC SESSION :
ASSESSMENT : **PRESENTATION (15%)**

COURSE LEARNING OUTCOMES (CLO):

- CLO1: Perform skills of preparation and serving of foods and beverages to guest based on hotel standards. (P4, PLO 3)
CLO2: Perform standard operating procedure to handle bills and take orders from guests. (P4, PLO5)
CLO3: Explain the function of Food and Beverage Department, according to hotel standards. (A3, PLO8)

CLUSTER (CLS) : CLS5 Ethics and Professionalism

DOMAIN TAXONOMY (DT) : Affective (A3)

NOTES OF GUIDANCE:

1. Student is required to do an oral presentation based on the criteria describes in the rubric.
2. Student is advised to prepare not more than 10 slides and may use tables, diagrams or picture for more effective presentation.
3. The total time allocated to each student is 10 minutes for presentation and 5 minutes for Q&A.

Item	CLO/CLS	Criteria	Poor	Average	Good	Very Good	Excellent	Marks
			1	2	3	4	5	
1	CLO3: Explain the function of Food and Beverage Department, according to hotel standards.	Roles and functions of the hotel and restaurant operations.	Student has no understanding of the required criteria.	Student has some understanding of the required criteria.	Student has basic understanding of the required criteria.	Student has good understanding of the required criteria.	Student has full and complete understanding of the required criteria.	
2		Basic technical skills and <i>mise en place</i> for: a) sideboard b) side station c) napkin folding d) lay out of the table cloth e) cover (table d'hôtel, a' la carte, buffet)	Student able to explain only 1 of the required criteria.	Student able to explain only 2 of the required criteria.	Student able to explain 3 of the required criteria.	Student able to explain 4 of the required criteria.	Student able to explain all of the required criteria.	
3		Guest handling procedure: a) welcoming guest b) guest seating c) giving and explaining menu d) taking orders e) serving food and beverage f) bill handling g) thanking guest	Student able to explain less than 2 of the required criteria.	Student able to explain only 3 of the required criteria.	Student able to explain only 4 of the required criteria.	Student able to explain 5 of the required criteria.	Student able to explain more than 6 of the required criteria.	
4		Course sequence: a) appetizer b) soup c) main Course d) dessert e) beverages	Student able to explain less than 2 of the required criteria.	Student able to explain only 3 of the required criteria but not in sequence.	Student able to explain only 3 of the required criteria and in correct sequence.	Student able to explain 4 of the required criteria and in correct sequence.	Student able to explain all in the correct sequence.	
5		Methods and techniques in banquet service and set up.	Student has no understanding of the required criteria.	Student has some understanding of the required criteria.	Student has basic understanding of the required criteria.	Student has good understanding of the required criteria.	Student has full and complete understanding of the required criteria.	
6		Beverage services: a) equipment for serving beverage b) cleaning and storing of beverage equipment c) types of beverages and main ingredients d) techniques of preparation and serving bottle beverages	Student has no understanding of the required criteria.	Student has some understanding of the required criteria.	Student able to explain 2 of the required criteria.	Student able to explain 3 of the required criteria.	Student able to explain all of the required criteria.	

7	CLO 3/CLS5 (Ethics and Professionalism)	Work responsibility in food and beverage department. a) Perform assigned task within the scope of work	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	
8		Work relations with co-workers and within institution.	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	
9		Work Ethics. a) Working culture b) Punctuality c) Ethical work	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	
10		Perform assigned task with integrity.	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	

TOTAL MARKS: ___ / 50 X 100 = ___ %

Lecturer's Comment:

To be completed by Course Lecturer:

Name :
Signature :
Date :

LAMPIRAN B8: RUBRIK PRESENTATION DTA60087: KITCHEN OPERATION



**DTA60087: KITCHEN OPERATION
PRESENTATION**

NAME :
MATRIC NO. :
PROGRAMME :
MENTOR/SUPERVISOR/HOD :
HOTEL :
DEPARTMENT : KITCHEN OPERATION
STUDENT LEARNING TIME : 373 HOURS
CREDIT VALUE : 7
PREREQUISITE/CO-REQUISITE : DTA2013 BASIC FOOD PREPARATION
(IF ANY)
SEMESTER OFFERED : SEMESTER 6 / YEAR 3
ACADEMIC SESSION :
ASSESSMENT : PRESENTATION (15%)

COURSE LEARNING OUTCOMES (CLO):

- CLO1: Perform procedures to prepare and produce food according to standard operation procedure in the hotel operation (P4, PLO 3)
CLO2: Demonstrate good relationship and teamwork skills in kitchen operation. (A3, PLO6)
CLO3: Adhere proper food handling skills required to be performed in the kitchen operation. (A4, PLO8)

CLUSTER (CLS) : CLS5 Ethics and Professionalism

DOMAIN TAXONOMY (DT) : Affective (A4)

NOTES OF GUIDANCE:

1. Student is required to do an oral presentation based on the criteria describes in the rubric.
2. Student is advised to prepare not more than 10 slides and may use tables, diagrams or picture for more effective presentation.
3. The total time allocated to each student is 10 minutes for presentation and 5 minutes for Q&A

Item	CLO/ CLS	Criteria	Poor	Average	Good	Very Good	Excellent	Marks
			1	2	3	4	5	
1	CLO3: Adhere proper food handling skills required to be performed in the kitchen operation.	Standard personal hygiene in kitchen a) Kitchen attire b) Personal care (hair, teeth, nails, hands, feet, face) c) Personal health	Student able to explain only 1 of the required criteria.	Student able to explain only 2 of the required criteria.	Student able to explain 3 of the required criteria.	Student able to explain 4 of the required criteria.	Student able to explain all of the required criteria.	
2		Food hazard understanding	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	
3		Workplace safety: a) Floor b) Lighting c) Ventilation d) Wall	Student able to explain less than 2 of the required criteria.	Student able to explain only 3 of the required criteria.	Student able to explain only 4 of the required criteria.	Student able to explain 5 of the required criteria.	Student able to explain more than 6 of the required criteria.	
4		Menu planning skills	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	
5		Skills in fabricating: a) poultry b) meat c) fish and Shellfish	Student able to explain less than 2 of the required criteria.	Student able to explain only 3 of the required criteria.	Student able to explain only 4 of the required criteria.	Student able to explain 5 of the required criteria.	Student able to explain more than 6 of the required criteria.	
6		<i>Mise en place</i> of food preparation	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	
7		Skills in food preparation	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	
8		Skills in food portioning, garnishing and plate presentation	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	

9	CLO 3/CLS5 (Ethics and Professionalism)	Work responsibility in kitchen operation a) Perform assigned task within the scope of work	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	
10		Work relations with co-workers and within institution.	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	
11		Work Ethics. a) Working culture b) Punctuality c) Ethical work	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	
12		Perform assigned task with integrity.	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	
TOTAL MARKS: ___ / 60 X 100% = _____ %								

Lecturer's Comment :

To be completed by Course Lecturer:

Name :
Signature :
Date



**DTA50057: HOUSEKEEPING OPERATION
REFLECTIVE JOURNAL**

NAME :
MATRIC NO. :
PROGRAMME :
MENTOR/SUPERVISOR/HOD :
HOTEL :
DEPARTMENT : HOUSEKEEPING DEPARTMENT
STUDENT LEARNING TIME : 373 HOURS
CREDIT VALUE : 7
PREREQUISITE/CO-REQUISITE : DTA30103 HOUSEKEEPING OPERATION AND MANAGEMENT
(IF ANY)
SEMESTER OFFERED : SEMESTER 5 / YEAR 3
ACADEMIC SESSION :
ASSESSMENT : REFLECTIVE JOURNAL (15%)

COURSE LEARNING OUTCOMES (CLO):

- CLO1: Perform roles and function of housekeeping department according to Standard Operating Procedures (SOP's) in hotel operation. (P4, PLO3)
- CLO2: Cooperate working in housekeeping team members regarding to the tasks and jobs responsibility. (A2, PLO6)
- CLO3: Explain professional manners in housekeeping practice towards hygiene, safety and security in hotel operation. (A3, PLO8)

CLUSTER (CLS) : CLS5 Ethics and Professionalism

DOMAIN TAXONOMY (DT) : Affective (A3)

NOTES OF GUIDANCE

1. Reflective journal is recording ideas, personal thoughts and experiences as well as reflections and insights a student have in the learning process of a course. For this course, you are required to produce **ONE (1)** reflective journal.
2. Record the activities that you have done in a reflective journal on a daily basis.
3. Make sure supervisor verify your reflective journal at the end of the week.
4. Refer to the rubrics given to guide you in writing the reflective journal.
5. Show your reflective journal to your course lecturer during his or her visit to be verified and for evaluation purposes.

Item	CLO/ CLS	Criteria	Poor	Average	Good	Very Good	Excellent	Marks
			1	2	3	4	5	
1	CLO3: Explain professional manners in housekeeping practice towards hygiene, safety and security in hotel operation.	Housekeeping Department orientation a) Housekeeping Department organizational chart b) Job description and job specification for Housekeeping Department c) General duties of supervisor in housekeeping department d) The importance of Housekeeping Department and relationship to overall function of lodging establishment e) Appropriate personality and attitude	Students able to explain only 1 of the required criteria.	Students able to explain only 2 of the required criteria.	Students able to explain 3 of the required criteria.	Students able to explain 4 of the required criteria.	Students able to explain all of the required criteria.	
2		Room cleaning procedure a) Room attendant's daily assignments b) Teamwork in specific areas or special requirements c) Types of detergent used, housekeeping equipment and tools d) Organizing equipment and cleaning agents according to safety standards e) Trolley preparation for room cleaning f) Room cleaning procedures according to the stipulated standard g) Guestroom quality and cleanliness inspection. h) Room status in room attendant's daily assignment form i) Lost and found item procedures	Students able to explain less than 2 of the required criteria.	Students able to explain only 3 of the required criteria.	Students able to explain only 4 of the required criteria.	Student able to explain 5 of the required criteria.	Student able to explain more than 6 of the required criteria.	
3		Bathroom cleaning procedure a) Types of detergent used, housekeeping equipment and tools b) Organizing equipment and cleaning agents according to safety standard c) Trolley preparation for bathroom cleaning d) Bathroom cleaning procedures according to the stipulated standard e) Bathroom quality and cleanliness inspection.	Students able to explain only 1 of the required criteria.	Students able to explain only 2 of the required criteria.	Students able to explain 3 of the required criteria.	Students able to explain 4 of the required criteria.	Students able to explain all of the required criteria.	
4		Bed making procedure a) Types of detergent used, housekeeping equipment and tools b) Organizing equipment and cleaning agent according to safety standard c) Trolley preparation for bed making d) Bed making procedures according to the stipulated standard e) Turn down service and special request f) Bed making inspection according to standard operating procedure (SOP's)	Students able to explain only 1 of the required criteria.	Students able to explain only 2 of the required criteria.	Students able to explain 3 of the required criteria.	Students able to explain 4 of the required criteria.	Students able to explain all of the required criteria.	

5		Public area and other cleaning area a) Standard Operating Procedures (SOP's) of public area and other cleaning area b) Public area's daily assignments c) Teamwork in specific areas or special requirements d) Types of detergent used, housekeeping equipment and tools	Students able to explain less than 2 of the required criteria.	Students able to explain only 3 of the required criteria.	Students able to explain only 4 of the required criteria.	Student able to explain 5 of the required criteria.	Student able to explain more than 6 of the required criteria.	
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		<ul style="list-style-type: none"> e) Organizing equipment and cleaning agent according to safety standard f) Maid's caddy preparation for public area cleaning and other areas g) Public area other area cleaning process according to the Standard Operating Procedures (SOP's) h) Quality and cleanliness inspection of public area and other areas i) Minor maintenance for public area 						
6		<p>Linen, uniform room, and laundry operation</p> <ul style="list-style-type: none"> a) Job assignments in the linen and uniform room b) Linen care according to the label c) Guest laundry service d) Cleanliness inspection of guest laundry e) Proper records of linen and uniform ordered, received, processed and issued f) Cleanliness of laundry and linen store g) Types of detergent used, housekeeping equipment and tools h) Organizing equipment and cleaning agent according to safety standard i) Laundry cycle in laundry operation 	Students able to explain less than 2 of the required criteria.	Students able to explain only 3 of the required criteria.	Students able to explain only 4 of the required criteria.	Student able to explain 5 of the required criteria.	Student able to explain more than 6 of the required criteria.	
7	CLO 3/CLS5 (Ethics and Professionalism)	<p>Work responsibility in housekeeping department.</p> <ul style="list-style-type: none"> a) Perform assigned task within the scope of work 	Students provides poor explanation the required criteria.	Students provides average explanation the required criteria.	Students provides good explanation the required criteria.	Students provides very good explanation the required criteria.	Students provides excellent explanation the required criteria.	
8		<p>Work Relation</p> <ul style="list-style-type: none"> a) Relationship with co-workers and within institution 	Students provides poor explanation the required criteria.	Students provides average explanation the required criteria.	Students provides good explanation the required criteria.	Students provides very good explanation the required criteria.	Students provides excellent explanation the required criteria.	
9		<p>Work Ethics</p> <ul style="list-style-type: none"> a) Working culture b) Punctuality c) Ethical work 	Students provides poor explanation the required criteria.	Students provides average explanation the required criteria.	Students provides good explanation the required criteria.	Students provides very good explanation the required criteria.	Students provides excellent explanation the required criteria.	

10		Perform assigned task with integrity	Students provides poor explanation the required criteria.	Students provides average explanation the required criteria.	Students provides good explanation the required criteria.	Students provides very good explanation the required criteria.	Students provides excellent explanation the required criteria.	
TOTAL MARKS: ____ / 50 X 100 = ____ %								

Lecturer's Comment :

To be completed by Course Lecturer:

Name :
Signature :
Date :



**DTA50067: FRONT OFFICE OPERATION
REFLECTIVE JOURNAL**

NAME :
MATRIC NO. :
PROGRAMME :
MENTOR/SUPERVISOR/HOD :
HOTEL :
DEPARTMENT : FRONT OFFICE DEPARTMENT
STUDENT LEARNING TIME : 373 HOURS
CREDIT VALUE : 7
PREREQUISITE/CO-REQUISITE : DTA30113 FRONT OFFICE OPERATION & MANAGEMENT
(IF ANY)
SEMESTER OFFERED : SEMESTER 5 / YEAR 3
ACADEMIC SESSION :
ASSESSMENT : REFLECTIVE JOURNAL (15%)

COURSE LEARNING OUTCOMES (CLO):

- CLO1: perform basic skills in standard operating procedures for front office in hotel operations. (P4, PLO3)
CLO2: demonstrate standard operating procedures for reservation, check-in, check-out, and special procedures. (P5, PLO5)
CLO3: explain the use of communication skills effectively during front office operation. (A3, PLO 4)

CLUSTER (CLS) : CLS 3b Interpersonal skills And Communication

DOMAIN TAXONOMY (DT) : Affective (A3)

NOTES OF GUIDANCE:

1. Reflective journal is recording ideas, personal thoughts and experiences as well as reflections and insights a student have in the learning process of a course. For this course, you are required to produce **ONE (1)** reflective journal.
2. Record the activities that you have done in a reflective journal on a daily basis.
3. Make sure supervisor verify your reflective journal at the end of the week.
4. Refer to the rubrics given to guide you in writing the reflective journal.
5. Show your reflective journal to your course lecturer during his or her visit to be verified and for evaluation purposes.

Item	CLO/ CLS	Criteria	Poor	Average	Good	Very Good	Excellent	Marks
			1	2	3	4	5	
1	CLO3: Adhere proper food handling skills required to be performed in the kitchen operation.	Front office department orientation a) Roles and functions of front office department in hotel operations b) The appropriate personality and attitude. c) The front office work areas. d) The front office organizational chart. e) The job specification of a personnel, responsibilities of each positions (top, middle and lower management), departments, and division within a hotel f) The front office relationship with main departments within the hotel business.	Students able to explain only 1 of the required criteria.	Students able to explain only 2 of the required criteria.	Students able to explain 3 of the required criteria.	Students able to explain 4 of the required criteria.	Students able to explain 5 or more of the required criteria.	
2		Communication techniques with guests and colleagues a) Welcoming and greeting the guests b) Guests' inquiries c) Product knowledge d) Effective giving directions procedures to guests and colleagues e) The appropriate sales techniques to maximize revenue	Students able to explain only 1 of the required criteria.	Students able to explain only 2 of the required criteria.	Students able to explain 3 of the required criteria.	Students able to explain 4 of the required criteria.	Students able to explain all of the required criteria.	
3		Effective telephone handling competencies a) Telephone technical procedures b) Proper phone greetings c) The phone communication etiquette d) Information sources	Student has no understanding of the required criteria.	Students has some understanding of the required criteria.	Students able to explain 2 of the required criteria.	Students able to explain 3 of the required criteria.	Students able to explain all of the required criteria.	
5		Contemporary technology devices in front office operation.	Student has no understanding of the required criteria.	Student has some understanding of the required criteria.	Student has basic understanding of the required criteria.	Student has good understanding of the required criteria.	Student has full and complete understanding of the required criteria.	
6		Reservation procedures conducted in the front office a) Types of reservation b) Types of documents used for reservations c) Direct reservation d) Network reservation system e) Individual and group reservation procedures f) Procedures for overbooking and waiting list	Students able to explain only 1 of the required criteria.	Students able to explain only 2 of the required criteria.	Students able to explain 3 of the required criteria.	Students able to explain 4 of the required criteria.	Students able to explain 5 or more of the required criteria.	
7		Check-in procedures at front office a) Basic check-in activities b) Correct registration procedures c) The different methods of payment at the front office	Student has no understanding of the required criteria.	Student has some understanding of the required criteria.	Student has basic understanding of the required criteria.	Student has good understanding of the required criteria.	Student has full and complete understanding of the required criteria.	
8		Display special procedures for front office a) The VIP guest check-in b) Stay extensions procedures for guests	Students able to explain only 1 of the required criteria.	Students able to explain only 2 of the required criteria.	Students able to explain 3 of the required criteria.	Students able to explain 4 of the required criteria.	Students able to explain 5 or more of the	

		c) Lost and found d) Flight reservation and ticketing services e) Reservation for transportation services f) Up-selling techniques						required criteria.	
9		Check-out procedures at the front office a) Documentation for check out b) Basic check-out procedures c) Guest payment and cashiering d) Special check out procedures e) Guest's feedback and complaints f) Organize report for guest's feedback and complaints g) Room status update after the guest check out	Students able to explain less than 2 of the required criteria.	Students able to explain only 3 of the required criteria.	Students able to explain only 4 of the required criteria.	Student able to explain 5 of the required criteria.	Student able to explain more than 6 of the required criteria.		
10	CLO 3/CLS3b (Interpersonal Skills & Communication)	Interaction with others in front office department: a) interest to participate in conversations b) eye contact and body language c) respects and active listening	Students provides poor explanation the required criteria.	Students provides average explanation the required criteria.	Students provides good explanation the required criteria.	Students provides very good explanation the required criteria.	Students provides excellent explanation the required criteria.		
11		Clear delivery of ideas	Student not able to deliver ideas clearly and require major improvements	Student able to deliver ideas and require further improvements	Student able to deliver ideas fairly clearly and require minor improvements	Student able to deliver ideas clearly	Student able to deliver ideas with great clarity		
12		Nurturing Relationships: a) The ability to understand and interchange roles between team leader and team members	Student not able to understand ideas confidently	Student able to understand with limited confidence and require further improvements	Student able to understand fairly confidently and require minor improvements	Student able to understand confidently	Student able to understand with great confidence		
TOTAL MARKS: ____ / 60 X 100 = ____ %									

Lecturer's Comment :

To be completed by Course Lecturer:

Name :

Signature :

Date :



**DTA60077: FOOD AND BEVERAGE OPERATION
REFLECTIVE JOURNAL**

NAME	:	
MATRIC NO.	:	
PROGRAMME	:	
MENTOR/SUPERVISOR/HOD	:	
HOTEL	:	
DEPARTMENT	:	FOOD AND BEVERAGE DEPARTMENT
STUDENT LEARNING TIME	:	373 HOURS
CREDIT VALUE	:	7
PREREQUISITE/CO-REQUISITE (IF ANY)	:	DTA20093 FOOD AND BEVERAGE SERVICE
SEMESTER OFFERED	:	SEMESTER 6 / YEAR 3
ACADEMIC SESSION	:	
ASSESSMENT	:	REFLECTIVE JOURNAL (15%)

COURSE LEARNING OUTCOMES (CLO):

- CLO1: Perform skills of preparation and serving of foods and beverages to guest based on hotel standards. (P4, PLO 3)
- CLO2: Perform standard operating procedure to handle bills and take orders from guests. (P4, PLO5)
- CLO3: Explain the function of Food and Beverage Department, according to hotel standards. (A3, PLO8)

CLUSTER (CLS) : CLS5 Ethics and Professionalism

DOMAIN TAXONOMY (DT) : Affective (A3)

NOTES OF GUIDANCE:

1. Reflective journal is recording ideas, personal thoughts and experiences as well as reflections and insights a student have in the learning process of a course. For this course, you are required to produce **ONE (1)** reflective journal.
2. Record the activities that you have done in a reflective journal on a daily basis.
3. Make sure supervisor verify your reflective journal at the end of the week.
4. Refer to the rubrics given to guide you in writing the reflective journal.
5. Show your reflective journal to your course lecturer during his or her visit to be verified and for evaluation purposes.

Item	CLO/CLS	Criteria	Poor	Average	Good	Very Good	Excellent	Marks
			1	2	3	4	5	
1	CLO3: Explain the function of Food and Beverage Department, according to hotel standards.	Roles and functions of the hotel and restaurant operations	Student has no understanding of the required criteria.	Student has some understanding of the required criteria.	Student has basic understanding of the required criteria.	Student has good understanding of the required criteria.	Student has full and complete understanding of the required criteria.	
2		Hygiene, standard grooming and personal presentation a) Personal hygiene b) Staff attire c) Standard operating procedures d) Flatware, chinaware, glassware and hollowware e) Linen, napkin, table cloth f) Laying and changing table cloth g) Side table skirting, buffet counter h) Standard briefing procedures i) Menu knowledge interpreting skills (methods of cooking, preparation time, ingredients and cooking term)	Students able to explain less than 2 of the required criteria.	Students able to explain only 3 of the required criteria.	Students able to explain only 4 of the required criteria.	Student able to explain 5 of the required criteria.	Student able to explain more than 6 of the required criteria.	
3		Basic technical skills and <i>mise en place</i> for a) Sideboard b) Side station c) Napkin folding d) Lay out of the table cloth e) Cover (table d'hôtel, a' la carte, buffet)	Students able to explain only 1 of the required criteria.	Students able to explain only 2 of the required criteria.	Students able to explain 3 of the required criteria.	Students able to explain 4 of the required criteria.	Students able to explain all of the required criteria.	
4		Guest handling procedure: a) Welcoming guest b) Guest seating c) Giving and explaining menu d) Taking orders e) Serving food and beverage f) Bill handling g) Thanking guest	Students able to explain less than 2 of the required criteria.	Students able to explain only 3 of the required criteria.	Students able to explain only 4 of the required criteria.	Student able to explain 5 of the required criteria.	Student able to explain more than 6 of the required criteria.	
5		Course sequence: a) Appetizer b) Soup c) Main Course d) Dessert e) Beverages	Students able to explain less than 2 of the required criteria.	Students able to explain only 3 of the required criteria but not in sequence.	Students able to explain only 3 of the required criteria and in correct sequence.	Students able to explain 4 of the required criteria and in correct sequence.	Student able to explain all in the correct sequence.	

6		Methods and techniques in banquet service and set up	Student has no understanding of the required criteria.	Student has some understanding of the required criteria.	Student has basic understanding of the required criteria.	Student has good understanding of the required criteria.	Student has full and complete understanding of the required criteria.	
7		Beverage services: a) equipment for serving beverage b) cleaning and storing of beverage equipment c) types of beverages and main ingredients d) techniques of preparation and serving bottle beverages	Student has no understanding of the required criteria.	Student has some understanding of the required criteria.	Student able to explain 2 of the required criteria.	Student able to explain 3 of the required criteria.	Student able to explain all of the required criteria.	
8	CLO 3/CLS5 (Ethics and Professionalism)	Work responsibility in food and beverage department. a) Perform assigned task within the scope of work	Students provides poor explanation the required criteria.	Students provides average explanation the required criteria.	Students provides good explanation the required criteria.	Students provides very good explanation the required criteria.	Students provides excellent explanation the required criteria.	
9		Work Relation a) Relationship with co-workers and within institution	Students provides poor explanation the required criteria.	Students provides average explanation the required criteria.	Students provides good explanation the required criteria.	Students provides very good explanation the required criteria.	Students provides excellent explanation the required criteria.	
10		Work Ethics a) Working culture b) Punctuality c) Ethical work	Students provides poor explanation the required criteria.	Students provides average explanation the required criteria.	Students provides good explanation the required criteria.	Students provides very good explanation the required criteria.	Students provides excellent explanation the required criteria.	
11		Perform assigned task with integrity	Students provides poor explanation the required criteria.	Students provides average explanation the required criteria.	Students provides good explanation the required criteria.	Students provides very good explanation the required criteria.	Students provides excellent explanation the required criteria.	
TOTAL MARKS: ____ / 55 X 100 = ____ %								

Lecturer's Comment :

To be completed by Course Lecturer:

Name :
Signature :
Date :



**DTA60087: KITCHEN OPERATION
REFLECTIVE JOURNAL**

NAME :
MATRIC NO. :
PROGRAMME :
MENTOR/SUPERVISOR/HOD :
HOTEL :
DEPARTMENT : KITCHEN DEPARTMENT
STUDENT LEARNING TIME : 373 HOURS
CREDIT VALUE : 7
PREREQUISITE/CO-REQUISITE : DTA20014 BASIC FOOD PREPARATION
(IF ANY)
SEMESTER OFFERED : SEMESTER 6 / YEAR 3
ACADEMIC SESSION :
ASSESSMENT : REFLECTIVE JOURNAL (15%)

COURSE LEARNING OUTCOMES (CLO):

- CLO1: perform procedures to prepare and produce food according to standard operation procedure in the hotel operation. (P4, PLO3)
CLO2: demonstrate good relationship and teamwork skills in kitchen operation. (A3, PLO6)
CLO3: adhere proper food handling skills required to be performed in the kitchen operation. (A4, PLO8)

CLUSTER (CLS) : CLS5 Ethics and Professionalism

DOMAIN TAXONOMY (DT) : Affective (A4)

NOTES OF GUIDANCE:

1. Reflective journal is recording ideas, personal thoughts and experiences as well as reflections and insights a student have in the learning process of a course. For this course, you are required to produce **ONE (1)** reflective journal.
2. Record the activities that you have done in a reflective journal on a daily basis.
3. Make sure supervisor verify your reflective journal at the end of the week.
4. Refer to the rubrics given to guide you in writing the reflective journal.
5. Show your reflective journal to your course lecturer during his or her visit to be verified and for evaluation purposes.

Item	CLO/ CLS	Criteria	Poor	Average	Good	Very Good	Excellent	Marks
			1	2	3	4	5	
1	CLO3: Adhere proper food handling skills required to be performed in the kitchen operation.	Standard personal hygiene in kitchen a) Kitchen attire b) Personal care (hair, teeth, nails, hands, feet, face) c) Personal health	Student able to explain only 1 of the required criteria.	Student able to explain only 2 of the required criteria.	Student able to explain 3 of the required criteria.	Student able to explain 4 of the required criteria.	Student able to explain all of the required criteria.	
2		Food hazard understanding	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	
3		Workplace safety: a) Floor b) Lighting c) Ventilation d) Wall	Student able to explain less than 2 of the required criteria.	Student able to explain only 3 of the required criteria.	Student able to explain only 4 of the required criteria.	Student able to explain 5 of the required criteria.	Student able to explain more than 6 of the required criteria.	
4		Menu planning skills	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	
5		Skills in fabricating: a) poultry b) meat c) fish and Shellfish	Student able to explain less than 2 of the required criteria.	Student able to explain only 3 of the required criteria.	Student able to explain only 4 of the required criteria.	Student able to explain 5 of the required criteria.	Student able to explain more than 6 of the required criteria.	
6		<i>Mise en place</i> of food preparation	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	
7		Skills in food preparation	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	

8		Skills in food portioning, garnishing and plate presentation	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	
9	CLO 3/CLS5 (Ethics and Professionalism)	Work responsibility in kitchen operation a) Perform assigned task within the scope of work	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	
10		Work relations with co-workers and within institution.	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	
11		Work Ethics. a) Working culture b) Punctuality c) Ethical work	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	
12		Perform assigned task with integrity.	Student provides poor explanation the required criteria.	Student provides average explanation the required criteria.	Student provides good explanation the required criteria.	Student provides very good explanation the required criteria.	Student provides excellent explanation the required criteria.	
TOTAL MARKS: ___ / 60 X 100% = ___ %								

Lecturer's Comment :

To be completed by Course Lecturer:

Name :
Signature :
Date :



**DTA50057: HOUSEKEEPING OPERATION
COMPANY APPRAISAL**

NAME	:
MATRIC NO	:
PROGRAMME	:
MENTOR/SUPERVISOR/HOD	:
DEPARTMENT	: HOUSEKEEPING DEPARTMENT
STUDENT LEARNING TIME	: 373 HOURS
CREDIT VALUE	: 7
PRE-REQUISITE/CO-REQUISITE (IF ANY)	: DTA30103 HOUSEKEEPING OPERATION AND MANAGEMENT
SEMESTER OFFERED	: SEMESTER 6 / YEAR 3
ACADEMIC SESSION	:
ASSESSMENT	: COMPANY APPRAISAL (60%)

COURSE LEARNING OUTCOE (CLO):

CLO1: Perform procedures to prepare and produce food according to standard operation procedure in hotel operation (P4, PLO3)

CLO2: Demonstrate good relationship and teamwork skills in kitchen operation (A3, PLO6)

CLO3: Adhere proper food handling skills required to be performed in the kitchen operation (A4, LO8)

CLUSTER (CLS) : CLS3a Practical Skills
CLS3b Leadership, Autonomy & Responsibility

DOMAIN TAXANOMY (DT) : Psychomotor (P4), Affective (A4)

NOTES OF GUIDANCE

1. The Company Appraisal is to be conducted by the supervisor at the end of WBL timeframe for each assigned department.
2. The supervisor will submit the completed company appraisal form to the WBL Industry Coordinator.
3. The WBL lecturer will collect the company appraisal form during the final visit.

Item	CLO/ CLS	Criteria	Poor	Average	Good	Very Good	Excellent	Marks
			1	2	3	4	5	
1	CLO1 / 3a Perform roles and functions of housekeeping department according to Standard Operating Procedures (SOP's) in hotel operation	Perform skill and understanding of Housekeeping: a) Perform general duties of supervisor in housekeeping department b) Display appropriate personality and attitude	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
2		Complete room attendant's daily report	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
3		Complete trolley for room cleaning: a) Assembles detergent, housekeeping equipment and tools b) Assemble linen and amenities	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
4		Practice room cleaning procedure according to the hotel standard: a) Inspects guestroom quality and cleanliness b) Update room status in room attendant's daily report	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	

5		<p>Display skill and knowledge of bathroom cleaning procedure:</p> <ul style="list-style-type: none"> a) Assembles detergent, equipment and tools b) Organizes equipment and cleaning agents according to safety standard c) Complete bathroom cleaning procedure according to the hotel standard d) Inspects bathroom quality and cleanliness 	<p>Student was able to perform the required criteria but with errors (10 and above)</p>	<p>Student was able to perform the required criteria but with errors (7 - 9)</p>	<p>Student was able to perform the required criteria but with errors (4 - 6)</p>	<p>Student was able to perform the required criteria but with errors (1 - 3)</p>	<p>Student was able to perform the required criteria with no error</p>	
6		<p>Display skill and knowledge of bed making:</p> <ul style="list-style-type: none"> a) Assemble linen b) Perform bed making according to the hotel standard c) Performs turn down service and special request d) Demonstrate bed making inspection according to standard operating procedure (SOP's) 	<p>Student was able to perform the required criteria but with errors (10 and above)</p>	<p>Student was able to perform the required criteria but with errors (7 - 9)</p>	<p>Student was able to perform the required criteria but with errors (4 - 6)</p>	<p>Student was able to perform the required criteria but with errors (1 - 3)</p>	<p>Student was able to perform the required criteria with no error</p>	
7		<p>Display skill and knowledge of standard operating procedure (SOP's) of public area and other cleaning area</p> <ul style="list-style-type: none"> a) Complete public area's daily assignments b) Assemble detergent, equipment and tools c) Organize equipment and cleaning agent according to safety standard d) Complete maid's caddy/trolley e) Perform public area cleaning according to the standard operation procedures (SOP's) f) Inspect quality and cleanliness of public area <p>Report minor maintenance for public area</p>	<p>Student was able to perform the required criteria but with errors (10 and above)</p>	<p>Student was able to perform the required criteria but with errors (7 - 9)</p>	<p>Student was able to perform the required criteria but with errors (4 - 6)</p>	<p>Student was able to perform the required criteria but with errors (1 - 3)</p>	<p>Student was able to perform the required criteria with no error</p>	

8		<p>Display skill and knowledge of laundry operation:</p> <ul style="list-style-type: none"> a) Organize equipment and cleaning agent according to safety standard b) Organize laundry cycle in laundry operation 	<p>Student was able to perform the required criteria but with errors (10 and above)</p>	<p>Student was able to perform the required criteria but with errors (7 - 9)</p>	<p>Student was able to perform the required criteria but with errors (4 - 6)</p>	<p>Student was able to perform the required criteria but with errors (1 - 3)</p>	<p>Student was able to perform the required criteria with no error</p>	
9		<p>Display skill and knowledge of linen and uniform room:</p> <ul style="list-style-type: none"> a) Complete job assignments in the linen and uniform room b) Perform linen care according to the label c) Perform guest laundry service d) Inspect quality of guest laundry e) Select proper records of linen and uniform ordered, received, processed and issued f) Perform cleanliness of laundry and linen store g) Assist linen purchasing - Par Level h) Perform linen issuing and inventories i) Assist on par stock level 	<p>Student was able to perform the required criteria but with errors (10 and above)</p>	<p>Student was able to perform the required criteria but with errors (7 - 9)</p>	<p>Student was able to perform the required criteria but with errors (4 - 6)</p>	<p>Student was able to perform the required criteria but with errors (1 - 3)</p>	<p>Student was able to perform the required criteria with no error</p>	
10		<p>Display skill and knowledge of safety and security in housekeeping operation:</p> <ul style="list-style-type: none"> a) Follow procedures of fire prevention b) Organize safety and security procedures in hotel's guestrooms c) Demonstrate Standard Operating Procedures in handling guest theft d) Practice hygiene and sanitation according to standard e) Comply with safety and security in all housekeeping operations 	<p>Student was able to perform the required criteria but with errors (10 and above)</p>	<p>Student was able to perform the required criteria but with errors (7 - 9)</p>	<p>Student was able to perform the required criteria but with errors (4 - 6)</p>	<p>Student was able to perform the required criteria but with errors (1 - 3)</p>	<p>Student was able to perform the required criteria with no error</p>	

11	CLO2 / 3d Cooperate working in housekeeping team members regarding to the task and job responsibility	Teamwork: Foster good relationship	No clear evidence of ability to foster good relationships and work together effectively with other group members towards goal achievement.	Able to foster relationship and work together with other group members towards goal achievement but with limited effect and require improvements	Able to foster relationship and work together with other group members towards goal achievement with some effect(s) and require minor improvements	Able to foster good relationship and work together with other group members towards goal achievement	High ability to foster good relationship and work together effectively with other group members towards goal achievement.	
12		Teamwork: Alternate roles	No clear evidence demonstrated in practice of the ability to assume alternate roles within the team.	Attempt to demonstrate in practice the ability to alternate roles within the team but with limited effect and require improvements	Able to demonstrate in practice the ability to assume alternate roles within the team with some effect(s) and require minor improvements	Able to demonstrate in practice the ability to assume alternate roles within the team to achieve the same goal.	Show clear evidence demonstrated in practice to assume alternate roles within the team.	
13		Teamwork: Respect and accept opinions	Not able to respect and accept opinion of others that leads to conflicts	Limited respect and acceptance of others' opinions in achieving group's objectives	Able to respect and accept opinion of others in achieving group's objectives	Able to well respect and accept opinion of others in achieving group's objectives	Able to very well respect and accept opinion of others in achieving group's objectives	
TOTAL MARKS: _____ / 65 X 100 = _____ %								

Lecturer's Comment :

To be completed by Course Lecturer:

Name :
Signature :
Date :

LAMPIRAN B14: RUBRIK COMPANY APPRAISAL DTA50067: FRONT OFFICE OPERATION



**DTA50067: FRONT OFFICE OPERATION
COMPANY APPRAISAL**

NAME	:
MATRIC NO	:
PROGRAMME	:
MENTOR/SUPERVISOR/HOD	:
DEPARTMENT	: FRONT OFFICE DEPARTMENT
STUDENT LEARNING TIME	: 373 HOURS
CREDIT VALUE	: 7
PRE-REQUISITE/CO-REQUISITE (IF ANY)	: DTA300113 FRONT OFFICE OPERATION AND MANAGEMENT
SEMESTER OFFERED	: SEMESTER 5 / YEAR 3
ACADEMIC SESSION	:
ASSESSMENT	: COMPANY APPRAISAL (60%)

COURSE LEARNING OUTCOE (CLO):

CLO1: Perform procedures to prepare and produce food according to standard operation procedure in hotel operation (P4, PLO3)

CLO2: Demonstrate good relationship and teamwork skills in kitchen operation (A3, PLO6)

CLO3: Adhere proper food handling skills required to be performed in the kitchen operation (A4, LO8)

CLUSTER (CLS) : CLS3a Practical Skills
CLS3b Leadership, Autonomy & Responsibility

DOMAIN TAXANOMY (DT) : Psychomotor (P4), Affective (A4)

NOTES OF GUIDANCE

1. The Company Appraisal is to be conducted by the supervisor at the end of WBL timeframe for each assigned department.
2. The supervisor will submit the completed company appraisal form to the WBL Industry Coordinator.
3. The WBL lecturer will collect the company appraisal form during the final visit.

Item	CLO/ CLS	Criteria	Poor	Average	Good	Very Good	Excellent	Marks
			1	2	3	4	5	
1	CLO1 / 3a operations Perform basic skills in standard operating procedures for front office in hotel	Display appropriate personality and attitude	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
2		Display welcoming and greeting the guests	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
3		Display entertaining and responding to guests' inquiries	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
4		Demonstrate product knowledge skills	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
5		Display showing directions to guests and colleagues clearly and effectively	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
6		Display appropriate sales techniques to maximize revenue	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	

7		Practice telephone technical procedures a) Place a caller on hold b) Activate the speaker phone c) Transfer a call	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
8		Demonstrate proper phone greetings	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
9		Display the phone communication etiquette	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
10		Display use of information sources effectively: Brochure, Telephone list, Schedule, others	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
11	CLO2 / 3c Demonstrate standard operating procedures for reservation, check-in, check-out, and special procedures.	Perform direct reservation: Telephone, Letter, Facsimile, Individual/Walk-in, Email, Online Travel Agency (OTA), Hotel Website	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
12		Perform individual and group reservation procedures	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
13		Perform procedures for overbooking and waiting list	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	

14	Demonstrate basic check-in activities a) Prepare for guest's arrival b) Determine room availability and rate c) Allocate guest room	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
15	Perform correct registration procedures a) Guest check-in with reservation b) Guest check-in without reservation (walk-in guest)	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
16	Perform the use of different methods of payment at the front office: Personal account, Company account	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
17	Display special procedures for front office: a) Perform VIP guest check-in b) Perform stay extensions for guests c) Describe Lost and found d) Perform Flight reservation and ticketing services e) Organize reservation for transportation services f) Demonstrate up-selling techniques	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
18	Demonstrate skills on check-out procedures at the front office: a) Complete documentation for check out b) Perform basic check-out procedures c) Display guest payment and cashiering	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	

19	Perform special check out procedures: a) Late payment procedures b) Delivery of guest safety box c) Express check-out procedures	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
20	Perform Digital & Numeracy skill: Use of contemporary technology devices in front office operation: a) Property Management System (PMS) b) Computer Reservation System (CRS) c) Cash register	Display little evidence on handling digital or electronic device or equipment in performing all tasks.	Display some evidence on handling digital or electronic device or equipment in performing all tasks.	Display many evidences on handling digital or electronic device or equipment in performing all tasks.	Display complete evidence on handling digital or electronic device or equipment in performing all tasks.	Display complete evidence and confidently in handling digital or electronic device or equipment in performing all tasks.	

TOTAL MARKS: _____ / 100 X 100 = _____ %

Lecturer's Comment :

To be completed by Course Lecturer:

Name :

Signature :

Date :

LAMPIRAN B15: RUBRIK COMPANY APPRAISAL DTA60077: FOOD AND BEVERAGE OPERATION



**DTA60077: FOOD AND BEVERAGE OPERATION
COMPANY APPRAISAL**

NAME	:
MATRIC NO	:
PROGRAMME	:
MENTOR/SUPERVISOR/HOD	:
DEPARTMENT	: FOOD AND BEVERAGE DEPARTMENT
STUDENT LEARNING TIME	: 373 HOURS
CREDIT VALUE	: 7
PRE-REQUISITE/CO-REQUISITE (IF ANY)	: DTA20093 FOOD AND BEVERAGE SERVICE
SEMESTER OFFERED	: SEMESTER 6 / YEAR 3
ACADEMIC SESSION	:
ASSESSMENT	: COMPANY APPRAISAL (60%)

COURSE LEARNING OUTCOME (CLO):

CLO1: Perform procedures to prepare and produce food according to standard operation procedure in

hotel operation (P4, PLO3)

CLO2: Demonstrate good relationship and teamwork skills in kitchen operation (A3, PLO6)

CLO3: Adhere proper food handling skills required to be performed in the kitchen operation (A4, LO8)

CLUSTER (CLS) : CLS3a Practical Skills
CLS3b Leadership, Autonomy & Responsibility

DOMAIN TAXANOMY (DT) : Psychomotor (P4), Affective (A4)

NOTES OF GUIDANCE

1. The Company Appraisal is to be conducted by the supervisor at the end of WBL timeframe for each assigned department.
2. The supervisor will submit the completed company appraisal form to the WBL Industry Coordinator.
3. The WBL lecturer will collect the company appraisal form during the final visit.

Item	CLO/ CLS	Criteria	Poor	Average	Good	Very Good	Excellent	Marks
			1	2	3	4	5	
1	CLO1 / 3a Perform skills of preparation and serving of food and beverages to guest based on hotel standards	Perform basic technical skills and <i>mise-en-place</i> for table setting.	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
2		Display skills of guest handling procedures (sequence of service).	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
3		Display knowledge of food course sequence.	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
4		Perform skills for a different types of serving technique. a. Table d'hôte b. A' la Carte c. Buffet	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
5		Perform skills for in-room dining (Room Service).	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
6		Perform skills for Beverage services.	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	

7	CLO2 / 3c Perform standard operating procedure to handle bills and take orders from guests	Perform menu knowledge interpreting skills: methods of cooking, preparation time, ingredients and cooking term	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
8		Display order taking and giving suggestions	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
9		Perform Digital & Numeracy skill: Bill handling	Display little evidence on handling digital or electronic device or equipment in performing all tasks.	Display some evidence on handling digital or electronic device or equipment in performing all tasks.	Display many evidences on handling digital or electronic device or equipment in performing all tasks.	Display complete evidence on handling digital or electronic device or equipment in performing all tasks.	Display complete evidence and confidently in handling digital or electronic device or equipment in performing all tasks.	
TOTAL MARKS: _____ / 45 X 100 = _____ %								

Lecturer's Comment :

To be completed by Course Lecturer:

Name :
Signature :
Date :

LAMPIRAN B16: RUBRIK COMPANY APPRAISAL DTA60087: KITCHEN OPERATION



**DTA60087: KITCHEN OPERATION
COMPANY APPRAISAL**

NAME :
MATRIC NO :
PROGRAMME :
MENTOR/SUPERVISOR/HOD :
DEPARTMENT : KITCHEN DEPARTMENT
STUDENT LEARNING TIME : 373 HOURS
CREDIT VALUE : 7
PRE-REQUISITE/CO-REQUISITE (IF ANY) : DTA20014 BASIC FOOD PREPARATION
SEMESTER OFFERED : SEMESTER 6 / YEAR 3
ACADEMIC SESSION :
ASSESSMENT : COMPANY APPRAISAL (60%)

COURSE LEARNING OUTCOE (CLO):

CLO1: Perform procedures to prepare and produce food according to standard operation procedure in

hotel operation (P4, PLO3)

CLO2: Demonstrate good relationship and teamwork skills in kitchen operation (A3, PLO6)

CLO3: Adhere proper food handling skills required to be performed in the kitchen operation (A4, LO8)

CLUSTER (CLS) : CLS3a Practical Skills
CLS3b Leadership, Autonomy & Responsibility

DOMAIN TAXANOMY (DT) : Psychomotor (P4), Affective (A4)

NOTES OF GUIDANCE

1. The Company Appraisal is to be conducted by the supervisor at the end of WBL timeframe for each assigned department.
2. The supervisor will submit the completed company appraisal form to the WBL Industry Coordinator.
3. The WBL lecturer will collect the company appraisal form during the final visit.

Item	CLO/ CLS	Criteria	Poor	Average	Good	Very Good	Excellent	Marks
			1	2	3	4	5	
1	CLO1 / 3a Perform procedures to prepare and produce food according to standard operation procedure in the hotel operation	Display knowledge and understanding of the kitchen operation	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
2		Display hygiene and sanitation in kitchen operation	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
3		Display skills in menu planning	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
4		Display skills in fabricating a. Poultry b. Meat c. Fish and shellfish	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
5		Perform skills in <i>mise en place</i> of food preparation	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
6		Demonstrate skills in food preparation	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
7		Display skills in food portioning, garnishing and plate presentation	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	

8	CLO2 / 3d Demonstrate good relationship and teamwork skills in kitchen operation	Perform skills of purchasing in kitchen operation	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
9		Perform skills of receiving in kitchen operation	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
10		Demonstrate skills of storing in kitchen operation	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
11		Organize skills of issuing process in kitchen operation	Student was able to perform the required criteria but with errors (10 and above)	Student was able to perform the required criteria but with errors (7 - 9)	Student was able to perform the required criteria but with errors (4 - 6)	Student was able to perform the required criteria but with errors (1 - 3)	Student was able to perform the required criteria with no error	
12		Teamwork: Foster good relationship	No clear evidence of ability to foster good relationships and work together effectively with other group members towards goal achievement.	Able to foster relationship and work together with other group members towards goal achievement but with limited effect and require improvements	Able to foster relationship and work together with other group members towards goal achievement with some effect(s) and require minor improvements	Able to foster good relationship and work together with other group members towards goal achievement	High ability to foster good relationship and work together effectively with other group members towards goal achievement.	
13		Teamwork: Alternate roles	No clear evidence demonstrated in practice of the ability to assume alternate roles within the team.	Attempt to demonstrate in practice the ability to alternate roles within the team but with limited effect and require improvements	Able to demonstrate in practice the ability to assume alternate roles within the team with some effect(s) and require minor improvements	Able to demonstrate in practice the ability to assume alternate roles within the team to achieve the same goal.	Show clear evidence demonstrated in practice to assume alternate roles within the team.	

14		Teamwork: Respect and accept opinions	Not able to respect and accept opinion of others that leads to conflicts	Limited respect and acceptance of others' opinions in achievement group's objectives	Able to respect and accept opinion of others in achieving group's objectives	Able to well respect and accept opinion of others in achieving group's objectives	Able to very well respect and accept opinion of others in achieving group's objectives	
								TOTAL MARKS: _____ / 70 X 100 = _____ %

Lecturer's Comment :

To be completed by Course Lecturer:

Name :
Signature :
Date :