



8<sup>th</sup> April 2020

Dear BIHC Community,

We thank you for your dedication and commitment to maneuvering through some of the challenges we are facing as an institution and globally. As you know, most businesses and industries around the world have been severely impacted by the COVID-19 pandemic, almost bringing economies to their knees. At BIHC, we have faced this challenge head-on and we have made an assurance to you that we shall endeavor to still provide quality education at the highest possible level, with minimal interruption to your study and graduation cycle. We have received a number of questions and enquiries regarding our move to proceed with e-Learning and would like to state the following:

### **ONLINE LEARNING & DIGITAL RESOURCES**

The COVID-19 pandemic has presented an opportunity for us here at BIHC to revolutionize the Hospitality education and training space in the country and beyond. For years now, Hospitality training has been offered primarily in practical settings and rightly so, as this is a practical-centric industry. While we still believe that practical training, accompanied with theoretical lectures are still the most effective modes of training, we believe that more can be done to improve the overall learning experience for our students. So far, we have engaged the students in LIVE lectures via Zoom and Google Meet. This exercise, though successful, has presented various challenges, namely; lack of internet data from the students, lack of quality internet connection for the students, lack of adequate video-capable devices for the students (laptops and tablets) and the effectiveness of LIVE streaming practical sessions from BIHC.

We strongly believe that we, as a community, must now change how we think and deal with these challenges. The COVID-19 pandemic has brought about the realization that we have over-relied on traditional methods of teaching and learning and believe that this may also have had an impact on our quality of training and learning. We are not only looking at the current position we are in but at the future of education and are implementing the following measures as part of our long-term operations:

1. We shall improve the use of our online portals by ensuring that they are updated regularly by the lecturers. Lecture notes/presentations, as well as additional resources for **each session** will be available every week on our e-Portal (Intranet).
2. **Video tutorials** of practical units such as Culinary Arts and F&B Operations shall be shared with the students as an additional resource. This, we strongly believe, will improve the learner's understanding and experience.
3. LIVE classes will be used in the event of adverse situations **in the future**- such as a pandemic, in order to continue our theory classes and limit the interruptions to our academics programs as we have witnessed during this period.

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## EXAMINATIONS End-of-Term Exams

Examinations are intended to test the level of a learner's understanding in a particular subject. They also allow the learner to re-visit what they have learned throughout the term and challenged him/herself academically. We are privileged to live in a time where examinations can be done remotely and this practice is commonplace in universities and other academic institutions across the globe. During these unprecedented times, more than ever, we must adapt to our situation in order to maximize on the few opportunities presented ahead of us.

The Academic Board, following extensive research and consultation with academic partners have approved the administration of online examinations for theory units. These examinations shall be in case study, open-book and essay format. Students shall be notified via email on **each unit's** intended examination modalities/ facilitation through the Examinations Office.

## Practical Exams

As mentioned, some elements of our industry **cannot be substituted** by online resources. The Academic Board has, however, approved the accumulation of practical grades in CAT 1 and CAT 2 to derive an average final grade. We have taken the initiative to film HD video tutorials in accordance with our syllabus, which we shall share with the students. The videos are **supplementary resources**, which we believe will refresh the learners' memory on the practical sessions they were physically involved in.

## FEES

All queries regarding fees payment should be directed to Anne Ireri via [accounts@bihc.ac.ke](mailto:accounts@bihc.ac.ke).

Finally, we take this opportunity to thank you once again for the faith and trust you have vested in us. Change is sometimes difficult but together, as a Community, we can implement positive change that may be beneficial to BIHC students and may positively impact/innovate the Hospitality training and education sector as we know it.

Sincerely,  
BIHC Management.



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