

Student Code of Conduct

A – Z Information

2015/ 2016



Colombo Academy of
Hospitality Management
@
SLIIT

William
Angliss
Institute

Specialist centre
for foods, tourism,
hospitality & events

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Message from Steven Bradie-Miles

Chief Executive Officer @ CAHM

Welcome to the Colombo Academy of Hospitality Management (CAHM) at the Sri Lanka Institute of Information Technology (SLIIT) and our Australian partner, William Angliss Institute.

Studying at CAHM will be an interesting, colourful and demanding journey, yet a rewarding experience. If you study hard to increase your knowledge, challenge your comfort zone when training practically and have a 'Can Do' attitude, then you have the right ingredients to successfully graduate and move ahead faster than your peers.

This Student Code of Conduct Handbook provides you with the rules and regulations that must be adhered to, at all times. CAHM operates like any hospitality business and our brand and values exceed all others. Our expectation is that every student behaves and follows our procedures modelled on the exact same standards employers expect from their employees out in industry.

I would like to congratulate and thank you for choosing to study in our world renowned hospitality management training program combined with the most outstanding state of the art facilities making CAHM the premier hospitality training provider.

Faithfully,

Steven Bradie-Miles
Chief Executive Officer
Colombo Academy of Hospitality Management



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CAHM Shares the William Angliss Institute Values

Personal Responsibility

Accountability, responsiveness, integrity, respect, impartiality and human rights

Inspiration

Passionate, stimulating, optimistic

Empowerment

Nurturing, encouragement, confidence

Community

Sharing, partnership and connections

Expertise

Leadership, dedication, excellence



Colombo Academy of Hospitality Management @ SLIIT



Sri Lanka's Largest Training Kitchen



Model Accommodation Units



Front Office



Classrooms

CAHM Student Code of Conduct

The Purpose of this Code of Conduct is to explain to students their obligations and responsibilities and convey CAHM's principles, which are aimed at enhancing the learning experience. While this Code cannot encompass all possible situations where direction is required beyond the provisions of the Code it must be sought from an appropriate staff member and referenced against existing and applicable policy and procedure.

At CAHM we believe that all students should study in an engaging, supportive environment and a culture which models mutual respect, nurturing, listening, empowering and feeling valued.

All students are expected to treat everyone at CAHM with respect, courtesy and value staff and student diversity.

As a student, you are expected to:

- Comply with all of CAHM's policies and procedures and respect and comply with SLIIT's disciplinary conduct. A copy of the SLIIT disciplinary conduct can be produced upon request by CAHM.

Standards of Behaviour

At all times, students must;

- Abide by all regulations and requirements of CAHM and respond to all lawful and reasonable directions from staff.
- Be aware that all forms of academic dishonesty or misconduct are unacceptable and that CAHM will take measures to test compliance.
- Use all equipment and resources appropriately, legitimately and safely, following occupational health and safety requirements.
- Observe the relevant occupational health and safety requirements and bring to the attention of the CAHM staff of any situation which is or maybe, a health or safety hazard.

The following behaviour is listed as **UNACCEPTABLE**, but is not limited to;

- You must **NOT** harass anyone or discriminate on the grounds of:
 - Age
 - Impairment (including Hiv, Aids and Hepatitis C)
 - Industrial Activity
 - Lawful Sexual Activity
 - Marital Status
 - Physical Features
 - Political Belief or Activity
 - Pregnancy
 - Race
 - Religious Belief or Activity
 - Sex
 - Status as a Parent or Carer
 - Breastfeeding
 - Gender Identity
 - Sexual Orientation, or
 - Personal Association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.
- Unacceptable behaviour includes, disruption, interruption or interfering with the rights of other students to a positive learning environment including wilful unlawful, violent or other unsafe disruptions of lecturers/ tutorials or other learning based activities.
- Bullying, assaulting, harassing, intimidating or displaying aggressive, disruptive or ill-mannered behaviour towards others will not be tolerated.
- Interfering with, causing wilful or negligent damage or defacing, any campus property will include damage costs to be paid by the student/s involved.

- You must not engage in frivolous complaints or grievances where there are no demonstrable or substantiated grounds for complaint.
- Vexatious claims against other students and members of staff will not be tolerated.
- Submission of fraudulent information and/ or documents to CAHM may lead to suspension.
- Inappropriate contact of fellow students and/ or staff, may lead to suspension.
- Theft of campus property or personal property will result in suspension and may lead to prosecution from the relevant law enforcement authority. Stealing Intellectual property and or misusing intellectual property and accessing confidential information such as assessment papers will result in suspension.
- Whilst it is recognised that students may sometimes form consensual legal sexual relationships. If a student is found to have engaged in sexual intercourse, sexual harassment or sex discrimination on campus, the student will be subject to disciplinary action which may/ will result in the termination of study at CAHM. The matter may also be referred to the relevant law enforcement.
- Alcohol, drugs or other substances must not adversely affect your study performance. CAHM does not permit the possession of prohibited drugs or alcohol on the campus. Nor are you permitted to be under the influence of alcohol and prohibited drugs whilst on campus. Disciplinary action will be taken and the police will be contacted to investigate the possession of prohibited drugs.
- Weapons are prohibited and if used to injure or intimidate, your enrolment and study will be terminated.
- All students must observe the No smoking policy on campus, Smoking is prohibited.
- Aiding or abetting or instigating other students or outsiders to violate the rules and regulations of the Academy.
- Students must not organise activities, trips, fund raising, meetings etc without the approval of the CAHM CEO. Nor can students use the name and the logo of SLIIT, CAHM or William Angliss for whatever activity without the approval from the CAHM CEO.
- Students must not distribute leaflets, newspapers & other printed material and audio or video material containing texts or data which have not been approved for distribution among students or staff of CAHM by the CEO.
- Any other behaviour which causes significant interference with the daily operations of CAHM may lead to suspension.

Breaches of the Code of Conduct

Students who breach the Code of Conduct will be subject to disciplinary actions. Serious breaches may involve permanent expulsion and in cases of suspected criminal activity, may involve referral of the matter to the relevant law enforcement authority.

A student who is found to have violated the Student Code of Conduct is liable to be subjected at any one or more of the following punishments.

1. A severe warning
2. A fine and a warning
3. Suspension for a specified period
4. Access rights granted to any resources, may be suspended
5. Recovery costs (in case of damaging institutional property) with a heavy surcharge
6. A combination of any of the punishments listed above
7. Expulsion from the Academy

If a student is suspected of committing illegal act, the matter will be reported to the police for investigation. The Academy has the right to concurrently conduct an inquiry against the suspected student under the Student Code of Conduct.

CAHM Student A-Z Information

Absenteeism

At CAHM the attendance we expect is at the minimum of 80% attendance. Students who are late more than 5 minutes will be invited to join the class, but will be marked as non-attended for that class. Continual lateness effects learning and disrupts your fellow colleagues and the teaching staff. Regular lateness will lead to disciplinary action.

Academic & Administrative Staff

CAHM is a study environment in which students are able to engage in rational debate and freely express alternative points of view in that debate. At no stage will staff accept a debate that breaches unacceptable behaviour.

Accidents

Any accident resulting in personal injury that occurs on the campus must be recorded in the injury register. If a student has an accident on campus they should report it immediately to the CAHM staff. The staff will fill out an injury, accident and hazard form. The form will be handed to the Chief Executive Officer at CAHM.

Alcohol and other Substances

Students may not be on the premises under the influence of alcohol or illicit substances. If they are compromising health and safety or disrupting other student's learning while under the influence it will jeopardise your continued enrolment at the campus. Similar health and safety requirements apply in the workplace.

Some classes incorporate the use of alcohol at times. Where it is a requirement of the learning outcome or element of competence, students may taste alcohol if allowed by the relevant law (to be of an appropriate age) and at the teachers discretion. Students who do not wish to consume alcohol for religious or cultural reasons should inform their teacher so other arrangements can be made.

Ambulance

If an ambulance is required, students should immediately contact the CAHM staff.

Anaphylaxis

Anaphylaxis is a severe allergic reaction that can be caused by some foods. During some courses, students at CAHM may handle types of food substances during their learning activities. If you have been diagnosed as suffering from anaphylaxis you should carry an EpiPen at all times and make sure CAHM is aware of your condition. Information you provide may be used for your safety while undertaking your course and can remain confidential.

Attendance/ Result Expectations

Each day the teacher will mark the class attendance list and record any student who is absent. Any student frequently missing class or failing for whatever reason will be contacted, counseled and/ or assisted.

Long term poor attendance can be subject to a review of your enrolment, resulting in a probationary period or cancellation of enrolment through a Student Progress Review Committee.

Assessment Marks/ Grades

Students will be awarded a 'graded' mark, unless a 'Pass Competent' mark is appropriate. This marking scale matches Sri Lankan education standards and expectations.

There are a variety of assessment formats, below are some examples:

- a) **Work Projects** – these are already stated in each of the subjects Learner Guides, however they can be amended to suit the subject. Attendance is also calculated in the work project assessment.
- b) **Oral Questions** – these can be asked verbally to students or given as a written assessment for completion during the subject duration. The teacher will determine the grading criteria.
- c) **Written Test** – this examination will be conducted in a closed book format at the conclusion of the subject. Again the teacher will determine the grading criteria.

The pass rate for students is 60% for each assessment in each subject/ unit.

- A Competency achieved to an outstanding level in this subject (80-100%)
- B Competency achieved to a superior level in this subject (70-79%)
- C Competency achieved in this subject (60-69%)
- PC Passed competent (non-graded assessment)
- NYC Not yet assessed as being competent
- N The student has attended a class whereby delivery has taken place for the specified unit and at least one form of assessment has taken place.
- WF The student has attended a class whereby delivery has taken place for the specified unit and then the student has withdrawn or dropped out more than four weeks after the commencement date of the course.
- WD The student has attended a class whereby delivery has taken place for the specified unit and the student has officially withdrawn within 4 weeks of commencement of the course
- WNA Student has never attended

Breastfeeding Facilities

A private breastfeeding space is available upon request. Students should contact the CAHM staff to make arrangements.

Bullying

Bullying is repeated, unreasonable behaviour directed towards another person who creates a risk to their mental or physical health and safety.

Bullying can include, but is not limited to:

- Verbal abuse, spreading rumours or innuendo about someone,
- Interfering with someone's personal property or work equipment,
- Deliberately excluding or isolating someone,
- Psychological harassment,

CAHM has a policy and procedure for dealing with bullying, and will ensure that all complaints are dealt with promptly and effectively.

CAHM – Representing our Brand

At CAHM we expect you to embrace CAHM as your employer and your home away from home, You are just as much a part of the brand as anyone else. On field excursions, industry visits, when guest speakers attend, you are representing CAHM and yourself. Be proud that you are part of the CAHM family.

You must conduct yourself in a professional manner while undertaking professional placement and respect the confidentiality of client or commercial information made available to them as part of the placement or site visit.

Cancelled Classes

In the event that a class needs to be cancelled, change of location or time amended due to a teacher's illness or unforeseen circumstances, every attempt will be made to contact the students prior to the class via SMS/ email to alert them of the changes. Notification and instructions will also be posted on the door of the classroom.

Changing Rooms

Changing rooms are located on the ground floor. Students are not permitted to change in toilets or in corridors as it is unhygienic, culturally insensitive and an infringement under health regulations.

Cheating, Plagiarism & Collusion

Copying another's work without acknowledgement and other forms of cheating are viewed seriously. Students at CAHM are expected to uphold academic integrity and avoid plagiarism. The way students present ideas and information in assessments must be totally their own. Plagiarism occurs when someone submits work that was written by someone else and claims it as their own. Collusion occurs when two people or more work together on an assignment/ assessment which is supposed to be done individually. It is considered to be plagiarism if a student uses material found in a text or online, without referencing the source in the body of the text, or uses the work of another student or friend.

As the relevant test or assignment will not be assessed, the student is considered not to have completed the subject requirements. A 'not yet assessed as being competent' 'N' or 'NYC' result will be recorded and re-enrolment will be required.

Chewing Gum

Chewing gum is not permitted in any class, within the front office area and in the kitchen.

Compassionate or Compelling Circumstances

Students will be provided with a release letter if they can demonstrate compassionate or compelling personal or academic circumstances. It will normally be expected that such circumstances are beyond the control of a student and could have an impact on the student's capacity and/or ability to progress through a course. These could include:

- Illness, where a medical certificate states that the student was unable to attend classes.
- Bereavement of close family members such as parents or grandparents.
- Major political upheaval or natural disaster in the home country that requires the student's emergency travel and this can have an impact on the student's studies.
- A traumatic experience which could include but is not limited to:
 - Involvement in or witnessing of an accident; or
 - A crime committed against the student; or
 - The student has been a witness to a crime and this has impacted on the student (these cases should be supported by police or psychologists' reports).
- A student's inability to begin studying on the course commencement date due to delay in receiving a student visa.

In order for a request for a release letter to be considered, the student must provide the following documentation:

- Evidence of their compassionate or compelling personal or academic circumstances, with relevant supporting documents. Relevant supporting documents might include a personal statement, and a statement of support from an independent professional (e.g. medical, legal, counselling, academic);

Counselling and Personal Development Centre

Counselling and Personal Development services can be arranged and you can ask your senior lecturer/ teacher (in confidence) about these services and we at CAHM will seek the support of external professionals to assist if required. The services include;

- Personal counselling for stress, depression, relationship problems etc
- Personal development, coaching/ mentoring
- Self help resources
- Accommodation problems
- Financial support information and referral

All services are free and most importantly confidential. At CAHM we can seek further support from the specialist staff at SLIIT.

Defamation

Defamation laws exist to protect people's reputations from unfair attack.

- Libel is defamation that is published
- Slander is defamation that is spoken
- Electronic communications such as email and voice mail can also be considered in defamations actions
- It is important that you are careful about what you say or write about students and/ or colleagues

Disability Support

Disability support services can be accessed by getting in touch with the staff at CAHM.

Specialised support is available for students with a diagnosed disability. Support may include;

- Interpreters and note takers
- Participation assistants for practical classes
- Tutors
- Assistance with assignments and coursework outside of class
- Access to adaptive technology
- Learning support during tests and assessments.

Discrimination

All students have a right to equal opportunity in their education and CAHM is committed to providing a learning environment, free from discrimination on the basis of gender, age, marital status, race, sexual preference, disability, pregnancy, parenthood and religious or political beliefs.

CAHM has policies and procedures for dealing with discrimination and sexual harassment, and will ensure that all complaints are dealt promptly and effectively. Students who have enquiries or complaints relating to equal opportunity, discrimination or sexual harassment should contact the CAHM staff.

Doctor/ Medical Support

Medical staff are available on campus with the support of SLIIT. All medical requirements are fully confidential to all students.

Dress Code

Refer to Uniform Requirements and Grooming.

Emergency Evacuation & Fire Evacuation

In the event of an emergency evacuation, CAHM has an alarm on which you should evacuate the building and make your way to the emergency assembly point. You will be informed of the location of the assembly point.

Do not use lifts when evacuating. Do not re-enter the building until instructed to do so. Even if the alarm stops do not enter the building until the all is clear is given.

Information about emergency evacuation is available and posted on the back of the door of each classroom and posted throughout CAHM.

Students who require assistance in the event of an evacuation (e.g. limited mobility, visual or hearing impairment, etc) should inform the CAHM staff to ensure that a Personal Emergency Evacuation Plan is prepared to accommodate the student's needs in the event of an emergency.

English

All classes are conducted in English. Students are expected to converse in English during class. Outside of class, students are more than welcome to converse in their native language/ mother tongue. English classes and extra support can be provided, please speak to a teacher or the CEO.

Equal Opportunity

Refer to Discrimination.

First Aid

At CAHM there are First Aid Kits on each floor and the staff can assist you with your first aid requirements.

Gambling

Any gambling activity whether for profit or not, is unacceptable behaviour and will not be tolerated by CAHM. Disciplinary action will be taken. Borrowing money from your fellow colleagues is strongly not advisable.

Grooming & Jewellery

There are strict codes about personal grooming and the wearing of jewellery and body piercing for certain work environments. Students will be made aware of the regulations as appropriate to their course (through a specialised teacher) and they must familiarise themselves and adhere to these rules;

These will vary depending on the industry and health and safety requirements.

- Workplace hygiene requires that jewellery should be limited to plain – banded rings and sleepers for pierced ears to avoid stones and small pieces of metal falling into food
- Watches should be removed to eliminate the risk of bacteria transporting itself from the watch to the food.
- Food handlers and students working in restaurants should keep their finger nails short as this makes them easier to keep clean, nail polish should not be worn in practical classes.
- CAHM acknowledges industry standards with regard to body piercing. As CAHM is a simulated workplace, nose rings, eyebrow rings or other piercings to the face are not permissible in practical classroom activities (front office and kitchen activities), unless a piercing is for religious or cultural reasons. Tattoo rules apply based on the piercing description above.
- In the kitchen classes, hair has to be tied back and covered by a chefs/ bakers hat. Front office requirement is to have hair tied back with a black ribbon and clean.

Harassment/ Sexual Harassment

Refer to Discrimination.

Human Rights

The CAHM study environment is one that is free from harassment, discrimination and abuse of power, and one that respects the privacy of individuals. You must treat all at CAHM with courtesy and respect.

International Students

To comply with visa requirements, international students must demonstrate satisfactory academic progress and attendance. CAHM teachers are required to submit an “International Student Progress Report” (three times per semester) on all students' academic progress and attendance.

If a student has failed, the student will be given the opportunity to reach a pass mark at the discretion of the teaching staff. If a student receives a grade of 40% or below for a specific assessment task, the student may be required to complete the subject or assessment again.

Lateness

Students who are late more than 5 minutes will be invited to join the class, but will be marked as non-attended for that class. Continual lateness affects learning and disrupts your fellow colleagues and the teaching staff. Regular lateness will lead to disciplinary action.

Punctuality is essential in the workplace for practical as well as courteous reasons. Students are expected to be punctual to class, in the same way as they would be expected to be punctual in the workplace.

Lost Property

For all lost property, please speak to the CAHM staff.

Mobile Phones

Students must switch off mobile phones at all times when in the classroom unless an agreement is sought with the relevant teacher. Phones will not be allowed at any stage during assessments / exams.

Personal Belongings

Students need to look after their personal belongings. Do not carry too much cash and be mindful of where you leave your mobile phone. CAHM will not be accountable if your personal belongings go missing.

Personal Growth

To reach your potential, we advise that you participate actively in, and contribute to, the CAHM extra curricular activities, join committees and support members.

Personal Health

Persons having any of the following conditions must not handle food;

- Acute gastroenteritis, including acute diarrhoea and vomiting
- Hepatitis A or Hepatitis E and all other forms of acute hepatitis until diagnosed not to be Hepatitis A or Hepatitis E
- Tuberculosis (in the infectious state until cleared by the health authorities)
- Infectious skin conditions
- Contagious viral illnesses (e.g. chicken pox, glandular fever, measles etc)
- Acute flu like illness for those recently returning from overseas.

If you are a food handler and are suffering from any of these illnesses, you may not attend class until you provide a doctor's certificate indicating that you are fit for class. Seek advice from your doctor if you have any concerns regarding your health.

Personal Information

Personal information that is available to CAHM, such as addresses, telephone numbers, email addresses, cannot be disclosed to third parties, including parents, sponsors, family members or friends, without the written consent of the student. It is imperative that as a student you can only provide your results and grades to your parents (due to privacy).

However your academic results will be released to your employer/ sponsor as per your training programme.

Personal Responsibility

It is your obligation to monitor your own progress in the academic program, in the context of reasonable access to academic staff for assistance and to the various academic support services. It is your responsibility to accept moving towards intellectual independence.

Prayer Rooms (Retreat Rooms)

There are two prayer rooms at CAHM; both male and female prayer rooms are located on level 2. The prayer rooms are non-denominational, not specific for one religion only. A student seeking some quiet time may use this facility but needs to be mindful that it is a prayer room.

Privacy

Refer to 'Personal Information'

Property

CAHM is not responsible for students' or visitors' property lost or damaged on the premises. Personal property (clothes, tools bags) should be clearly marked with names to facilitate return in case of loss.

Students will be held responsible for, and will be required to make good, any damage they may cause to apparatus and equipment or to the structure and fittings of the building due to negligence. Any damage caused to property, including emergency service equipment, by a student will be reported to police for appropriate action.

If a student visibly sees any damage to property, they must report it immediately to the CAHM staff for follow up by maintenance services.

Re-submission of Work Projects

- Late or resubmitted work can only receive a “pass” or “C” result (unless accompanied by a medical/ doctors certificate).
- Extensions must be sought prior to the due date.
- A student who does not complete a subject within a semester or enrolment year must either re-enrol in the subject the following semester or complete the re-assessment within 6 weeks of the publication of results for that assessment task (or by arrangement with CAHM Staff.)

Results

Students should check the accuracy of their results and discuss any discrepancies with their teacher as soon as possible. Any outstanding fees must be paid before results can be issued.

Security

At CAHM there is constant security surveillance and a security officer patrols the premises whilst students are on campus. When on campus, however, it is in the interest of all students to protect their personal property at all times. Should a student suffer a loss of belongings this should be reported immediately to the CAHM Staff.

Sexual Harassment

Refer to Discrimination.

Sexual Relationships

Whilst it is recognised that students may sometimes form consensual legal sexual relationships. If a student is found to have engaged in sexual intercourse, sexual harassment or sex discrimination on campus, the student will be subject to disciplinary action which could result in the termination of study at CAHM.

Showers

Showers are located on the ground floor in the male and female bathrooms.

Smoking

Students throughout SLIIT including CAHM must adhere to the Non-smoking policy on campus grounds, Smoking is prohibited.

Theft

Theft of campus property or personal property may lead to prosecution.

Time Commitment

As well as attending formal classes at CAHM, students should spend a minimum ten hours per week on additional work projects and/or study. Some subjects might require students to spend additional time in practical activities.

Timetables

Due to changes in delivery requirements, timetables may change in the days prior to the classes commencing. Every attempt will be made to notify the student of any changes to timetables.

Uniform Requirements

Students are not permitted to wear uniforms when travelling to and from CAHM unless directed to do so by the relevant teaching program area. You will be advised to wear appropriate uniforms when representing CAHM or attending field trips or site visits.

Students should wear closed shoes at all times as practical classes may take place in the restaurant with short notice.

For health and safety reasons, uniforms are often required in class as in the workplace. Where a uniform is required for classes the following policies apply;

- Students, who arrive for class without the required uniform or part of their uniform, or without practical kits, will be unable to participate in the class.
- Black leather shoes are compulsory for all students to wear during all practical classes. Runners, sneakers, open shoes are not permitted in a practical kitchen environment and entry with these shoes will result in the student not to be admitted to class. Strong leather shoes are recommended to prevent slips or any hot items penetrating the sole or upper surface of the footwear.
- Where dress required for class is not of a professional standard (dirty or unpressed), students will be excluded from participation.
- Uniforms are not to be worn while travelling to and from the campus or when students leave the campus during breaks.
- Changing rooms are provided and students are not permitted to change in the corridors or toilets.

Colombo Academy of
Hospitality Management

@
SLIIT

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For more information please contact us or
visit our websites.

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