



EVS Hotel-Pro

ONLINE
WORLD CAMPUS



ADMISSIONS PROCESS

FAQ DETAILED





AMBOSELI INSTITUTE OF HOSPITALITY AND TECHNOLOGY

E LEARNING CAMPUS
POWERED BY EVS HOTEL-PRO WORLD CAMPUS

ADMISSIONS PROCESS

STEP 1: ONLINE or TELEPHONE ENQUIRY



Admissions Enquiry form opened, auto copied to Admissions@evshotelpro.org
Create email to student containing a link to the online course brochure
Send email to student with reply deadline date & Application requirements

STEP 2: ADMISSIONS PORTAL



Student receives brochure, and completes online Application form.
Form is received by AIHT Admissions

STEP 3: APPLICATION ITEMS



- REQUIRED APPLICATION ITEMS**
- Student Photo
 - School Grades or Work Experience Proof
 - Copy of National ID or Passport (if foreign)
 - Proof of Admin Fee Payment

STEP 6: ADMISSIONS DECISION

Joint AIHT EVSHP Admissions committee reviews application. Student is contacted via email with decision. If accepted, an acceptance letter from AIHT is sent, containing course information and fee payment schedule and undertaking



STEP 5: STUDENT ASSESSMENT

EVSHP or AIHT Admissions schedule online face to face call / video meet to assess student (Max 10 mins)



NB – Step 5 is only invoked in case of incoming transfers.

STEP 4: APPLICATION COMPLETE

Application is complete when all required application items are submitted



STEP 7: COMPLETE ENROLLMENT



Student returns signed undertaking and makes first mandatory payment of 50% of total fee
Provides proof of payment
Receives student card from AIHT

STEP 8: TUITION FINALIZED



Payment is confirmed, email sent to EVSHP admissions to open access to learning portal
Student receives log-in and program access details from Learning Platform



+254-720-66 38 60
or
+254 - 732 - 53 97 62



marketing@amboseliinstitute.ac.ke
or
admin@evshotelpro.org



ONLINE
WORLD CAMPUS



AMBOSELI INSTITUTE
OF HOSPITALITY AND TECHNOLOGY
"In search of Knowledge & Excellence"

FAQ DETAILED

ADMISSIONS PROCESS

Frequently asked questions about online learning

[CLICK
HERE](#)

Frequently asked questions about the admissions process / requirements

[CLICK
HERE](#)

Frequently asked questions about Finance / Fees

[CLICK
HERE](#)

PROGRAMS AND SHORT COURSES

What are the courses and programs

[CLICK
HERE](#)

Frequently asked Questions about the learning process

[CLICK
HERE](#)



Frequently asked questions about ONLINE LEARNING

- **What is online learning like?**
- A - An online diploma or certificate is similar to taking a program on campus, but you have the freedom to direct your own study schedule
- **Can I learn at my own pace?**
- A - Self-paced learning means you can learn in your own time and schedule. You don't need to complete the same assignments or learn at the same time as others. You can proceed from one topic or segment to the next at your speed.
- **Are you accredited or licensed by educational organizations?**
- A - Yes, we are, we are accredited by the Council for Hotel Management Education in the UK (CHME), By the European Council for Business Education (ECBE), the World Association for Hospitality and Tourism Education & Training (AMFORT)
- A - We are also members of EUHOFA, ECICEL and EPALE all professional controlling authorities for hospitality and online education
- **Does Online Learning really work?**
- A - Yes it does! - All of our courses are written and presented by professionals, who have all worked in the industry at very high international levels.
- **What are some of the advantages of attending college online?**
- A- Online education is known for its flexibility, but studies have identified several additional benefits of attending class online. Among them:
- **Communication:** Many students are more comfortable engaging in meaningful discussions online than in a classroom. These students might have hearing or speech impairments; speak different languages; or simply need more time to organize their thoughts.
- **Personalized learning:** Not all students learn the same way. Web-based learning allows instructors to deliver the same content using different media, like videos or simulations, personalizing learning. **Online classes providing round-the-clock access to materials and lectures** also let students study when they feel most focused and engaged.
- **Accessibility:** Online programs transcend time, geographic, and other barriers to higher education. **This is very helpful** for those who work full-time, live in remote regions etc.
- **Efficiency:** Studies show online students tend to achieve the same learning results in half the time as classroom-based students.
- **Engagement:** Online instructors can use games, social media, virtual badges, and other engaging technologies to motivate students and enhance learning.

[MORE FAQ on Online Learning on next page](#)

Frequently asked questions about **ONLINE LEARNING**

- **Is online education as effective as face-to-face instruction?**
- A - Online education may seem relatively new, but years of research suggests it is just as effective as traditional coursework, and often more so. According to a U.S. Department of Education analysis of more than 1,000 learning studies, online students tend to outperform classroom-based students across most disciplines and demographics. Another major review published the same year found that online students had the advantage 70 percent of the time, a gap authors projected would only widen as programs and technologies evolve.
- **Reasons why students learn more effectively online**
- they have more control over their studies, and more opportunities for reflection.
- successful online students tend to be organized self-starters who can complete their work without reporting to a traditional classroom.
- Prospective students should research programs carefully to identify which ones offer the best chance of success. And ask themselves: Can I learn at my own pace?
- **Do employers accept online degrees??**
- A - **YES!** Studies indicate employers who are familiar with online degrees tend to view them more favorably, and more employers are acquainted with them than ever before.
- The majority of colleges now offer online degrees, including most public, not-for-profit, and Ivy League universities. Online learning is also increasingly prevalent in the workplace as more companies invest in web-based employee training and development programs.
- **Do you offer the same student support services as traditional in-person students at AIHT**
- A - **Yes we do!** - In fact - our online students have direct individual access to the lecturers of each program, along with the regular online support from AIHT.
- **What technical skills do I need?**
- A- Our Online learning platform is designed to be as user-friendly as possible: intuitive controls, clear instructions, and tutorials guide students through new tasks. However, students still need basic computer skills to access and navigate these programs. These skills include using a keyboard and a mouse; running computer programs; using the Internet; sending and receiving email; using word processing programs; and using forums and other collaborative tools. **All of our courses can be done using a PC, MAC, Tablet or a Smart-Phone**

Frequently asked questions about the **ADMISSIONS PROCESS / REQUIREMENTS**

- **When is the cut-off date for the next course?**
- A - there is no cut-off date, you can enroll at any time of the year
- How long do I have for the course?
- All Diploma Courses are open for students for 24 months - meaning you have a maximum of 24 months to complete the diploma. **BUT** all diploma courses are written so that it will take you a maximum of 14 months to complete if you study only 10 hours a week
- **What are the minimum requirements for me to enroll into a program?**
- A - KCSE Certificate with a mean grade of C- **OR** 2 years of working experience (At discretion)
- Original official certificates/testimonials i.e. (Result slip/Certificate & Leaving Certificate and an ID or Birth certificate) as well as four recent colored passport photographs.
- **What are the fees for the different courses?**
- Registration / Admin Fee Ksh 5,000.00
- Focus Course Fee : US\$ 2,100.00
- Mandatory Health & Safety Course fees: US\$ 200.00
- Payable either in full at the start **or** in the following sequence:
- The Registration fee **and** US\$ 1,300.00 at the start of the program and then US\$ 250.00 per month for the following 4 months.
- **What is the admissions process?**
- A- go to the Admissions process sheet and talk that through with the applicant

Frequently asked questions about FINANCE / FEES

- *What are the course fees?*
- *From September 2022*
- **Certified Hotel Operations Manager Diploma (Duration - 12 – 24 Months) - US\$ 2,100**
- **Diploma in Quality Food and Beverage Operations Management (Duration - 12 – 24 Months) - US\$ 2,100**
- **International Food Service Management Diploma (Duration -12 – 24 Months) - US\$ 2,100**
- **Professional Waiters Certificate (Duration - 6 Months) - US\$ 650**
- **Event Management Certificate (Duration – 3 months) - US\$ 650**
- **Practical F&B Cost Control Certificate (Duration – 6 Months) - US\$ 750**
- **Air BnB Management Certificate (Duration – 3 Months)- US\$ 750**
- *Additional Courses From January 2023*
- **Front Office Management Diploma (Duration - 6 - 12 Months) - US\$ 2,100.00**
- **Diploma in Hotel Business Management (Duration -12 – 24 Months) - US\$ 2,100**
- **Human Resources for Hotels Certificate (Duration- 2 months) - US\$ 750**
- **Hotel Sales Certificate (Duration - 3 Months) - US\$ 750**
- **Revenue Management for Reservations & Reception (Duration – 3 months) - US\$ 750**

Mandatory courses for all Students:

- **Food Safety and HACCP Implementation**
(a series of 3 certificates) Duration – 3 sets of 2 days each over 3 months) US\$100.00
- **AHA & ECC/ILCOR Certified First Aid** (a series of 4 courses)
Duration– 4 sets of 2 days over 3 months US\$ 100.00

Free Courses available to all registered students

- **Combatting Sexual Harassment (Mandatory) – Duration ½ day**
- **Spoken English for Hotel Professionals – Optional – Duration 3 days**
- **Coaching and Mentoring – Optional – Duration 2 days**
- **Training the trainer – Optional – Duration 2 days**

ALL OTHER FINANCE or FEE FAQ ARE AS PER AIHT ESTABLISHED POLICY – PLEASE FOLLOW AIHT POLICY

Information on the PROGRAMS

From September 2022

- **Certified Hotel Operations Manager Diploma (Duration - 12 – 24 Months) - US\$ 2,100**



• 6 Detailed Modules – this course gives the student full exposure to all of the different aspects of Hotel Management – course lecturers are experienced Hotel General Managers and is meant for both freshers as well as qualified / experienced management graduates. Our most popular program

- **Diploma in Quality Food and Beverage Operations Management (Duration - 12 – 24 Months) - US\$ 2,100**



• This 12 module program addresses topics such as: technology, leadership, cultural diversity in the workplace, and interpersonal skills, all of which are necessary competencies in today's global workforce. The growing range of foodservice operations has necessitated developments in the approaches to food and beverage service. The curriculum is resourceful to those who are keen on furthering their career in Hospitality and Food and Beverage Operations. Course lecturers are 2 international Executive chefs and 2 General Managers. This program received our highest quality score from International assessors!

- **International Food Service Management Diploma (Duration -12 – 24 Months) - US\$ 2,100**

• This 7 module program is designed for Aspiring Food and Beverage Professionals to help them better understand the various facets of Food and Beverage Operations. The curriculum is resourceful to those who are keen on furthering their career in Hospitality and Food and Beverage Operations – A good program for someone who is not only interested in hotels, very useful for someone working in Hospitals, Schools, Sports stadiums etc!

- **Professional Waiters Certificate (Duration - 6 Months) - US\$ 650**

• This Waiter Training Course will give you all the necessary information and skills about the waiter's job from a small family restaurant to the top fine dining establishments in the world!

• This waiter/waitress course will not only give you all you need to become an excellent waiter or waitress, but it will guide you through the different stages in our industry as finding a job, applying for a job, winning the job interview, and growing from a waiter to a supervisor and a manager. Your knowledge and your experience in the hospitality industry will give you a huge advantage in any other field you decide to develop later on in your life and in our waiter training courses we study human nature, selling and up-selling and how to handle complaints and difficult guests!

• By the end of this waiter training course, you will have the knowledge, the skills, and the confidence to work at the top fine dining restaurants in every country in the world!

Mandatory courses for all Students:

- **Food Safety and HACCP Implementation**
(a series of 3 certificates) Duration – 3 sets of 2 days each over 3 months) US\$100.00
- **AHA & ECC/ILCOR Certified First Aid** (a series of 4 courses)
Duration– 4 sets of 2 days over 3 months US\$ 100.00

Free Courses available to all registered students

- **Combatting Sexual Harassment (Mandatory)** – Duration ½ day
- **Spoken English for Hotel Professionals** – Optional – Duration 3 days
- **Coaching and Mentoring** – Optional – Duration 2 days
- **Training the trainer** – Optional – Duration 2 days

Information on the PROGRAMS

From September 2022- Continued

• **Event Management Certificate (Duration – 3 months) - US\$ 650**

- Turn your ability to organize into a career that works with your personality and your strengths. Event management is a big industry and with this Event Management Certificate short course from the AIHT Global Campus, you can get a quick primer into how event management works, how to set develop concepts and carry them through to completion.
- Some people make a career out of managing events; from wedding and party planners to concert promoters and those who run shows and exhibitions. This Managing Events short course from the AIHT Global Campus may be a first step toward working in something like this; or it may just be a way of adding to your skills to enhance a job you already have. For others, this can be a way of learning how to organise that special celebration yourself, rather than needing to go to the expense of employing a professional to help you.

• **Practical F&B Cost Control Certificate (Duration – 6 Months) - US\$ 750**

- The cost of the food and beverage, the proper storage for less waste, and proper menu pricing will lead to a better bottom line. This short- course takes you through all the procedures to make this happen.
- This short- course brings together the people and steps necessary to make the food and beverage operation of a hotel or stand-alone restaurant a success. It explains in detail, with examples, the process of forecasting, budgeting, menu planning, purchasing, and inventory controls. All of these processes are needed for a profitable outcome.

• **Air BnB Management Certificate (Duration – 3 Months)- US\$ 750**

- This course walks you through everything you need to know to be successful hosting on Airbnb. From the very first module, our experienced author - a certified Superhost herself - imparts her knowledge on how to create the perfect Airbnb.
- We start with the history of the company, the ethos that drives them forward, and how you can be a successful partner of this tech giant. Then we move on to how to set up your space for hosting, covering every detail you need to consider, and answering every question you might have. Should you buy all new furnishings? Should the room look exactly like a hotel room? How do you get good reviews? We know the answers, and we'll make sure you get them!
- We cover a lot of ground throughout this course, touching on how to intelligently price and schedule, how to be a gracious host across all cultures, tips for making your property seem expensive for cheap, and how to make sure that you're covering your legal bases.
- You'll walk away from this course being assured that you are creating the ideal hosting experience, and knowing that you're operating at a professional level.

Mandatory courses for all Students:

- **Food Safety and HACCP Implementation**
(a series of 3 certificates) Duration – 3 sets of 2 days each over 3 months) US\$100.00
- **AHA & ECC/ILCOR Certified First Aid** (a series of 4 courses)
Duration– 4 sets of 2 days over 3 months US\$ 100.00

Free Courses available to all registered students

- **Combatting Sexual Harassment (Mandatory)** – Duration ½ day
- **Spoken English for Hotel Professionals** – Optional – Duration 3 days
- **Coaching and Mentoring** – Optional – Duration 2 days
- **Training the trainer** – Optional – Duration 2 days

Information on the PROGRAMS

From JANUARY 2023

- **Front Office Management Diploma (Duration - 6 - 12 Months) - US\$ 2,100.00**
 - Set out in a series of 10 focused modules, this course is designed to provide the students with in-depth insight into the practice of Front Office Operations
- **Diploma in Hotel Business Management (Duration -12 – 24 Months) - US\$ 2,100**
 - Set out in a series of 10 focused modules, this course is designed to provide the students with in-depth insight into the practice of Hospitality Business Management.
 - With topics ranging from Career Planning, External forces affecting the Industry, Managing Human Resources and Financial Controls to Planning and Leadership & Directing – 12 Months of part time or 8 Months of full-time study will provide an excellent base to kick start a career.
- **Human Resources for Hotels Certificate (Duration- 2 months) - US\$ 750**
 - This recognized HR Certification for Hotels from the AIHT Global Campus provides invaluable understanding of the Human Resources department's functions and the necessary responsibilities to lead it proficiently. Become the go-to-person of any business and shape the employees of tomorrow! Naturally, we support you throughout your online education and we will personalize your learning experience to your individual needs.
- **Hotel Sales Certificate (Duration - 3 Months) - US\$ 750**
 - This Sales Certificate for Hotels from the AIHT Global Campus contains valuable lessons about sales techniques and theories which help you to journey into the fascinating world of Sales! Furthermore, we constantly assist you throughout the duration of your online training, answering your questions immediately and tweaking your learning path to your individual needs
- **Revenue Management for Reservations & Reception (Duration – 3 months) - US\$ 750**
 - This Specialization covers the basics of hotel demand management, distribution, and revenue management. You'll learn how e-commerce intermediaries such as online travel agencies are impacting the already-complex hospitality sector, and you'll explore tools and techniques that will help you effectively market hospitality services and maximize business revenue in this new global industry landscape. In the final Capstone Project, you'll evaluate the importance of hotel branding in business success through a hands-on, real-world case study. During the sessions, you will hear from senior hotel industry executives commenting on distribution, revenue, and demand management issues. We will also interview two leading Online Travel Agents on how to maximise online business for your property, and have partnered with two leading hospitality industry companies, to gain access to cutting edge knowledge, thus ensuring that the competencies that you gain will make you operational immediately as well as bang up to date on industry trends.

Mandatory courses for all Students:

- **Food Safety and HACCP Implementation**
(a series of 3 certificates) Duration – 3 sets of 2 days each over 3 months) US\$100.00
- **AHA & ECC/ILCOR Certified First Aid** (a series of 4 courses)
Duration– 4 sets of 2 days over 3 months US\$ 100.00

Free Courses available to all registered students

- **Combatting Sexual Harassment (Mandatory)** – Duration ½ day
- **Spoken English for Hotel Professionals** – Optional – Duration 3 days
- **Coaching and Mentoring** – Optional – Duration 2 days
- **Training the trainer** – Optional – Duration 2 days

Frequently asked questions about the ONLINE LEARNING PROCESS

• How Is an Online Classroom Typically Structured?

- online students regularly log in to a learning management system, or LMS, a virtual portal where they can view the syllabus and grades; contact lecturers, classmates and support services; access course materials; and monitor their progress on lessons.
- The EVS Hotel-Pro Global Campus LMS is accessible on mobile devices so they can complete coursework anytime, anywhere. They will also likely need a strong internet connection and any internet browser (MS Edge, Chrome, Firefox all work fine).

• Do Students Need to Attend Classes at Specific Times?

- Online classes typically have an asynchronous, or self-paced, portion. Students complete coursework on their own time.

• Do Online Classes Have In-Person Components?

- No

• What Is the Typical Workload for an Online Course?

- Just like in traditional classes, the workload varies – but don't expect your course to be easier just because it's online. Many of our online learners say they spend 8 to 12 hours a week on coursework.

• What Are Typical Assignments in Online Classes?

- Online course assignments depend largely on the discipline. But in general, students should expect assignments similar to those in on-ground programs, such as research papers in addition to online-specific assignments such as responding to lecturer-posed questions

• How are assignments turned in?

- Assignments will be submitted via the secure assignment drobox within the course assignment.

• How do I receive and hand in assignments?

- All assignments are available in content. Each module's activities are clearly organized in the course's TimeLine. You can view all assignments, to help you plan. You can view and print assignments, discuss them with your classmates, and ask for feedback from your instructor. The course allows you to submit your assignments in an assignment drop box.

• Will I need to use a word processing program for written assignments?

- Yes. In fact, you should get into the habit of typing all of your assignments, regardless of whether they are research papers, emails, discussion board postings, etc., in a word processing program like Microsoft Word. That way, you can check your work for spelling and grammar errors before submitting.