

THE EMIRATES ACADEMY  
OF HOSPITALITY MANAGEMENT



# **EAHM POLICIES & PROCEDURES**


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## **AY2021-2022**

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<b>Policy</b> <b>LEARNING DISORDERS SUPPORT</b>		
<b>Number</b> <b>EA/ACA/001, Issue 1</b>	<b>Reviewed/Revised</b> <b>23 September</b> <b>2020</b>	
<b>Responsible</b> <b>STUDENT SUPPORT OFFICER</b>		
<b>Target Audience</b> <b>STUDY ABROAD, FULL-TIME AND PART-TIME STUDENTS (UNDERGRADUATE &amp; POSTGRADUATE)</b>		

This policy replaces the Dyslexia Policy (EA/ACA/001, Issue 1 – last revision 31 Aug 2016).

#### **PURPOSE:**

There are several learning disorders recognized internationally, and as a leader in the hospitality industry, The Emirates Academy of Hospitality Management (EAHM) is aware of and helps those whose disorders have been validated by medical professionals. EAHM believes that when bright, motivated students (also referred to as 'people of determination') fail simply because of a learning disability, it is a loss to the entire industry. This policy outlines the types of support that can be offered to documented students with learning disorders, using dyslexia as an example, to give them every opportunity to reach their academic potential.

#### **SCOPE:**

This policy is aimed at students and potential students of EAHM who have documented learning disabilities, some which can cause problems with reading or writing at the level required to successfully complete university work. The policy only covers students who meet the academic and personal criteria for entrance into EAHM programs.

#### **DYSLEXIA EXAMPLE:**

The International Dyslexia Association defines dyslexia as follows:

*Dyslexia is a specific learning disability that is neurological in origin. It is characterized by difficulties with accurate and / or fluent word recognition and by poor spelling and decoding abilities. These difficulties typically result from a deficit in the phonological component of language that is often unexpected in relation to other cognitive abilities and the provision of effective classroom instruction. <sup>1</sup>*

In an academic setting, dyslexia may manifest itself as <sup>2</sup>

- incorrect spelling, poor handwriting, reversal of letters, unnecessary repetition of words, unusual, immature, or simplified vocabulary in written work
- written work that does not match the student's level of understanding or verbal ability
- sequencing of ideas that does not always appear logical in written form
- slowness and lack of fluency in reading
- slowness in taking notes or transcribing from the whiteboard

<sup>1</sup> International Dyslexia Association. (2006). What is dyslexia? Retrieved 13 August 2007, from [http://www.interdys.org/servlet/compose?section\\_id=5&page\\_id=95](http://www.interdys.org/servlet/compose?section_id=5&page_id=95)

<sup>2</sup> Stranmillis University College. (2006). Dyslexia policy. Retrieved 10 August 2007, from <http://www.stran.ac.uk/policies/student/dyslexiapolicy.pdf>

Dyslexic students may misinterpret essay/exam questions or instructions, have difficulty skimming texts for key ideas, have a reduced concentration span, and need time to assimilate meaning.

### **POLICY STATEMENT:**

EAHM's policy is to provide reasonable support in designated situations to students with documented learning disorders to enable them to meet their academic potential.

No student will be denied admission to EAHM based solely on the fact that he or she has a diagnosed learning disorder. However, any student who does not meet the personal and academic criteria for admission will not be accepted on the basis that he or she has a diagnosed learning disorder.

It is up to the student to make his or her learning disorder known and to request support. In order to be eligible for support, a student must bring a copy of an assessment report by an appropriately qualified professional (for example, an educational psychologist or a teacher with a qualification in assessing learning disorders) from his or her home country or from a UAE specialist. Non-English documents must be accompanied by an authorized written translation. The assessment must have been conducted no longer than three years before the date of the student's application for assistance.

If the learning disorder is suspected after the student enrolls, or if the assessment report is too old to be accepted, EAHM will refer the student to qualified specialists in Dubai. The cost of an assessment will be borne by the student.

The support offered by EAHM will be assessed on a case-by-case basis and will be based on the specialist's recommendations. Support may include but is not limited to:

- 15 minutes additional time per hour for formal examinations
- Oral explanation of the exam questions by the lecturer immediately before the exam starts
- Oral examinations to supplement written exams, so the student may clarify his or her answers and so demonstrate his or her knowledge of the answers
- Exam may be undertaken in a quiet location away from the main exam
- Use of a laptop computer in the exam room (supplied by EAHM)
- Use of a scribe to write the answers on behalf of the student (cost of scribe borne by student)
- Exam markers may ignore spelling and grammar errors on a dyslexic's exam paper if that student chooses to identify him or herself on the paper, provided the meaning is clear

Coursework extensions will *not* be given because of learning disorders.

### **RESPONSIBILITY:**

Faculty members are responsible for complying with the terms of this policy and support agreements made for individual students.

The Student Support Officer is responsible for ensuring that the policy is reviewed regularly and kept updated.

## **IMPLEMENTATION OF THE POLICY:**

EAHM promotional material with information on the application process will include a brief statement indicating that students with diagnosed learning disorders who wish to be considered for support should bring with them an up-to-date assessment report from a qualified professional.

The assessment report should be submitted to the Registrar's Office during Orientation Week, and a copy should be given to the Student Support Officer who may brief the faculty individually of any specific academic support activities which could be added to support individual students. If the learning disorder is diagnosed after the student enters EAHM, the student is responsible for producing the required documentation before being considered for support.

Within the first month of the academic year, the Student Support Officer will meet with each student with a declared learning disorder to discuss the assessment report and the assistance that might be needed. An agreement will be drawn up and submitted to the Head of Registry and Dean with a copy of the assessment report for approval. Once approved, the original copy of the agreement will go in the student's file.

If a laptop computer will be used in an exam, the IT Department will prepare in advance a laptop with only Microsoft Office software on it and no internet or Bluetooth connection. The student will be free to use the software (including spell-check) but will not be able to seek outside information. Under no circumstances will the student be allowed to use his or her own laptop in an exam situation.

## **ASSOCIATED DOCUMENTS:**

N/A


## **MENTIONS:**

- Catalogue
- Student Handbook
- Staff and Faculty Handbook

## **DATE OF NEXT REVIEW:**

Students who receive support and their lecturers will be surveyed at the end of each trimester to see if the policy is effective. It will also be important to benchmark the policy against those of other universities and remain current regarding new ways of dealing with learning disorders in academic settings.

This document should be reviewed by December 2021.

<b>POLICY APPROVALS RECORD</b>	<p><b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT</p> 
Policy Name:	EA/ACA/001, Learning Disorders Support <i>This Policy replaces the Dyslexia Policy (EA/ACA/001, Issue 1 – last revision 31 Aug 2016).</i>
Policy Committee:	5 March 2018
Final approval:	10 April 2018
Reviewed/Updated:	31 July 2018
Reviewed/Updated:	25 February 2020
Reviewed/Updated:	23 September 2020
Reviewed/Updated:	
Reviewed/Updated:	
Reviewed/Updated:	

Policy <b>ACADEMIC INTEGRITY</b>		
Number <b>EA/ACA/002, Issue 1</b>	Reviewed/Revised <b>29 November 2020</b>	
Responsible <b>DEAN</b>		
Target audience: <b>STUDY ABROAD, FULL-TIME AND PART-TIME STUDENTS (UNDERGRADUATE &amp; POSTGRADUATE); VISITING, ADJUNCT, FULL-TIME AND PART-TIME FACULTY MEMBERS</b>		

## PURPOSE:

The Emirates Academy of Hospitality Management (EAHM) believes that learning and practicing **academic integrity** is an essential part of a university education. If someone acts with *integrity* it means that he or she follows a strict code of moral or ethical behavior. Students with *academic integrity* display honesty in all their academic pursuits; they take full responsibility for their own learning, rather than relying on the efforts of others; they show respect for other students by not asking them to participate in academic misconduct; they trust their faculty members to value their work fairly and consistently, and they in turn are trusted by their faculty members to submit only the results of their own efforts.

## SCOPE:

This policy covers all EAHM students, including study abroad, fulltime and part-time students at both Undergraduate and Postgraduate levels. It also pertains to all EAHM Faculty members, including Adjunct and Visiting Faculty.

Scope of the policy is also elaborated in the sections below.

## DEFINITIONS:

### Cheating in exams and tests

This includes but is not limited to:

- Copying from another student's test paper, or communicating in any way with another student during a test or exam.
- Using any unauthorised material or equipment during an exam.
- Using technology such as mobile phones to request information from other students during a test or exam.
- Helping another student to copy from your test paper, providing answers, or any other kind of assistance to another student during a test or exam.
- Using books or notes of any type during a test or exam, without permission of the faculty member. Note that it is an offense to have unauthorized notes with you in an exam room, even if you do not use them and even if the notes are irrelevant to the questions on the exam.
- Allowing another person to write an exam under your name, or writing an exam yourself under someone else's name.



- Obtaining a test or exam, or information about all or part of a test or exam that has not yet been administered to you. This includes buying, stealing, or simply asking for the information.
- Providing information about a test or exam to another student who has not yet taken it, when told not to; or giving a copy of a test to someone who has not yet taken it, when told not to remove the test paper from the exam room.

## **Plagiarism**

You plagiarize when you use the work of someone else and present it as your own work. Plagiarism includes but is not limited to:

- Using the exact words from a source (a book, website, DVD, journal or any other information source) without quotation marks and without naming the source. Note that there is no number of words below which using exact words is *not* an offense; using even one or two words is plagiarism if they are distinctive. This point also applies to charts, tables, figures, etc., taken from a source and used in your work.
- Presenting the ideas, opinions, facts, figures, images, charts, tables, or research results from a source, in your own words, without naming the source.
- Presenting the ideas, opinions, facts, figures, images, charts, tables, or research results from a source in your own words and naming the source, but paraphrasing badly, too closely following the original in wording and/or sentence structure.
- Translating directly from a source in a language other than English, or using an electronic translator, and submitting the translation as part or all of an assessment, without citing a source.
- Submitting the same or very similar work as another student for an individual assessment.
- Allowing another student to copy your work. Note that this is considered as serious an offense as copying someone else's work yourself.
- Self-plagiarism: This means submitting the same assessment for more than one course, without permission from the lecturer. Note that this is considered academic dishonesty even though you prepared the original paper completely yourself.
- Submitting work done entirely or in part by someone else, and representing it as your own work or the work of your group (for example a paper purchased or downloaded from the web, or written by another student or a relative). The penalties for this are severe.

## **Falsifying data in academic work**

This includes but is not limited to:

- Submitting work that includes false or fabricated data or information. (for example, inventing facts or figures, including them in your essay and attributing them to a false source; OR in a Dissertation, falsifying survey data)
- When a graded assessment is returned to you, changing answers or data surreptitiously and then asking for a better grade.

## **Lying for academic gain (misrepresentation)**

This includes but is not limited to:

- Knowingly giving false information or omitting to provide complete information to the Head of Registry & Admission, Dean or Lecturers, for any academic purpose. For example, you are guilty of misrepresentation, if you miss an exam and tell your lecturer that it was because there was a death in your family, when there was not. (Note that proof is required in such a case).
- For Undergraduates, knowingly giving false information to your supervisor or manager during your internship. For example, you misrepresent yourself when you tell your supervisor you missed a day because of illness when in fact you were not ill at all (a doctor's certificate is required for all absences due to illness, for Undergraduate students).

## **Collusion**

Collusion is working with another student on an assessment, without permission from the lecturer who assigned the work. It includes, but is not limited to:

- Submitting the same or similar work as another student for an *individual* assessment without permission from the lecturer.
- Providing another student with a copy of your assessment, thereby allowing him or her to copy your work, in full or part.
- Submitting work that has been substantially edited or changed by another person.

Note that helping someone else to cheat is as serious an offense as cheating yourself!

## **POLICY STATEMENT:**

EAHM demands a high standard of academic integrity from both students and faculty as an integral part of academic achievement. EAHM Undergraduate and Postgraduate students must read, understand and apply the rules and regulations described in detail in all the sections of this policy.

## **RESPONSIBILITY:**

### **Responsibilities of the student**

It is every student's responsibility to know what constitutes academic misconduct and how to avoid it. An excuse of "I didn't know" will never be accepted.

As a student of EAHM, you have a responsibility to:

- Read, understand and follow the guidelines provided by EAHM to avoid plagiarism and other forms of academic dishonesty.
- Consult with instructors when you are unclear about the guidelines for an assessment or about avoiding academic dishonesty in a particular instance.
- Conduct yourself according to EAHM's standards of academic integrity not only while in classes at EAHM itself, but also during Undergraduate internships and study abroad exchanges.

## **Responsibilities of EAHM**

EAHM takes responsibility for making its students aware of the conventions and behaviors that constitute academic integrity as laid out in this policy, through, but not limited to the following:

- EAHM publishes its policy on academic integrity in the Catalogue.
- Students are introduced to the policy and the concept of academic integrity early in their first Undergraduate year, and during their first module of the Postgraduate program.
- Every first year Undergraduate student and first module Postgraduate student receives formal instruction on EAHM's academic integrity policy, including how to recognize and avoid plagiarism. EAHM requires all new students to sign a "Student Acknowledgement of Academic Integrity Policy" form (See Appendix A), after the taught sessions, indicating that they are aware of the policy and their responsibilities within it.
- For major assessments such as Dissertations, EAHM requires both Undergraduate and Postgraduate students to sign a declaration that the work is their own (See Appendix B).
- All faculty members reinforce the academic integrity policy by ensuring it is followed impartially and equitably in all assessments for their courses, and by processing offenses according to the agreed procedures.
- Faculty members give clear written guidelines for assessments that indicate whether collaborative or individual work is required. All course syllabi include a standard statement on academic integrity with a reference to the policy.
- All faculty members model the required behavior by ensuring that their course handouts and PowerPoint presentations are prepared according to the same high standards of academic integrity that they demand of their students. This means, among other things, that sources are listed on PowerPoint slides and other handouts.
- New and adjunct faculty are fully briefed on EAHM's academic integrity policy.

## **Use of Turnitin for plagiarism detection**

- EAHM makes available to students and faculty the plagiarism-testing software Turnitin. Faculty members have the right to use it for any or all of their assignments.
- For all written assignments completed for courses delivered via distance learning, use of Turnitin is mandatory.
- For some assignments, such as dissertations (DISS490/DISS901) and research proposals (RESH301/RESH901), use of Turnitin is mandatory.
- All other assignments will be submitted to Turnitin at the discretion of the faculty member. However, it is recommended that all substantive essay-style written assignments requiring research to complete be run through Turnitin.
- When Turnitin submission is deemed a requirement for a particular assignment, students will submit their work themselves.
- New faculty will receive full documentation and training.

- First year students will be trained to use Turnitin in ENGL102 and/or in other mandatory workshops.
- Faculty will assess each final Turnitin report, checking the highlighted sections to ensure that students have used proper referencing. Incorrectly referenced or unreferenced matches will incur penalties.

### **Use of Exam Proctoring Services for exams and quizzes conducted via distance learning**

- EAHM makes available to students and faculty online exam proctoring services for all exams and quizzes taken for courses delivered via distance learning. Currently EAHM utilise the services of ProctorU for online exam proctoring. Faculty members have the right to use online exam proctoring for any or all of their exams or quizzes delivered via distance learning.
- Students studying via distance learning must undertake exams utilising the online exam proctoring service used by EAHM. Failure to complete distance learning exams utilising the online exam proctoring service will result in the student receiving a zero grade for the exam. If, in exceptional circumstances, a student is unable to complete an exam using the online exam proctoring service alternative options will be provided.
- New faculty will receive full documentation and training on how to use the online exam proctoring service.
- All distance learning students will be trained to use the online exam proctoring service in mandatory workshops.
- Faculty will assess each incident report that is sent by the online exam proctoring service, checking the identified sections to ensure that students have not breached exam protocols. Any student that is found to have breached the exam protocol will incur penalties.

The Dean or his designate is responsible for ensuring that the policy is reviewed regularly and kept up-to-date.

### **IMPLEMENTATION OF THE POLICY:**

#### **Cheating on tests and exams**

Any instance of cheating on an exam, if proven, is treated as a serious breach of the academic integrity policy, and all students will be penalized strictly, even those in first year. This includes students who breach exam protocols in exams undertaken via distance learning.

If a faculty member, exam invigilator, administrator all online proctoring service

- Observes a student using a written or electronic prop during any exam, or
- Finds such a prop in the possession of a student, or
- Suspects a student of infringing examination rules during an exam through collusion, looking at other students' work, etc.

The faculty member, exam invigilator or administrator will

- Confiscate any unauthorized material in the student's possession.
- Endorse the student's exam booklet on the front cover with a note of the time when the alleged infringement is discovered. In a case of suspected collusion, the invigilator

will endorse the exam booklets of each student involved. Whenever possible, another invigilator will be asked to act as witness by counter-signing the endorsement.

- Issue a new examination booklet to the student/s in question, clearly instructing them to continue (not to restart) the examination.
- Inform the student/s in question, at the end of the test or exam, that a report of the incident will be submitted to the Dean.
- Enter brief details of the incident on the invigilator's report.
- Report the allegation to the Dean.
- The Dean may call a one-to-one meeting with the student, or may convene the Disciplinary Committee to handle the allegation, if it is not straight-forward.
- For any exam undertaken via distance learning utilising online exam proctoring services, all incidents of potential breach of protocols that are reported to the appropriate faculty member will be investigated and appropriate action taken.

### ***First offence***

The student's test or exam paper will be marked "found cheating" and the student will receive a zero grade with no option to retake. The offense will be recorded in the student's record.

### ***Second offence***

A second cheating offense will result in failure of the Undergraduate course or Postgraduate module. A letter will be placed in the student's file indicating that this is a second offense. The letter will remain until the student graduates, and then will be removed. The student will be placed on academic probation, and will be suspended if another academic offense of any kind is uncovered.

### ***Third offence***

A third major cheating offense will result in suspension for a Trimester, with no credit being given for work already completed during that Trimester. The offense will be recorded in the student record.

### **Other academic offenses**

(Plagiarism, Falsifying Data, Lying for academic gain, Collusion)

It is recognized that minor instances of academic misconduct, such as incorrect referencing, may occur among students who are beginning their university studies. Therefore, EAHM follows a phased or progressive penalty system, taking into consideration the students' academic development over the course of their degree studies. In particular, the first year is considered a learning period and is thus treated separately in this policy. There is no grace period for students in the master's program.

### **Academic misconduct by Undergraduate students in first year**

Instances of academic misconduct during this period **are** penalized but penalties are the sole responsibility of the individual faculty member. A record of each offense is kept in the student file.

If a first-year student wishes to appeal when accused of an offense, the case is automatically processed following the procedures for second and subsequent years. This means it will be heard by a Disciplinary Committee as described below.

## **Academic dishonesty by Undergraduate students after first year**

Students in second and subsequent years of study at EAHM will be expected to know what constitutes academic dishonesty, and how they can avoid it in the work they submit for assessment. Proven offenses will receive progressively stricter penalties.

All alleged offenses after first year will be reported by the faculty member to the Dean, who will convene a Disciplinary Committee, as described below. If the Disciplinary Committee upholds the accusation, the offense will be recorded in the student's file and may be kept on file for up to five years after the student graduates. (Usually a letter recording a first offense will be removed when the student graduates, but the Disciplinary Committee reserves the right to extend the period if it deems an offense more serious).

## **Academic dishonesty by Postgraduate students**

Postgraduate students will be expected to know what constitutes academic dishonesty, and how they can avoid it in the work they submit for assessment, from the first module onward. A phased approach to penalties is not used for Postgraduates.

All alleged offenses will be reported by the faculty member to the Dean, who will convene a Disciplinary Committee, as described below. If the Disciplinary Committee upholds the accusation, the offense will be recorded in the student's file and may be kept on file for up to five years after the student graduates. (Usually a letter recording a first offense will be removed when the student graduates, but the Disciplinary Committee reserves the right to extend the period if it deems an offense more serious).

## **Minor offences**

An offense *may* be deemed to be minor if

- It is a first offense.
- In cases of plagiarism, there is evidence that the student has not yet mastered the necessary skills for effective referencing and/or paraphrasing, although this is rarely defensible after first year.
- In cases of plagiarism, the extent of the plagiarized work is limited (e.g. a couple of sentences in a long paper).

## **Serious offences**

An offense *may* be deemed serious if any of the following apply:

- It is a repeat offense, with third offenses being treated most severely. A repeat offense may involve more than one instance of the same type of academic dishonesty, e.g. two cases of plagiarism, or one instance each of two or more types of misconduct, e.g. one collusion offense and one plagiarism offense.
- The student is in third or fourth year, with the expectation that a student in first year is still learning, while one in fourth year should be fully conversant with both EAHM's policy on academic dishonesty and the means to avoid violating it.
- It involves large-scale plagiarism or collusion or cheating.
- The student cheats, plagiarizes or colludes on an assessment or test with a high weighting in relation to the overall grade for the course, for example, 30% of the total grade or more.

- There is clear evidence of intent to deceive. Such evidence would include, for example, a print-out from Turnitin or another source, showing the exact words appearing in a student's essay without attribution.

A defense of insufficient knowledge of EAHM's policies or of the means to avoid academic misconduct will not be accepted.

The faculty member (for offenses by first year Undergraduates) or the Disciplinary Committee will judge whether an offense is minor or serious.

Penalties for academic misconduct may include (singly or combined):

- Resubmission of the assessment.
- Reduction of the grade, for example by one letter grade, e.g. from B+ to C+.
- Failure of the assessment.
- Failure of the course or module.
- Failure of the Trimester.
- Suspension
- In extreme cases, expulsion.

**See the Academic misconduct penalties grids for indicative penalties for each offense (Appendix C for Undergraduate students and Appendix D for Postgraduate students)**

**Procedures for handling accusations of serious academic misconduct after first year, or first module (in the case of Postgraduate students)**

- The faculty member will forward the evidence to the Dean and the accused student within five (5) working days of discovery of the alleged misconduct.
- Within two (2) working days of receipt of an accusation, the Dean will convene a Disciplinary Committee, comprising the faculty member, the relevant program director and the Dean, or designated replacements. A replacement will always be nominated when the program director or Dean is also the faculty member involved.
- The student will be given a chance to refute the accusation and to furnish proof. He or she may elect to be accompanied by an advisor from within EAHM.
- If the accusation is upheld, the Disciplinary Committee will announce a decision and a penalty within two (2) working days of the "hearing".
- If the accusation is upheld, the penalty will be recorded in the student's record.

**ASSOCIATED DOCUMENTS:**

- Appendix A – Student Acknowledgement of the Academic Integrity Policy
- Appendix B – Academic Integrity Declaration Form
- Appendix C - INDICATIVE PENALTIES for ACADEMIC MISCONDUCT (Undergraduate)
- Appendix C - INDICATIVE PENALTIES for ACADEMIC MISCONDUCT (Postgraduate)

**MENTIONS:**

- Catalogue
- Course syllabi
- Staff & Faculty Handbook
- Student Handbook

**DATE OF NEXT REVIEW:**

This policy will be reviewed in December 2021.

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy Name:	EA/ACA/002, Academic Integrity Policy
Policy Committee:	20 September 2007
Final approval:	November 2007
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Reviewed/Updated:	31 July 2018
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Reviewed/Updated:	29 November 2020

**Appendix A – Student Acknowledgement of the Academic Integrity Policy**



**STUDENT ACKNOWLEDGEMENT OF the ACADEMIC INTEGRITY POLICY  
of  
THE EMIRATES ACADEMY OF HOSPITALITY MANAGEMENT**

**I have been advised of the Emirates Academy's *Academic Integrity Policy* and have had the opportunity to attend orientation sessions explaining it.**

**I understand that**

- **The policy applies to all academic work that I submit for credit while I am a student at EAHM**

**I understand that**

- **It is my individual responsibility to conform to the *Academic Integrity Policy***
- **I must sign this form in order to continue at EAHM**
- **The signed form will be kept in my student file for the duration of my studies at the Academy**

**DATE:**

**NAME (Print):**

**SIGNATURE:**

Form adapted from the University of North Texas academic misconduct policy. (2007). Retrieved 10 May 2007, from [www.unt.edu/slis/apppacket/SLISAcademicMisconductPolicy.htm](http://www.unt.edu/slis/apppacket/SLISAcademicMisconductPolicy.htm)

**Appendix B – Academic Integrity Declaration Form**



***Academic Integrity Declaration***

**Student Name** .....

**Student I.D. Number**.....

**Course Code**.....

**Course Tutor** .....

**Title of Assessment**.....

**Due Date and Time**.....

It is your responsibility to retain copies of your assessments. All work must be submitted by the due date and time. If an extension of work is granted this must be specified with the signature of the course tutor, the Dean or the Associate Dean (for extensions based on mitigating circumstances).

**Extension of submission date**

**Extension granted until**.....**Course tutor's signature**.....

**Student declaration**

I certify that I am familiar with *Academic Integrity section* of the **Catalogue 2018-2019** and that:

- I have not plagiarized the work of others or participated in unauthorized collusion;
- I have listed all the sources that I have used in the "References" section of my assessment;
- If this is a group assessment, I have listed the name of every person that I have worked with.

**Date**.....

**Student Signature**.....

**Appendix C - INDICATIVE PENALTIES for ACADEMIC MISCONDUCT  
(Undergraduate Students)**

<b>The offense ↓</b>	<b>1<sup>st</sup> yr 1<sup>st</sup> offense</b>	<b>1<sup>st</sup> yr 2<sup>nd</sup> or 3<sup>rd</sup> offense</b>	<b>After 1<sup>st</sup> year 1<sup>st</sup> offense</b>	<b>After 1<sup>st</sup> year 2<sup>nd</sup> offense</b>	<b>After 1<sup>st</sup> year 3<sup>rd</sup> offense</b>	<b>4<sup>th</sup> year, any offense</b>	<b>Dissertation offense</b>
<b>Plagiarism deemed to be minor*</b>	Mandatory rewriting and resubmission of the assessment; no grade reduction <b>OR</b> grade reduction on original, with no rewriting	Grade reduction; no option to rewrite	Option to rewrite and resubmit the assessment; new grade reduced slightly <b>OR</b> original grade reduced by the percentage of plagiarism detected	Failure of the assessment	Failure of the course	Failure of the assessment	Grade reduction, usually by one letter grade or by the percentage of plagiarism detected.
<b>Plagiarism deemed to be serious*</b>	Option to rewrite and resubmit the assessment; new grade reduced by one letter grade, e.g. from B to C <b>OR</b> original grade reduced by the percentage of plagiarism detected	Failure on the assessment	Failure of the assessment	Failure of the course	Failure of the Trimester; suspension until next Trimester	Failure of the course; failure of the Trimester and suspension if 3 <sup>rd</sup> offense	Failure of the dissertation & no option to retake
<b>Plagiarism deemed to be serious*-- buying a paper</b>	Failure of the assessment	Failure of the course	Failure of the course	Failure of the Trimester; suspension until next Trimester	Expulsion	Failure of the Trimester; suspension until next Trimester; expulsion if 3 <sup>rd</sup> offense; letter stays on file forever	Failure of the dissertation with no option to retake; no degree granted; letter stays on file forever
<b>Falsifying primary data in an assessment</b>	Failure of the course	Failure of the course	Failure of the course	Failure of the course	Failure of the Trimester (suspension)	Failure of the course; failure of the Trimester, if 3 <sup>rd</sup> offense	Failure of the dissertation, with no option to retake; letter stays on file forever

The offense ↓	1 <sup>st</sup> yr 1 <sup>st</sup> offense	1 <sup>st</sup> yr 2 <sup>nd</sup> or 3 <sup>rd</sup> offense	After 1 <sup>st</sup> year 1 <sup>st</sup> offense	After 1 <sup>st</sup> year 2 <sup>nd</sup> offense	After 1 <sup>st</sup> year 3 <sup>rd</sup> offense	4 <sup>th</sup> year, any offense	Dissertation offense
<b>Misrepresentation/ Lying for academic gain</b>	Warning- letter to student's file, but removed at end of year 1	Grade reduced by one letter grade, e.g. from B to C	Grade reduced by one letter grade, e.g. from B to C	Grade reduced by one letter grade, e.g. from B to C	Failure of the assessment	Grade reduced by one letter grade, e.g. from B to C; if repeat offense, failure of the assessment	Grade reduced by one letter grade, e.g. from B to C
<b>Aiding &amp; abetting misconduct in others (Collusion)</b>	Grade reduced <u>up to</u> one letter grade	Grade reduced by one letter grade, e.g. from B to C	Grade reduced by one letter grade, e.g. from B to C	Grade reduced by one letter grade, e.g. from B to C	Failure of the assessment	Failure of the assessment	Grade reduced by one letter grade, e.g. from B to C
<b>Aiding &amp; abetting misconduct in others (Collusion)-- - writing a paper or part of a paper for another student (for financial gain or not)</b>	Placed on academic probation status; letter to student's file for the duration of studies	Placed on academic probation status; letter to student's file for the duration of studies	Placed on academic probation status; letter to student's file for the duration of studies	Suspension for a Trimester; letter to student's file for 5 years after graduation	Suspension for a Trimester; letter to student's file for 5 years after graduation	Expulsion	Expulsion
<b>Cheating on exams</b>	Failure of the exam, with no retake; letter to the student's file; removed when the student graduates	Failure of the exam, with no retake	Failure of the exam, with no retake	Failure of the course	Failure of the Trimester; suspension	Failure of the course; failure of the Trimester, if 3 <sup>rd</sup> offense	N/A
<b>Recording all offenses (except where indicated otherwise above)</b>	Letter to the student's file; removed at end of first year	Letter to the student's file; removed when the student graduates	Letter to the student's file; removed when the student graduates	Letter to the student's file; removed when the student graduates	Letter to the student's file; kept forever	Letter to the student's file; kept forever.	Letter to the student's file; kept for 5 years after graduation

**These penalties are *indicative* only, that is, they are examples of the type and level of penalty that might be levied. The lecturer (for first year offenses) or the Disciplinary Committee will decide on specific penalties for each proven offense.**

**Appendix D - INDICATIVE PENALTIES for ACADEMIC MISCONDUCT  
(Postgraduate students)**

The offense ↓	All modules, 1 <sup>st</sup> offense	All modules, 2 <sup>nd</sup> or 3 <sup>rd</sup> offense,	Dissertation or Project offense
<b>Plagiarism deemed to be minor*</b>	Rewriting and resubmission of the assessment; no grade reduction, <b>OR</b> no rewrite but grade reduction in accordance with the weighting of the referencing section of the assignment	Grade reduced by one letter grade, e.g. from B to C; no option to resubmit	Grade reduced by one letter grade, e.g. from B to C; no option to resubmit
<b>Plagiarism deemed to be serious*</b>	Grade reduced by one letter grade, e.g. from B to C; no option to resubmit	Failure on the assessment	Failure of the dissertation or project & no option to retake
<b>Falsifying primary data in an assessment</b>	Rewriting and resubmission of the assessment; new grade reduced by one letter grade, e.g. from B to C	Failure of the assessment	Failure of the dissertation or project, with no option to retake
<b>Misrepresentation/ Lying for academic gain</b>	Warning recorded in student's file	Grade reduced by one letter grade, e.g. from B to C	Grade reduced by one letter grade, e.g. from B to C
<b>Aiding &amp; abetting misconduct in others (Collusion)</b>	Warning recorded in student's file	Grade reduced by one letter grade, e.g. from B to C	Grade reduced by one letter grade, e.g. from B+ to C+

The offense ↓	All modules, 1 <sup>st</sup> offense	All modules, 2 <sup>nd</sup> or subsequent offense	Dissertation or Project offense
<b>Cheating on exams</b>	Failure of the exam, with no retake	Failure of the exam, with no retake	N/A
<b>Recording all offenses</b>	Not recorded in the central file.	Recorded in central register and in student's file; kept for <b>5</b> years after the student graduates	Recorded in central register and in student's file; kept for <b>5</b> years after the student graduates

## **Academic Misconduct Memo**

Dear [Insert Name],

Further to a Hearing that was held on: [Insert Date]

Chaired and attended by the following members of faculty: [Insert Names]

You have been found to have committed the academic offence of: [Insert Offence]

As result:

This formal record of academic misconduct will remain on your file for the duration of your studies at The Emirates Academy of Hospitality Management and will be taken into consideration should any further offences be committed in line with the appropriate policies.

In addition, this disciplinary offence will be treated as a written warning that may be taken into consideration should any non-academic offences occur within the following twelve months. This means that reference to this offence may be made in testimonials or other reports that are required by (or made to) sponsors, employers or other parties requesting information regarding your program of study and performance at the Academy. This also means that should any other offences (either academic or non-academic) be committed this offence will also be taken into consideration in determining the penalty.

Should you wish to appeal this finding please do so only after referring to the relevant policies which are published.

Kindly ensure that no further offences are committed during your time at the Academy. If you need assistance in the achievement of this, do seek advice from the Dean or from the Student Support Officer or from your Personal Tutor.

Dr Frederic Bouchon  
Dean

<b>Policy</b> <b>PERSONAL TUTOR</b>		
<b>Number</b> <b>EA/ACA/003, Issue 1</b>	<b>Reviewed</b> <b>29 November 2020</b>	
<b>Responsible</b> <b>STUDENT SUPPORT OFFICER</b>		
<b>Target audience:</b> <b>STUDENTS AND FACULTY</b>		

### **PURPOSE:**

Students may face a variety of academic and personal problems during their period of study at The Emirates Academy of Hospitality Management (EAHM). This policy aims to establish a mechanism for providing timely academic advice and support to students at midterm. A secondary aim is to initiate an early detection system so that we may identify and prevent problems that would lead to student withdrawal, being placed on probation, or simply feeling isolated and unsure of where to go for help.

### **SCOPE:**

This policy applies to all students enrolled in academic programmes at EAHM (full-time, part-time and exchange; Undergraduate and Postgraduate) and all faculty members.

The policy does not apply to students and lecturers in the Professional Training and Development Department.

### **DEFINITIONS:**

Pastoral care: refers to help, advice, and moral guidance offered to the tutees

Guidance: the process of explaining procedures or plans and/or ensuring correct navigation through any issue presented to the tutee

Academic tutoring: may entail presentation of responses to previous feedback, gathering feedback, reviews of academic progress, course attendance, and assistance in understanding academic requirements

Tutor: a faculty member assigned to advise and support an individual student and/or a group of students

Records: personal, academic information kept on any student in a central location within the Registrar's Office

Personal Tutor: also referred to as Personal Advisor, with duties described above under "Tutor" for individual guidance

### **POLICY STATEMENT:**

#### **Assignment of Personal Tutors**

The Registrar and Admissions Team will allocate personal tutors to all students during the admission and enrolment process. Any student who is unhappy with his or her tutor may request a change to the Dean and / or Head of Registry and Admissions. A decision will be corroborated between the Registrar and Dean regarding tutor reassignment. Students will usually keep the same tutor for the duration of their studies.

#### **Role of the Personal Tutor (on-campus Students)**

The role of the personal tutor is to assist students in understanding and meeting the academic requirements of the program of study in which they are registered and to provide an update of EAHM actions as a response to student feedback.



The course faculty member is the first point of contact for any course-related issues. The personal tutor is the first line of contact for general student concerns and feedback. For more complex issues or for those requiring a more in-depth approach, tutors should refer their tutees as follows:

- For academic issues: The Dean
- For study-abroad programme, internship, career, or job-related issues: The Director of Industry Relations and International Office
- For financial concerns: The Finance Manager or the Managing Director
- For personal issues: The Student Support Officer
- For institutional surveys conducted by EAHM, policies, and procedures: The Assistant Manager of Quality, Institutional Effectiveness & Risk (AM-QIR)

The role of the personal tutor is not to personally own and/or resolve issues on behalf of the student. A personal tutor's responsibility is to advise students of the various sources of information and assistance available. Personal tutors are, however, expected to be familiar with EAHM procedures and relevant policies. Personal tutors should be in contact with the relevant departments and share information when necessary in order to prevent any problems from arising or to tackle existing ones. Any information conveyed during individual academic tutoring sessions is confidential and will not be shared with other colleagues unless there are valid reasons for doing so. However, EAHM reserves the right to inform the parents, government bodies, or medical services if a student's situation is evaluated to be of a critical nature, infringes on the safety of others, or conflicts with EAHM policies or procedures.

The personal tutor's role is not to socialize with students or entertain them. Professional conduct should always be maintained. Personal tutors should only, in exceptional circumstances, meet with their tutees outside normal working hours.

Personal tutors will be granted access to their own tutees' files in order to access relevant information such as past academic performance and attendance. Any access to student's files must be granted by the Head of Registry and Admissions.

From September 2020 onwards, the QIR department will schedule academic advising meetings between the personal tutor and their tutees in a group format to gather feedback. The advisor will also be required to provide feedback every term. It is optional, although strongly recommended, for students to attend these meetings. These group meetings will focus on academic issues, to be conducted as follows and should be concluded within 50 min:

- Advisor welcomes advisees
- Students to provide feedback about current academic strengths / What has improved?
- Students to provide feedback about what academic challenges they might be facing / What can be improved?
- Advisor to provide information in response to feedback received and to summarise key points. Key points will be sent to QIR Department
- End of meeting

After the group meetings, the tutor is responsible for sending the QIR Department a summary of the meeting notes and feedback (unidentified student feedback to maintain confidentiality) and to clarify any points that may not be clear. This should be done within seven days of the group meeting activity.

Every term, all attendees will receive a survey from the QIR Department, which will evaluate the advising system in place. The results of this survey will be included as part of the quality assurance system and presented to the heads of departments for further action. Any action taken or responses

to requests or concerns will be communicated back to the student body at relevant meetings or via email.

### **Role of the Personal Tutor (off-campus Students)**

In addition to the above, any student that is studying via distance mode (off-campus) will be provided personal academic advising by their assigned personal tutor utilising virtual meetings. The personal tutor will arrange to meet with off-campus tutees at least twice during each academic trimester and fulfil the same requirements as with on-campus students above.

### **Role of the Tutee**

It is the tutees' responsibility to schedule individual meetings with their personal tutors if required and to attend the group advisory meeting when invited.

Tutees are responsible for disclosing to their tutors any issues that might impact their academic progress within EAHM. The personal tutor will then be able to advise the student of the relevant and appropriate action that may be taken to help them.

Tutees may approach their personal tutors with a variety of problems, ranging from those that may seem minor to those that are evidently of grave concern.

Personal tutors are not there to solve students' problems for them. Their role is to give advice and direction as well as to offer relevant information or liaise with other department heads and the Student Support Officer.

Tutees need to acknowledge the fact that personal tutors might not be the most suitable or best-qualified person to deal with their specific issues and that they may also need to seek support from a trained professional (e.g. counsellor, medical personnel, etc.)

### **RESPONSIBILITY:**

The Dean and QIR Department are responsible for implementing this policy and the Student Support Officer is responsible for ensuring that the policy is reviewed regularly and kept up to date.

### **IMPLEMENTATION OF THE POLICY:**

New students are assigned their personal tutor in the Orientation period at the beginning of every term. Group meetings between tutors and their tutees will be scheduled by the QIR Department during Week 4 or Week 5 of every term.

Personal tutors will retain a log of any meetings with individual tutees, recording the date and the salient details of the discussion. A copy of this log should be sent to [Student.Files@emiratesacademy.edu](mailto:Student.Files@emiratesacademy.edu), as it will be filed in the student file in the Registrar's Office and should be accessible to the QIR Department upon request for the quality assurance system reports or any internal/external audit preparations.

### **ASSOCIATED DOCUMENTS:**


- EA/ADM/003, Student Record Retention Policy


### **MENTIONS:**

- Catalogue
- Student Handbook
- Staff and Faculty Handbook

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
<b>Policy name:</b>	<b>EA/ACA/003, Personal tutor</b>
<b>Policy Committee:</b>	12 March 2008
<b>Final approval:</b>	June 2008
<b>Reviewed/Updated:</b>	September 2009
<b>Reviewed/Updated:</b>	September 2012
<b>Reviewed/Updated:</b>	31 July 2014
<b>Reviewed/Updated:</b>	31 July 2015
<b>Reviewed/Updated:</b>	28 August 2016
<b>Reviewed/Updated:</b>	31 July 2018
<b>Reviewed/Updated:</b>	22 May 2019
<b>Reviewed/Updated:</b>	24 February 2020
<b>Reviewed/Updated:</b>	18 August 2020
<b>Reviewed/Updated:</b>	29 November 2020

Policy <b>COPYRIGHT COMPLIANCE</b>		
Number <b>EA/ACA/004, Issue 1</b>	Reviewed/Revised <b>29 November 2020</b>	
Responsible <b>SENIOR LIBRARIAN</b>		
Target audience: <b>VISITING, FULL-TIME AND PART-TIME STUDENTS (UNDERGRADUATE &amp; POSTGRADUATE); VISITING, ADJUNCT, FULL-TIME AND PART-TIME FACULTY; STAFF</b>		

### **PURPOSE:**

The United Arab Emirates (UAE) is a signatory to the major international treaties and agreements on copyright, and has its own law (UAE Federal Law no. 7 of 2002 regarding Copyright and related rights). The interpretation of copyright and its legal exceptions is very complex, and new electronic means of disseminating information have increased the challenge. The aim of this policy is to draw attention to areas of the copyright law and international agreements that have most impact on academic practices and establish clear guidelines for compliance by all members of The Emirates Academy of Hospitality Management (EAHM) community.

### **SCOPE:**

This policy is aimed at all members of EAHM academic community (faculty, staff, and students) including on-campus and distance learning students. Faculty and staff members (and in particular library staff members) are tasked with the dual responsibility of personal compliance and making reasonable attempts to enforce the compliance of relevant others within the academic setting.

### **DEFINITIONS:**

Intellectual property is anything produced through human creativity and innovation. Copyright law protects the type of intellectual property known as literary, artistic and scholarly property.

As soon as an original literary, artistic or scholarly work is “fixed in any tangible means of expression” it is protected by copyright law: as soon as something is typed or even handwritten, or sound- or video-recorded, or drawn or digitized, it is copyright-protected. It does not have to be published or registered officially to be protected by copyright. Some examples of copyright-protected items are

- A written work
  - a book
  - a music score
  - a drawing showing the dance steps in a live dance number (choreography)
  - a handwritten poem
  - an opinion written in a blog
  - an email message
  - a handwritten draft of a speech
  - an unpublished dissertation
  - a map
  - a computer program
  - etc.
- A work of art
  - a drawing
  - a painting
  - a sculpture
  - a graphic design in electronic form

- a fashion design drawing
- an architectural drawing or plan
- etc.
- An audiovisual item
  - a music CD
  - a film or television show on DVD
  - a still photograph
  - an audio recording of a speech
  - a video clip from a website
  - etc.
- Other works
  - lectures
  - written speeches, sermons and others of similar nature

The items below are **not** protected by copyright law:

- Works not written or recorded, or otherwise not tangible
  - a speech that was delivered orally with no written or recorded draft
  - a song that was played live but never written or recorded
  - etc.
- Ideas, procedures, methods of doing things
- Titles, names, short phrases or slogans (although note that these may be protected under trademark or other law)
- Works consisting entirely of information that is common knowledge
  - calendars
  - height and weight charts
  - conversion charts
  - facts (e.g. the population of Dubai)
- Government documents, the text of laws, etc.
- News in the media
- Items whose copyright has expired or whose author has waived copyright

Note that, although a category of item may not be covered by copyright law, the presentation of it may fall under copyright or other legal protection. For example, facts about Dubai are not covered in copyright law but a book presenting those facts in a unique and interesting way is protected.

The **author** of a work is usually the writer, artist, designer, choreographer and composer. It can also be the producer of a DVD, the broadcaster of a television series, etc.

In UAE copyright law, most works are protected for the duration of the author's life plus 50 years. (There are some exceptions for specific information formats, e.g. radio or television broadcasts, but these will not be dealt with here).

In copyright law, the individual or corporate author of a work is the only person (or company) authorized to do the following, and the only person authorized to assign the right to someone else to do the following:

- Copy (e.g. photocopy, cut and paste from a website, create a DVD from a video)
- Change (e.g. translate, make a book into a TV script)
- Sell or rent, or otherwise distribute
- Perform or display the work in public (e.g. broadcast it on the radio, post it on the web)

No one else may copy, change, distribute, perform or display a work unless they receive permission from the author.

**Violating copyright law is a form of theft.**

However, strictly following copyright law as described above would severely limit how students and lecturers could use information materials in their teaching and learning pursuits. Thus international copyright conventions specify that limited and controlled exceptions can be made for certain purposes, among them educational purposes. In international copyright law this is called "fair use" or "fair dealing". In the UAE copyright law it is referred to simply as "exceptions".

This policy is based on UAE copyright law. Where the UAE law is unclear or unspecific, international law is used as the EAHM standard.

**POLICY STATEMENT:**

It is the policy of EAHM that all EAHM Faculty, staff and students comply with the UAE Copyright law and related international conventions in the pursuit of academic and related endeavors.

The policy also directs that reasonable attempts be made to prevent infringement of copyright outside the academic environment using EAHM resources such as those found in the library collection, or using EAHM-owned equipment to produce or use unlawful copies of protected resources.

All materials used in the delivery of on-campus and distance learning courses remain the property of the copyright holder.

**Detailed policy:**

Students may, for their individual educational purposes:

- Photocopy no more than 10% of a whole book, journal issue or website, **OR** one chapter from a book, or one article from a journal or magazine, or one article from a website, whichever is less. The same rule applies whether the item is in print or electronic format.
- Quote or paraphrase from a book or journal article or any written source in print or electronic format, provided the quote is short and provided they use proper referencing to cite the source
- Copy or download images, music, logos, charts, graphs, etc from books, journals or the internet for academic projects and assignments, provided these assignments will not be made available to the public and will only be seen by the teacher and the class. The source must always be cited.

Students may not:

- Copy an entire book or journal issue, or video, DVD, CD or any other item from EAHM's Library collection.
- Download films or music from the internet onto an EAHM laptop, unless the download is legal, which usually means you pay for it.
- Show publicly on campus a film that was acquired through illegal download or a purchased illegal copy.
- Make copies of legal or illegal films and sell or distribute them on campus.

- Send an illegally downloaded or copied film or music by Academy email to one or more other people.
- Copy software licensed by EAHM onto their own laptops, or from their laptops to another computer.
- Copy or disseminate any documents or images created by The Emirates Academy of Hospitality Management, including its logo. Permission must be requested for any use of EAHM documents, images, etc., if they are to be disseminated outside the campus.
- Record discussions or classes without authorisation. Edit and or/ disseminate recordings that are made available as part of course resources.
- Save and/or edit copies of material provided via any platform from an EAHM representative, unless for personal academic learning.

Instructors may, for educational purposes:

- Photocopy, download, digitize, etc., short excerpts from information materials for use in face-to-face teaching the classroom (e.g. as part of a PowerPoint presentation). "Short excerpts" should be taken to mean no more than 10% of the total item, or one article or chapter, one chart, graph, picture, cartoon or drawing from a single source.
- Photocopy an article from a journal or a chapter from a book and post it on the intranet in a course folder, for students to read or copy.
- Copy and distribute reading materials in class, if the item is an article or chapter of less than 2,500 words, or 10% of the total work from which it came, whichever is less. Such multiple copies may be created and disseminated no more than 9 times during the course of one trimester. The source must always be clearly cited.
- Show a legally obtained film in class. If the film is labeled "for home use only" the instructor may only show it in class if its subject matter is instructional and not purely entertainment.
- Videotape a television program and show it in class, but the tape may only be retained for 45 days after the original broadcast.

Instructors may not:

- Use copies of the same article or chapter or excerpt for more than one class and more than one trimester.
- Photocopy a number of articles from journals and chapters from books in order to compile a course pack for each student in a class. This is only legal if copyright permission is received from every author.
- Make a copy of an entire audiovisual item from the library collection for educational or personal use.
- Use illegally downloaded films or music, or purchased illegal copies, in the classroom.

The Library may, for educational and preservation purposes:

- Photocopy an article from a journal or a chapter from a book and post it on the intranet in a course folder, or make a print copy available in the Reserve Collection, for students to read or copy.
- Make one copy of a book, DVD, CD, etc., if it can no longer purchase a replacement and the original is damaged. The copy may only be used in the library; it cannot be loaned.

The library may not:

- Make a copy of a journal article or other short excerpt from an item and send it to another library for inter-library loan purposes.
- Make a copy of a journal article or other resource, either print or electronic, for a student or faculty member and then keep a copy in the library for future use.

If there is ever any doubt about the legality of copying and using something, then an attempt should be made to contact the author and request permission to use the item.

#### **RESPONSIBILITY:**

Faculty and staff are responsible for modeling behavior that complies with the policy. They are responsible for reporting any breaches of the policy they may discover.

The Senior Librarians are responsible for ensuring that the policy is up-to-date and reviewed according to the agreed schedule.

#### **IMPLEMENTATION OF THE POLICY:**

Copyright law non-compliance is a crime in the UAE. However, we do not know how strictly the law is enforced, especially in academic settings, or what the penalties for non-compliance are. This policy is thus based on EAHM's conviction that protecting intellectual property rights is one of the essential ethical values of academic life. In most cases, contravention will be handled internally and education of offenders will be a primary goal.

Anyone may file a copyright infringement complaint using the Code of Conduct Violation Report form on the intranet. The form should be submitted to the Operations Manager as soon as possible after the infraction was noticed, along with proof and/or witness names and statements.

The Operations Manager will review the violation reports. When a violation pertains to copyright, it will be referred to the Committee on Copyright Infringement, comprising the Senior Librarians, IT Manager and one faculty member. For each case the Committee will meet with the accused, determine the facts of the case and recommend sanctions if appropriate.

Sanctions may include:

- Mandatory education session on copyright law
- A warning letter in the student's file
- Temporary loss of privileges, e.g. not allowed access to EAHM IT network; not allowed to borrow from the library or use subscription databases
- "Community service", e.g. a specified number of hours helping in the library or working with the cleaners or gardeners

An instance of copyright infringement will be referred directly to the Disciplinary Committee when.

- The accused is a repeat offender.



- The offense shows blatant disregard for the copyright law, e.g. disseminating a current feature film by EAHM email.
- The offense has the potential to harm EAHM's reputation, e.g. when EAHM logo or promotional materials are used for a student's personal purposes (promoting a personal business) without permission.
- When the offense has come to the attention of the UAE justice system.

If a student is penalized by the UAE justice system, he or she will be fully responsible for any fines or damages that must be paid and cannot expect any support from the Emirates Academy of Hospitality Management.

Sanctions for this category of copyright infringement may include

- A warning letter in the student's file
- Temporary loss of privileges, e.g. not allowed access to EAHM IT network; not allowed to borrow from the library or use subscription databases
- "Community service", e.g. a specified number of hours helping in the library or working with the cleaners or gardeners
- Disciplinary probation status for the trimester, meaning that any subsequent proven offenses will result in strong sanctions
- Suspension for a trimester

**ASSOCIATED DOCUMENTS:**

Code of Conduct Violation Report form  
Academy policy EA/IT/001, Use of communications systems

Berne Convention for the Protection of Literary and Artistic Works, last amended 1979. (n.d.). Retrieved 19 August 2007 from [http://www.wipo.int/treaties/en/ip/berne/trtdocs\\_wo001.html#P85\\_10661](http://www.wipo.int/treaties/en/ip/berne/trtdocs_wo001.html#P85_10661)

Diplomatic Conference on Certain Copyright and Neighbouring Rights Questions. (1996). WIPO copyright treaty adopted by the Diplomatic Conference on December 20, 1996. Retrieved 19 August 2007, from <http://www.wipo.int/documents/en/diplconf/distrib/msword/94dc.doc>

Diplomatic Conference on Certain Copyright and Neighbouring Rights Questions. (1996). WIPO performances and phonograms treaty, adopted by the Diplomatic Conference on December 20, 1996. Retrieved 19 August 2007, from <http://www.wipo.int/documents/en/diplconf/distrib/msword/95dc.doc>

**MENTIONS:**

- Student Handbook
- Faculty Handbook
- Academy policy EA/IT/001, Use of communications systems

**DATE OF NEXT REVIEW:**

This policy should be reviewed annually, as new interpretations emerge daily of "fair use" of copyright protected materials for academic purposes.

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	<p style="text-align: right;"> <b>THE EMIRATES ACADEMY</b>  OF HOSPITALITY MANAGEMENT  </p>
Policy Name	EA/ACA/004, Copyright compliance
Policy Committee:	20 September 2007
Final approval:	October 2007
Reviewed/Updated:	August 2009
Reviewed/Updated:	August 2011
Reviewed/Updated:	September 2012
Reviewed/Updated:	31 July 2014
Reviewed/Updated:	31 July 2015
Reviewed/Updated:	31 July 2016
Reviewed/Updated:	31 July 2018
Reviewed/Updated:	26 February 2020
Reviewed/Updated:	18 August 2020
Reviewed/Updated:	29 November 2020

Policy <b>INTERNSHIP POLICY</b>		
Number <b>EA/ACA/005, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>DIRECTOR OF INDUSTRY LIAISON</b>		
Target audience: <b>VISITING, FULL- AND PART-TIME UNDERGRADUATE &amp; POSTGRADUATE STUDENTS</b>		

**PURPOSE:**

Internships are requirements for both the ASc/ABA and BSc/BBA degrees, and are an integral part of the academic curriculum, yet optional for Study Abroad and Postgraduate students.

Failure to perform up to the required standards affects not only the student’s grade and grade point average, but also the EAHM’s reputation in the wider hospitality industry. Without good will from industry partners, it will be difficult to find venues for internships, and ultimately, full-time job offers for graduates.

This policy sets out the expected behaviour for EAHM students on internships and describes the consequences of non-compliance.

**SCOPE:**

This policy is primarily aimed at first- and second- year students, as the internship requirements fall within these academic years. However, the policy also covers any students who undertake an internship out of sequence, transfer to EAHM, or re-take an internship in a later year as a result of failure or non-completion, or are representing EAHM in any interaction with industry – for example when doing casual work under the auspices of EAHM. It also includes exchange students who join EAHM for a limited number of courses including a period of formal industry experience or an internship and Postgraduate students who wish to undertake an internship either during or after their MSc/MBA degree.

The policy also guides the work of faculty members who are charged with supervising and monitoring work placements and internships.

However, the policy does not (and could not) guide the actions of the host institution. When a student does not comply with the policy it is the host institution, not EAHM, that decides what action to take. When a host institution decides to terminate an internship, EAHM cannot change that decision but it can, and will, use this policy to determine the academic consequences of the termination.

## DEFINITIONS:

<b>Internship:</b>	<p>The official academic internship course. Time spent working in a hotel or other hospitality operation approved by EAHM. The objective is that students gain operational knowledge and experience in a <i>real</i> world environment.</p> <p>It is a 21/22 week; 6 credit-hour course (INTS202) and is weighted at:</p> <ul style="list-style-type: none"><li>• Coursework attendance, and documentation – 40%</li><li>• Two evaluations whilst on internship – 20%</li><li>• Final report – 10%</li><li>• Completion of actual work – 30%</li></ul> <p>Or it is a 3-6 months; non-credit bearing course (INTS001), which is optional for Study Abroad and postgraduate students:</p> <ul style="list-style-type: none"><li>• Completion of contractual agreement – 100%</li></ul>
<b>Casual work:</b>	<p>This is work carried out by students under the auspices of EAHM.</p> <p>EAHM is often approached to allow students to work for various companies and functions. Also, students may be required to perform some hours of work for industry partners as part of a course, or as an extra-curricular activity.</p> <p>EAHM encourages this type of activity; it enhances the reputation of EAHM and its students, allows students to make some money and gives students more experience in the real world of work.</p>

These definitions may be referred to individually or may be collectively referred to as 'work'.

## POLICY STATEMENT:

Students on internship or casual work in the industry are required to comply with the regulations detailed below, and with any other regulations stipulated by their employer.

- **Grooming and dress:** Students must meet the standards of the establishment where the work takes place.
- **Punctuality:** Students must arrive for their work shifts at or before their scheduled start time every day. It is each student's responsibility to
  - be aware of their own work schedule, and any changes to it
  - do whatever is necessary to awake, get up and prepare for work so they have sufficient time to arrive at their post at or before the scheduled start time
  - judge how long it will take to travel to work and to make their travel plans accordingly. Heavy traffic is not an excuse for lateness
  - schedule doctor's visits, driving tests, or other appointments for their days off

As is the industry norm, only unexpected and unavoidable delays will be considered acceptable as mitigating circumstances for lateness. As soon as students realize they will be late, they must phone their supervisor to explain and give an estimated time of arrival.

Constant or habitual lateness or lack of communication about lateness is grounds for dismissal.

- **Attendance:** Students must be on duty for all scheduled work shifts (and for all the hours scheduled).

As with punctuality (above) only absences that are unexpected and unavoidable will be considered acceptable as mitigating circumstances, and then only with written justification from an authorized source. For example, a student who is absent due to illness would normally be required to submit a doctor's note to their supervisor. As soon as students realize they are unable to come to work, they must phone their supervisor to explain. Other than in exceptional circumstances, the norm for sick leave over a six-month contract would be no more than five days.

Constant or habitual absence or lack of communication about absence is grounds for dismissal.

- **Performance:** Students are expected to learn the tasks required of them in a reasonably short period, and to perform them at the required level thereafter. There is an expectation on the part of the employer that once a task has been learned the student will carry it out whenever it is required, even if the task is boring, repetitive or not taxing, and the student does not see personal value in carrying it out. Students are expected to take an active, and proactive, approach to their assigned duties.
- **Attitude:** Not every part of an internship will represent a student's ideal job situation and not every day is full of learning experiences. In spite of this, students are required to demonstrate the following attitudes during their work:
  - willing to learn new tasks and to perform assigned tasks at the required standard
  - willing to take direction and to receive criticism from their supervisors
  - hard-working and conscientious
  - cooperative, friendly and respectful with co-workers and supervisors

#### **RESPONSIBILITY:**

The Director of Industry Liaison is responsible for ensuring that students are aware of this policy and have signed the Work Performance declaration.

Students are responsible for familiarizing themselves with the terms of this charter, and for following it.

The Director of Industry Liaison is responsible for ensuring that the policy is reviewed regularly and kept up-to-date.

#### **IMPLEMENTATION OF THE POLICY:**

This policy will be posted on Moodle in the course file for the internship. The Director of Industry Liaison and/or relevant lecturers will go over the policy with the students before their internships, and will ensure that every student signs and submits an Internship Covenant, indicating that they have read and understood the policy and that they will undertake to the best of their ability to follow it. The signed forms will be filed in each student's academic file kept in the Registrar's office.

#### **NON-COMPLIANCE WITH THE POLICY:**

Non-compliance with this policy may result in a student being threatened with termination, or actually having their employment terminated. In all circumstances under this section the student will receive a maximum of 60% as a grade for INTS202 (50% for the internship itself and 10% for the final report. If the final report is not submitted, the student will fail the course).

If an intern is *threatened* with termination, but is kept on after the Director of Industry Liaison intervenes, the internship will be completed in the usual way.

If a student's internship is terminated by the employer then, depending on the length of time already served, a 'make-up' internship can be completed. See **Appendix A, Table for make-up internship**, which shows how many weeks of the 'make-up' internship will be required.

### **'Make-up' internships**

- The student may seek another internship right away, and complete the 'make-up' internship with a new employer, returning to class for the next Trimester with the cohort. This option assumes that sufficient time for a full 'make-up' internship is left before the next Trimester begins.
- The student may defer the 'make-up' internship until a later time. If the termination occurs before classes begin in the autumn, the student may sign up for courses being offered, as long as the prerequisites have been met. In this case, the student may not graduate with his or her cohort.
- The student may seek another internship right away, and complete the 'make-up' internship with a new employer. However, the timing means that the student misses the start of the next Trimester in order to complete the required time of the 'make up' internship. In this case, the student may not graduate with his or her cohort.

In all cases of termination or threat of termination, the student will incur the following consequences:

- A written record of the warning or termination and the reasons for it will go on the student's file
- The student will attend an official disciplinary meeting with the Director of Industry Liaison either the Managing Director, or the Dean, or both
- The maximum grade a student can receive for INTS202 (even if they completed an internship elsewhere) is 60%

If a student's internship is terminated by the employer in circumstances that cause significant damage to the reputation of the Academy further consequences will apply. The student will receive a Fail on their transcript for INTS202 and will need to register, pay again and complete a whole new internship. The Director of Industry Liaison will be the sole arbiter in these cases and that decision cannot be appealed. This may mean that the student will not graduate with his or her cohort.

Occasionally the Director of Industry Liaison will judge that there are mitigating circumstances in a termination. In such cases the consequences as described above may be less severe. The onus is on the student to provide evidence supporting a claim of mitigating circumstances. The Director of Industry Liaison will decide if the circumstances are sufficient to support a claim for leniency and that decision cannot be appealed. In such a case, the student may find a placement elsewhere and may receive more than 60% for completing it. However, the student may be required to complete more than 21/22 weeks, at the discretion of the Director of Industry Liaison.

### **ASSOCIATED DOCUMENTS:**

EA/ACA/005 Appendix A, Table for make-up internship  
EA/ACA/005 Appendix B, Internship Covenant

**MENTIONS:**

- Catalogue
- Internship Handbook
- Internship Syllabi

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY OF HOSPITALITY MANAGEMENT</b> 
Policy Committee:	12 May 2009
Final approval:	12 May 2009
Reviewed/Updated:	May 2011
Review/Updated:	June 2010
Reviewed/Updated:	May 2012
Reviewed/Updated:	September 2013
Reviewed/Updated:	July 2014
Reviewed/Updated:	July 2015
Reviewed/Updated:	July 2016
Reviewed/Updated:	July 2018
Reviewed/Updated:	September 2020

**Appendix A - Table for make-up internship**

<b>Table for 'make-up' internship</b>	
<b>Terminated week:</b>	<b>Number of extra weeks required to complete:</b>
1-4	22
5	21
6	20
7	19
8	18
9	17
10	16
11	15
12	14
13	13
14	12
15	11
16	10
17	9
18-22	8



## Appendix B – Internship Covenant



### **INTERNSHIP for students of the THE EMIRATES ACADEMY OF HOSPITALITY MANAGEMENT (EAHM)**

**I have read The Emirates Academy of Hospitality Management’s (EAHM) *Internship Policy* and have had the opportunity to attend orientation sessions explaining it.**

#### **I understand that**

- As a full- or part-time student of the EAHM, or a temporary exchange student, I must comply in full with the policy whenever I am working under the auspices of the EAHM – while on internship or carrying out a casual work assignment.

#### **I understand that**

- The policy details specific requirements regarding standards for grooming and dress, punctuality, attendance, performance and attitude;
- Non-compliance with the policy can have serious consequences, up to and including termination of employment;
- It is my individual responsibility to take any and all necessary steps to fully understand the policy;
- It is my individual responsibility to conform to the policy;
- I must sign this form in order to continue studying at EAHM; and
- The signed form will be kept in my student file for the duration of my studies at EAHM.

**DATE:**

**NAME (Print):**

**SIGNATURE:**

Policy <b>CREDIT TRANSFER POLICY</b>		
Number <b>EA/ACA/007, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>DEAN AND ASSOCIATE DEAN</b>		
Target audience: <b>FACULTY, ADMISSIONS, INDUSTRY LIAISON AND REGISTRY &amp; ADMISSION</b>		

### **PURPOSE:**

The purpose of this policy is to explain and regulate how academic credits can be transferred into The Emirates Academy of Hospitality Management (EAHM) by students who have undertaken prior learning at Undergraduate or Postgraduate degree level at another recognized Institution.

### **SCOPE:**

This policy relates to students wishing to transfer into EAHM having already completed part or all of an Undergraduate degree (or Postgraduate) programme at another accredited and recognized University.

### **DEFINITIONS:**

Academic Credit is defined as formal credits achieved by students through a programme of assessed learning. The credits will be associated with a specific course or module with an identifiable level and defined through clearly articulated learning outcomes.

A recognized university is an accredited institution of higher education that EAHM agrees to recognize as providing education (teaching and learning) of a similar standard to that of EAHM. EAHM reserves the right to refuse to recognize universities that do not provide adequate evidence of their quality assurance, accreditations, or of the learning outcomes and methods of assessment used.

### **POLICY STATEMENT:**

EAHM will only transfer academic credits from formal programmes of study (defined in terms of the academic level on a framework of qualifications, and through assessed learning outcomes) from universities that it recognizes.

EAHM will only transfer academic credits for individual courses, where these courses are at least two thirds equivalent to a similar course at EAHM. In order to determine if a course from another university is similar to one at EAHM a learning outcome mapping document has been produced. This lists out the learning outcomes of all courses at EAHM. Students wishing to transfer courses must provide an attested transcript showing which courses they have taken and passed, and detailed course syllabi for each course. These syllabi must show the level of the course, its content in terms of learning outcomes and assessment.

The Dean and the Associate Dean are the only authorities authorized to conduct the mapping of learning outcomes and to make an award of credit. Their findings in this matter are absolute and are not subject to appeal or to negotiation.

Academic credits can only be awarded at the time of making an application to study at EAHM and students may not request the award of credit once they have commenced their studies at EAHM.

No more than 50% of the total number of credits at EAHM may be awarded on the basis of prior academic study and no credits can be awarded for courses at level 4. Transfer credit cannot be

accepted twice for substantially the same course taken at two different institutions and only for courses relevant to the degree that provide equivalent learning outcomes and in which the student earned a grade of C (2.0 on a 4.0 scale) or better.

**RESPONSIBILITY:**

It is the responsibility of the Dean and Associate Dean to implement, monitor and update this policy.

**IMPLEMENTATION OF THE POLICY:**

1. A student must indicate on their application form that they intend to apply for the award of academic credit for prior university level studies.
2. The student must submit an official transcript and syllabi for the courses they wish to be considered
3. The student must illustrate that the college or university where they have studies meets our criteria to be recognized.
4. The Dean or Associate Dean will formally map the learning outcomes of courses using the credit mapping document. Only where at least two thirds of the learning outcomes for specific courses are the same will an award of credit be considered.
5. Any awards of credit will be formally recorded on the student's transcript.
6. EAHM does not transfer marks from other institutions and the credits that are awarded will not contribute towards a student's GPA or final classification of award.
7. Should the information upon which awards of credit were made be found to be inaccurate or fraudulent, the credits will be removed from the transcript and the student will face disciplinary action.

**ASSOCIATED DOCUMENTS:**

Please see the credit mapping document.

**MENTIONS:**

Catalogue

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy Name	EA/ACA/007, Credit transfer policy
Policy Committee:	May 2013
Final approval:	May 2013
Reviewed/Updated:	31 July 2014
Reviewed/Updated:	31 July 2015
Reviewed/Updated:	31 August 2016
Reviewed/Updated:	31 July 2018
Reviewed/Updated:	September 2020

Policy <b>COMMUNITY ENGAGEMENT POLICY</b>		
Number <b>EA/ACA/008, Issue 1</b>	Reviewed/Revised: <b>1 September 2020</b>	
Responsible <b>MANAGING DIRECTOR</b>		
Target audience: <b>FACULTY, STAFF AND STUDENTS</b>		

**PURPOSE:**

The aim of this policy is to define both the nature and the terms by which The Emirates Academy of Hospitality Management (EAHM) will engage with the community that surrounds EAHM.

**SCOPE:**

All Employees and Students at EAHM are covered by this policy.

**DEFINITIONS:**

Community Engagement can occur at multiple levels. EAHM recognizes the following communities in which engagement needs to be proactive:

1. Our internal community of Students, Faculty and Staff.
2. The community of our Alumni.
3. The community of Jumeirah International.
4. The community of the Regional Hospitality Industry
5. The International community of Hospitality Management, including other Hotel Schools.
6. The community of people within Dubai.

We define community engagement as any activity that results in benefiting or engaging people across any of these levels.

**POLICY STATEMENT:**

EAHM is committed to community engagement at all six levels as defined above. We are however a small institution and we wish our engagement activities to be targeted and meaningful. We would rather share and focus our limited resources on those communities that will obtain the maximum benefits rather than stretching our commitments and efforts too broadly.

**RESPONSIBILITY:**

The Managing Director (or appropriate delegated members of the Executive Committee) will ensure the policy is implemented on a day to day basis.

The Managing Director will monitor and update the policy.

**IMPLEMENTATION OF THE POLICY:**

When wishing to instigate, or respond to a request for community engagement at any of the six levels we have defined, The Students, Faculty and Staff must follow the following steps.

**Step One.** Determine to which of the six levels the engagement fits. If no fit is found, then this may not be the type of engagement that we wish to pursue.

**Step Two.** Request the community to provide as much information about their Purpose, Mission, Vision and Activities as possible.

**Step Three.** Define the specific type of engagement that is requested. Typically, this can involve but is by no means limited to the following: complementary accommodation, complementary use of facilities, Jumeirah Group approved charitable donations, requests for research and presentations, attendance of career days, use of volunteer student labor, provision of data or information.

**Step Four.** Present this information to the Executive Committee of EAHM for a decision. If the time scale requires an immediate decision, then the Managing Director is empowered to take Chair's action on behalf of the Executive Committee.

**Step Five.** Some forms of community engagement activities may involve risks and require additional insurance cover. If there are any risks associated with the wellbeing of individuals, the reputation of EAHM or Jumeirah or to the Physical facilities or broader properties of EAHM, additional clearance to proceed must be sought from Jumeirah's Legal Team.

Any violation of this policy could result in disciplinary actions being taken.

**ASSOCIATED DOCUMENTS:**

N/A


**MENTIONS:**

N/A

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	 <p>THE EMIRATES ACADEMY OF HOSPITALITY MANAGEMENT</p>
Policy Name:	EA/ACA/008, Community Engagement Policy
Policy Committee:	May 2013
Final approval:	13 May 2013
Reviewed/Updated:	31 July 2014
Reviewed/Updated:	31 July 2015
Reviewed/Updated:	31 August 2016
Reviewed/Updated:	31 July 2016
Reviewed/Updated:	31 July 2018
Reviewed/Updated:	September 2020

Policy <b>STUDENT NON-DISCRIMINATION POLICY</b>		
Number <b>EA/ACA/011, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>MANAGING DIRECTOR</b>		
Target audience: <b>EXECUTIVE COMMITTEE MEMBERS, FULL-TIME AND PART-TIME STUDENTS AND EAHM STAFF</b>		

**PURPOSE:**

The Emirates Academy of Hospitality Management (“EAHM”) is committed to the principles of nondiscrimination and fairness in its educational programmes, services, and activities for all students. Accordingly, EAHM is committed to enforcing its Non-Discrimination Policy and Procedures in order to create an environment that encourages and fosters appropriate conduct among all persons, and respect for individual values.

EAHM does not discriminate in its educational programmes and activities against qualified individuals on the basis of race, color, religion, national origin, gender, marital status, or disability (physical, sensory, mental, emotional, learning disability, handicap), or any other consideration provided for by the laws of the United Arab Emirates and the Emirate of Dubai, and any such discrimination or harassment is unlawful and undermines the character and purpose of EAHM, violates EAHM policy, and will not be tolerated.

Any sort of retaliation against a student who has complained of or formally reported discrimination or harassment, or has participated in an investigation of such a complaint, violates this policy and will not be tolerated.

**SCOPE:**

This policy is intended to protect all students of EAHM, and applies regardless of whether the alleged wrongdoer is a student or an employee of EAHM.

**DEFINITIONS:**

- A. “Discrimination” means any action, policy, rule, or practice, including bias, stereotyping, and student harassment, that is detrimental to a person or group of persons and differentiates or distinguishes among persons, or that limits or denies a person or group of persons opportunities, privileges, roles, or rewards based, in whole or in part, on race, color, religion, national origin, gender, marital status, disability, or other bases prohibited under the laws of the United Arab Emirates and the Emirate of Dubai.
- B. “Harassment” means behavior towards students based, in whole or in part, on race, color, religion, national origin, gender, marital status, disability, or other bases prohibited under the laws of the United Arab Emirates and the Emirate of Dubai, or any other characteristic identified in Section I above, that substantially interferes with a student’s academic performance or work opportunities, or creates an intimidating, hostile, or offensive school environment.
- C. Both discrimination and harassment can arise from a broad range of physical or verbal behavior which can include, but is not limited to, the following:
  - 1. Physical, mental, emotional, or sexual abuse;



2. Verbal abuse, such as insulting, teasing, mocking, degrading or ridiculing another person or group;
  3. Bullying;
  4. Unwelcome or inappropriate physical contact;
  5. Racial, ethnic, religious, or gender insults or slurs;
  6. Unwelcome comments, innuendos, or actions regarding an individual's appearance, physical characteristics, or private life;
  7. Profiling in a manner that affects an individual's ability to advance academically and/or professionally;
  8. Displays or electronic transmission of private, derogatory, demeaning, or hostile materials.
- D. "Retaliation" is any adverse action taken against an individual because he or she filed a charge of discrimination or harassment, complained to EAHM, or cooperated with an investigation, including as a witness.

### **POLICY STATEMENT:**

- A. EAHM prescribes that no person may be subject to discrimination or harassment, denied admission to its academic or other learning programmes, or be denied participation in, be denied the benefits of, or be discriminated against in any curricular, extracurricular, student service, recreational or other program or activity, or student employment opportunity because of the person's race, color, religion, national origin, gender, marital status, or disability or other bases prohibited under the laws of the United Arab Emirates and the Emirate of Dubai. This rule does not, however, prohibit EAHM from placing a student in a class, program, or activity based on objective standards of individual performance or need.
- B. All students, faculty, staff members, and volunteers whether at EAHM, at EAHM sponsored co-curricular, extracurricular, or social functions, or otherwise are subject to EAHM's rule prohibiting discrimination and harassment.
- C. Any individual subject to this policy who engages in harassment or discrimination, or retaliates against another person because of a harassment/discrimination report or participation in an investigation, is subject to immediate discipline, up to and including suspension and/or discharge.
- D. Any individual subject to this policy is bound to follow the reporting procedures outlined below. It is essential to inform designated administrators about inappropriate conduct as soon as possible because EAHM cannot remedy the problem without knowing that it exists.
- E. The prohibition of discrimination and harassment applies to the acceptance and administration of gifts, bequests, scholarships and other aids, benefits, work opportunities, or services to students from private agencies, organizations, or persons. It also applies to the selection of instructional and library media materials, and the methods, practices, and materials used for testing, evaluating, and counseling students.

### **RESPONSIBILITY:**

#### **Responsibilities of the student**

It is every student's responsibility to know what constitutes discrimination and how to avoid it. An excuse of "I didn't know" will never be accepted.

As a student of EAHM, you have a responsibility to:

- Read, understand and follow the guidelines provided by EAHM to avoid discrimination and other forms of violations.
- Consult with the management, student support officer or instructors when you are unclear about the guidelines for what constitutes discrimination or harassment.

- Conduct yourself according to EAHM's standards of academic integrity not only while in classes at EAHM itself, but also during your work placements, academic and/or non-academic events, and when on study abroad programmes.

### **Responsibilities of EAHM**

EAHM takes responsibility for making its students aware of the conventions and behaviors that constitute academic integrity as laid out in this policy, through, but not limited to the following:

- EAHM refers to its published Policies in the Catalogue, Staff handbook, Faculty handbook and Student Handbook. The policies are uploaded to the student information system for students to access.
- Students are introduced to the policy and the concept of discrimination during Orientation Week.
- New and adjunct faculty are fully briefed on EAHM's policies.

### **IMPLEMENTATION OF THE POLICY:**

If a student has been subject to harassment, discrimination, retaliation, or any other alleged violations described above, the following procedures must be followed:

- EAHM will allow a complainant the opportunity to resolve discrimination and harassment complaints on an informal basis at the complainant's request, at which time the Dean will facilitate a meeting between the complainant and the alleged wrongdoer. If the parties resolve the matter, the Dean will prepare a written statement outlining the resolution. If the complainant is not satisfied with the outcome of the meeting, EAHM will formally investigate the complaint.
- To begin the formal complaint process, a complainant must submit a written complaint to the Dean. The Dean will send the complainant written acknowledgment of the complaint within 5 days after receiving the complaint.
- EAHM will investigate harassment and discrimination complaints promptly, thoroughly, and impartially. The Dean will conduct the investigation or appoint an investigative team or independent consultant to do so. The Dean or designee will make every effort to prepare a written report regarding the investigation and complete the student code of conduct violation report, including a description of EAHM's conclusions and any action taken, within 45 days after having received the complaint. The Dean or designee shall send a copy of the report to the complainant, the alleged wrongdoer, and the complainant's file.
- The investigation will include an interview with the student, the alleged wrongdoer, and any available witnesses who might have information regarding the incident. The investigation might also include review of relevant documents. The investigation process is strictly internal to EAHM.
- If the investigator concludes that a violation of this policy has occurred, prompt and appropriate remedial action will be taken. Depending on the circumstances, disciplinary action may include, but is not limited to reprimand/verbal counseling, training, censure, removal of privileges, letters of warning or suspension, and dismissal. Discipline for a violation of this policy is not necessarily progressive, i.e., a first violation might warrant suspension or discharge.
- Both the complainant and the alleged wrongdoer have the right to appeal decisions made at the conclusion of the investigation. Such appeals are to be submitted in writing to the Chair of the Board of Governors of EAHM.
- EAHM will maintain the confidentiality of all complaints and the privacy of the persons involved to the greatest extent possible consistent with the allowance permitted under the laws of the United Arab Emirates and the Emirate of Dubai.

- H. EAHM will not, in any way, retaliate against an individual who reports a perceived violation of this policy or participates in an investigation. Any person found to have retaliated against another individual will be subject to the same disciplinary action provided under this policy as for other violations.

This policy does not form a contract of any kind. Furthermore, because EAHM is an international school which periodically requires students to obtain government-issued documents in order to participate in certain EAHM-related or sponsored activities, EAHM cannot and will not be held responsible for the consequential denial of student benefits related to decisions handed down by any government office.

Any comments or suggestions concerning this policy should be forwarded to the Dean or Managing Director.

The Dean and Student Support Officer will monitor and update this policy as required.

**ASSOCIATED DOCUMENTS:**


- EA/STU/002, Non-academic discipline
- EA/STU/002, Issue 1: Appendix A
- EA/STU/002, Issue 1: Appendix B
- EA/STU/002, Issue 1: Appendix C


**MENTIONS:**

- Catalogue
- Student Handbook
- Faculty Handbook
- Staff handbook
- Student Contract

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy Name:	EA/ACA/011, Student Non-Discrimination Policy and Procedures
Policy Committee:	31 August 2016
Final approval:	31 August 2016
Reviewed/Updated:	01 February 2018
Reviewed/Updated:	05 August 2018
Reviewed/Updated:	1 September 2020
Reviewed/Updated:	
Reviewed/Updated:	

<b>Policy</b> <b>INTERCALATED STUDENTS</b>		
<b>Number</b> <b>EA/ACA/012, Issue 1</b>	Reviewed/Revised <b>24 January</b> <b>2021</b>	
<b>Responsible</b> <b>DEAN, HEAD OF REGISTRY &amp;</b> <b>ADMISSION &amp; FINANCE</b>		
<b>Target audience:</b> <b>ALL FULL-TIME, PART-TIME AND STUDY ABROAD (UNDERGRADUATE &amp;</b> <b>POSTGRADUATE); ALL FACULTY; FINANCE</b>		

#### **PURPOSE:**

This policy determines the procedures and regulations surrounding a student intercalating from EAHM.

#### **SCOPE:**

This policy relates to all students wishing to intercalate from EAHM and defines the regulations and financial status of intercalated students.

#### **DEFINITIONS:**

**Intercalation:** is when a full time, registered student at EAHM suspends their program of study for a defined period of time. Intercalation is normally granted for personal, financial or medical reasons.

**Period of Registration** – the minimum and maximum periods for completing each programme offered at EAHM

#### **POLICY STATEMENT:**

EAHM recognizes that some students will need to interrupt their program of studies usually for financial, personal or medical reasons. EAHM is committed to supporting its students when they face such issues and will attempt to facilitate such study leave with the minimum of cost and academic impact.

Students who intercalate prior to the start of an academic trimester will not be charged tuition fees for that trimester. If tuition fees have been paid in advance these will be credited to the students account and off set against future fees when the student returns.

Students who intercalate once the trimester has started will not be eligible for any refund of tuition fees. Depending upon the students' circumstances, EAHM may award the grade of "I" or Incomplete on the students' transcript. This means that the courses can be studied the next time they are offered and that there will be no impact on the students' GPA. Courses marked with an "I" grade are also deemed to have been paid for and no additional tuition fees will be requested for these specific courses.

'I' (Incomplete) Grades are not transferable between courses. If a student takes courses marked with the 'I' (Incomplete) Grade along with other courses they will need to pay tuition fees for the additional (Non 'I' [Incomplete] Graded) courses according to EAHM's current tuition fee policy. I.e.

part-time tuition fees will apply for up to and including 1-6 credits and for 7-15 credits and more full-time tuition fees will be paid.

Students are not allowed to intercalate for longer than three consecutive trimesters in one application. At the end of the third trimester the student will be withdrawn from their program of study and any 'I' (Incomplete) Grade will be changed to 'F' (Fail) or 'WF' (Withdraw Fail).

Depending on the programme of study, a student will only be allowed a certain number of intercalation application throughout the duration of his/her studies (see Implementation of Policy).

When an intercalated student is withdrawn, any tuition fees and or deposits that have been paid for the trimesters in which the student has intercalated will be forfeited and will not be refunded.

### **RESPONSIBILITY:**

The Dean, Head of Registry & Admission and Finance Manager will ensure that this policy is implemented on a day to day basis.

The Managing Director and Dean will monitor and update this policy.

### **IMPLEMENTATION OF THE POLICY:**

#### **Application:**

In order for a student to intercalate, he/she has to submit an intercalation request in the student information system (SIS) and email the supporting documents to the Registrar's Office. Once the request has been approved by the Head of Registry & Admission and Dean, the transcript / enrollment status will be updated in SIS.

Students wishing to intercalate are required to apply in writing to the Dean or Head of Registry & Admission and submit an intercalation request in the student information system (SIS). They must clearly state the reasons for the intercalation and where possible provide evidence to support this application.

Such evidence may include medical doctor's reports, financial statements or correspondence from parents / guardians.

#### **Approval**

Intercalation cannot commence unless a student is in good financial standing with the Academy (i.e. no unscheduled debt) and a deposit must be paid for any EAHM property retained during the period of the interaction.

The Dean reserves the right to reject applications for intercalation and when this occurs the student will be provided with a written statement stating why the application has been rejected.

#### **Duration:**

Students are not allowed to intercalate for longer than three consecutive trimesters in one application.

Students on approved intercalation must return to their program of study latest after the 3<sup>rd</sup> intercalated consecutive trimester. Students failing to return to EAHM within three consecutive trimesters will be withdrawn from their program of study.

The maximum number of approved application per programme are as follow:

<b>PROGRAMME</b>	<b>MAXIMUM ALLOWED INTERCALATION PERIOD</b>
Master of Science in International Hospitality Management [MSc] / Master of Business Administration in International Hospitality Management [MBA]	1 trimester per application – maximum of 4 trimesters in total.
Bachelor of Science (Honours) in International Hospitality Management [BScHons] / Bachelor of Business Administration (Honours) in International Hospitality Management [BBAHons]	3 consecutive trimesters in one application or maximum of 6 trimesters in total.
Associate of Science in International Hospitality Operations [ASc] / Associate of Business Administration in International Hospitality Management [ABA]	3 consecutive trimesters in one application or maximum of 4 trimesters in total.

The intercalation period shall not prolong the maximum period which is allowed between initial registration on a programme and its completion (please see below for the period of registration for each programme).

<b>PROGRAMME</b>	<b>MINIMUM</b>	<b>MAXIMUM</b>
Master of Science in International Hospitality Management [MSc] / Master of Business Administration in International Hospitality Management [MBA]	3 Trimesters + Dissertation	12 Trimesters + Dissertation
Bachelor of Science (Honours) in International Hospitality Management [BScHons] / Bachelor of Business Administration (Honours) in International Hospitality Management [BBAHons]	9 Trimesters	18 Trimesters
Associate of Science in International Hospitality Operations [ASc] / Associate of Business Administration in International Hospitality Management [ABA]	6 Trimesters	12 Trimesters

## **Visa**

Students who are provided with a visa by EAHM must cancel this visa and complete the clearance process in person upon intercalating prior to their departure from the United Arab Emirates. This process can take around 1-2 working weeks. If a student is unable to complete the clearance process in person, he/she must inform the Registrar's Office in writing of the name of the person who will pass by in person to complete the process on their behalf. The submission of the student's original passport, Emirates ID and Student ID are required for this process.

## **Refund**

A student's deposit will only be refunded to the student once a student has completed their program of study and the relevant clearance documentation.

### **Accommodation**

As soon as a student has been intercalated and their Jumeirah/EAHM sponsored visa has been cancelled, he/she must move out of the student accommodation and will not be entitled to any student discounted accommodation packages. The student can thereafter request for a room booking in the EAHM Lodging.

### **ASSOCIATED DOCUMENTS:**

- Catalogue
- Finance Policy

### **MENTIONS:**


- Catalogue
- Student Handbook
- Finance Policy

### **DATE OF NEXT REVIEW:**

This policy will be reviewed by January 2022.

<b>POLICY APPROVALS RECORD</b>	
Policy name:	<b>EA/ACA/012, Intercalated Students</b>
Policy Committee:	5 March 2018
Final approval:	5 March 2018
Reviewed/Updated:	5 August 2018
Reviewed/Updated:	September 2020
Reviewed/Updated:	24 January 2021



Policy <b>COURSE ATTENDANCE AND BEHAVIOUR</b>		
Number <b>EA/ACA/013, Issue 1</b>	Reviewed/Revised <b>29 November 2020</b>	
Responsible <b>DEAN &amp; HEAD OF REGISTRY &amp; ADMISSIONS</b>		
Target audience: <b>FACULTY AND STUDENTS</b>		

**PURPOSE:**

To state and explain the policy and procedures regarding course attendance and student behaviour in class.

**SCOPE:**

The EAHM student is distinguished by the following hallmarks which in combination ensure that our graduates are both recognized as highly professional and also highly sort after by employers. We refer to these hallmarks or personal characteristics as the 'Three A's':

1. Attitude
2. Attendance
3. Attire

Courses will be delivered using lectures, tutorials and/or workshops, enabling important issues in business, tourism and hospitality industry to be discussed among participants. These sessions will be combined with realistic case study materials and articles, with an emphasis on Student - Centred learning. Guest lecturers will be arranged where possible and applicable.

**DEFINITIONS:**

The hallmarks are defined as follows:

1. **Attitude:** An EAHM student is encouraged and expected to be motivated, show commitment and demonstrate an exemplary attitude towards themselves, their fellow students, EAHM staff, Jumeirah colleagues and all external stakeholders.
2. **Attendance:** Attendance is mandatory across all programmes of study at EAHM including any course delivered via distance learning. Through this policy our students learn to understand the importance of time management and commitment within their professional careers, this also ensures that they have an equal and fair chance of succeeding on their programme of study.
3. **Attire:** Students across all programmes of study at EAHM wear business attire during class and office hours, this prepares them for future employment and teaches them how to dress professionally. It is important that students are taught how to take pride in their grooming standards as this affects their career opportunities and progression. The professional appearance promotes the student's reputation, EAHM and the hospitality and tourism industry in general.

**POLICY STATEMENT:**

Whilst studying on the programme, EAHM reserves the right to require the Student to attend all classes, lectures, and additionally work where required on events or projects specified by EAHM. Some taught elements will require student to attend classes during the evenings or at weekends.

Attendance for distance learning courses will be monitored via a means selected by the course instructor and this will be made clear to all students.

Students required to undertake an Internship or work placement as part of their programme of study must follow all instructions provided by EAHM or the third party providing the Internship / work placement. The Student will be treated as an employee during this period (with the exclusion of the accrual of any employment rights under the law) and will be subject to the regulations of the workplace. The Student is also expected to demonstrate enthusiasm, commitment and professionalism during this period.

Whilst studying on the Programme of Study the Student is expected to be an exemplary student of EAHM, fully adhering to the dress and behavioural code, volunteering for and attending all relevant extracurricular activities, presentations and events that have been officially organized by EAHM.

### **RESPONSIBILITY:**

The Head of Registry & Admissions will ensure this policy is implemented on a day to day basis, the Dean and Faculty Board will monitor and update this policy. The Head of Registry & Admissions will monitor the attendance input from the faculty for all courses across Undergraduate and Postgraduate programmes and report any inconsistencies to the Dean and Associate Dean:

- to ensure that students at risk are identified in a timely manner and provided required student support;
- to monitor and manage student retention rates and bring any potential risk to the attention of the faculty, Associate Dean and/or Dean;
- to ensure that faculty are taking attendance to abide with relevant course filing and health & safety policies and procedures.

### **IMPLEMENTATION OF THE POLICY:**

#### Attendance:

Attendance of classes, including classes delivered via distance learning, will be monitored using SIS, and failure to attend classes (without an approved reason) will result in disciplinary action. This includes suspension from EAHM for the duration of the term of study.

If a student accumulates 3 unexcused absences, he/she will be automatically withdrawn/ failed from this course.

Students will be declined entry to class after the official class start time to minimize disruptions to the lecturer and students. Habitual lateness and/or leaving the classes early (for whatever reasons), are evidence of very low commitment and will not be tolerated.

Students are expected to arrive on time for class and remain for the entire class period.

#### Sick Leave (excused absence):

It is students' responsibility to inform the instructor and Registrar's Office about their medical issue or other emergencies. Students should inform their instructor within 3 working days of their return to campus, supported by a physician's note or other related documents, which should be submitted to Registrar's office.

If a student was absent from a class or from an assessment component due to illness, he/she must seek medical care and get an official medical certificate provided by Dubai Health Authority (DHA). Any sick leave issued in the Emirate of Dubai, must be in the form of the (DHA) sick leave which will be verified directly with the Dubai Health Authority.

Students are responsible for making up for the course work and other learning activities during their absence.

Behaviour and Attitude:

Students are responsible for the completion of all required reading assignments and activities prior to class. Prior preparation is important for meaningful classroom discussions.

Students are expected to assist in maintaining a classroom environment which is conducive to learning.

In order to ensure that all students have an opportunity to gain from the time spent in class, students will be prohibited completely from using cell phones, making offensive remarks, sleeping, chatting, online reading of any non-class related materials, online instant messaging, or engaging in any other form of distraction.

Inappropriate behaviour in the classroom will result in, at least, a request to leave class. EAHM will not tolerate violence, bullying or intimidation of any kind. Formal disciplinary action will be taken against students who commit (or who threaten to commit) any such acts. Such action may result in the Student's expulsion.

All cheating, plagiarism or other academic offences are taken very seriously and will result in disciplinary action being taken in accordance with the relevant academic integrity and examination policies.

Attire:

Persistent failure to adhere to the professional standards and image of EAHM could result in the expulsion of the Student.

**ASSOCIATED DOCUMENTS:**

- Dress Code (Handbook)
- Dress Code Policy EA/STU/005
- Arrival Guide
- Student Handbook
- Catalogue
- Faculty Handbook
- Course Syllabi
- Examination Guidelines
- Academic Integrity Policy EA/ACA/002
- Learning Disorders Support Policy EA/ACA/001
- Internship Handbook

**MENTIONS:**

- Catalogue
- Course Syllabi
- Student Contract
- Health & Safety Handbook

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy name:	<b>EA/ACA/013, COURSE ATTENDANCE AND BEHAVIOR</b>
Policy Committee:	November 2018
Final approval:	January 2019
Reviewed/Updated:	24 February 2020
Reviewed/Updated:	18 August 2020
Reviewed/Updated:	29 November 2020
Reviewed/Updated:	
Reviewed/Updated:	

Policy <b>POSTGRADUATE COMPLETION REQUIREMENTS</b>		
Number <b>EA/ACA/014, Issue 1</b>	Reviewed/Revised <b>31 July 2021</b>	
Responsible <b>HEAD OF REGISTRY &amp; ADMISSIONS</b>		
Target audience: <b>FACULTY AND POSTGRADUATE STUDENTS</b>		

**PURPOSE:**

This policy should be read in conjunction with the current Catalogue and provides a clear statement of the requirements to obtaining the Postgraduate award of Master of Business Administration in International Hospitality Management.

**SCOPE:**

This policy is relevant to all postgraduate students and provides guidelines for use by the Faculty when attending the Examination Board for the consideration of graduating students.

**DEFINITIONS:**

**Graduation** is an annual event, normally held in October or November, when those students who are eligible for an award officially have that award conferred upon them.

**POLICY STATEMENT:**

No student may graduate from EAHM unless they have met the requirements as set out in the Catalogue, which is the official document stating the academic rules and regulations.

**RESPONSIBILITY:**

The Dean, Associate Dean and Head of Registry & Admissions are responsible for the implementation of this policy, and the Head of Registry & Admissions will up-date the policy on an annual basis. These authorities are responsible to the Governing Body and accountable to The Ministry of Education.

**IMPLEMENTATION OF THE POLICY:**

The performance of graduating students will be discussed at the Examination Board.

All members of Faculty who teach on EAHM postgraduate degree programme are expected to attend the Examinations Board Meeting. Exceptionally, if a member of Faculty cannot attend the meeting, they are required to submit a report on the grades they have awarded to students and to be available for telephone calls at this time.

Prior to the meeting, the Head of Registry & Admissions reviews the transcripts and academic performance and brings the transcript to the meeting should it need to be reviewed in detail. At the Examination Board Meeting candidates for graduation are discussed when going through the student's individual grades. A Postgraduate student will be conferred with their degree when the following conditions are fulfilled:

1. They have completed the required number of credits as follows:

No of Modules	Description	Credits
Six (6)	Three (3) Credit Compulsory Modules	18
Three (3)	Three (3) Credit Elective Modules	9
One (1)	Nine (9) Credit Thesis	9
	<b>Total Credit Requirement</b>	<b>36</b>

2. They have achieved a Cumulative Grade Point Average of no less than Two (2.00).
3. They have achieved at least a Grade of C on the thesis.
4. The student must be in good financial standing with EAHM.
5. The student must receive "Certificate of Equivalency-CoE" from the Ministry of Education for their bachelor's degree. *In some cases, students are exempted from this condition.*

#### *Credit System Conversion*

1 US Credit represents 45 hours of learning at EAHM which is equivalent to 1.67 ECTS. Therefore, a 3 US Credit course represents 135 hours of learning and 5 ECTS. An MBA (formerly known as MSc programme) student will therefore complete 60 ECTS.

The following are guidelines for the examination boards reference in determining the award classification for students who have completed the requirements for the Masters in business Administration in International Hospitality Management.

Award	Cumulative GPA	Guidelines
High Distinction	3.60 to 4.00	The student's attainment and performance has been outstanding and identifies the student as exceptionally able in the field covered by the programme in question.
Distinction	3.20 to 3.59	The student's attainment and performance has been outstanding and identifies the student as exceptionally able in the field covered by the programme in question.
Merit	2.60 to 3.19	The student has reached a standard of performance and attainment that is more than satisfactory but less than excellent.
Pass	2.00 to 2.59	The student has reached a standard of attainment and performance that is judged to be satisfactory.

In considering the degree classification, members of the examination board will be made aware of any mitigating or exceptional circumstances (such as family member bereavement, illness etc) that may have impacted upon the students' performance. However, significant deviation from the Cumulative GPA Guidelines should be avoided. The Examination Board must vote and agree unanimously if a higher Honours classification is to be awarded (borderline cGPAs only).

#### **ASSOCIATED DOCUMENTS:**

- Transcript of Records
- Student File
- Catalogue


#### **MENTIONS:**

- Catalogue
- Student Handbook
- Faculty Handbook

#### **DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy name:	<b>EA/ACA/014, POSTGRADUATE COMPLETION REQUIREMENTS</b>
Policy Committee:	September 2013
Final approval:	September 2013
Reviewed/Updated:	31 July 2015
Reviewed/Updated:	15 August 2016
Reviewed/Updated:	20 January 2019
Reviewed/Updated:	24 February 2020
Reviewed/Updated:	31 July 2021

Policy <b>UNDERGRADUATE COMPLETION REQUIREMENTS</b>		
Number <b>EA/ACA/015, Issue 1</b>	Reviewed/Revised <b>24 February 2020</b>	
Responsible <b>HEAD OF REGISTRY &amp; ADMISSIONS</b>		
Target audience: <b>FACULTY AND UNDERGRADUATE STUDENTS</b>		

**PURPOSE:**

This policy should be read in conjunction with the current Catalogue and provides a clear statement of the requirements to obtaining the Undergraduate awards of BBA and ABA in International Hospitality Management.

**SCOPE:**

This policy is relevant to all undergraduate students and provides guidelines for use by the Faculty when attending the Examination Board for the consideration of graduating students.

**DEFINITIONS:**

**Graduation** is an annual event, normally held in October or November, when those students who are eligible for an award officially have that award conferred upon them.

**POLICY STATEMENT:**

No student may graduate from EAHM unless they have met the requirements as set out in the Catalogue, which is the official document stating the academic rules and regulations.

**RESPONSIBILITY:**

The Dean, Associate Dean and Head of Registry & Admissions are responsible for the implementation of this policy, and the Head of Registry & Admissions will up-date the policy on an annual basis. These authorities are responsible to the Governing Body and accountable to The Ministry of Education.

**IMPLEMENTATION OF THE POLICY:**

The performance of graduating students will be discussed at the Examination Board.

All members of Faculty who teach on EAHM degree programmes are expected to attend the Examinations Board Meeting. Exceptionally, if a member of Faculty cannot attend the meeting, they are required to submit a report on the grades they have awarded to students and to be available for telephone calls at this time.

Prior to the meeting, the Head of Registry & Admissions reviews the transcripts and academic performance and brings the transcript to the meeting should it need to be reviewed in detail. At the Examination Board Meeting candidates for graduation are discussed when going through the student's individual grades. An Undergraduate student will be conferred with their degree when the following conditions are fulfilled:

1. They have completed the required number of credits. This is 69 US credits for the ABA and 126 US credits for the BBA.
2. They have successfully passed all of the required (mandatory) courses as specified in the Catalogue that was published at the time of the student joining EAHM.



3. They have achieved a Cumulative Grade Point Average of no less than 2.00 (Two).
4. They have not exceeded the maximum period of enrollment.
5. If a student has transferred from another institution, they must have successfully completed no less than fifty percent (50%) of the total number of credits required for graduation at EAHM.
6. The student must be in good financial standing with EAHM.
7. The student must receive "Certificate of Equivalency-CoE" from the Ministry of Education for their high school degree. *In some cases, students are exempted from this condition.*

#### *Credit System Conversion*

1 US Credit represents 45 hours of learning at EAHM which is equivalent to 1.67 ECTS. So, a 3 US Credit course represents 135 hours of learning and 5 ECTS. An ABA (formerly known as ASc programme) student will therefore complete 115 ECTS and a BBAHons (formerly known as BScHons programme) student will complete 210 ECTS.

The following are guidelines for the examination boards reference in determining the award classification for students who have completed the requirements for the BBA in International Hospitality Management.

<b>Honors Degree</b>	<b>Cumulative GPA</b>	<b>Guidelines</b>
1st	3.67 to 4.00	The student's attainment and performance has been outstanding and identifies the student as exceptionally able in the field covered by the programme in question.
2:1	3.00 to 3.66	The student has reached a standard of performance and attainment that is more than satisfactory but less than excellent.
2:2	2.67 to 2.99	The student has reached a standard of attainment and performance that is judged to be satisfactory and that is clearly higher than the 'essential minimum' that is required for graduation.
3rd	2.00 to 2.66	The student has obtained the 'essential minimum' required for graduation at a standard that lies between just adequate to just satisfactory.

In considering the degree classification, members of the examination board will be made aware of any mitigating or exceptional circumstances (such as family member bereavement, illness etc) that may have impacted upon the students' performance. However, significant deviation from the Cumulative GPA Guidelines should be avoided. The Examination Board must vote and agree unanimously if a higher Honours classification is to be awarded (border-line cGPAs only).

#### **ASSOCIATED DOCUMENTS:**

- Transcript of Records
- Student File
- Catalogue

#### **MENTIONS:**

- Catalogue
- Student Handbook
- Faculty Handbook

#### **DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy name:	<b>EA/ACA/015, UNDERGRADUATE COMPLETION REQUIREMENTS</b>
Policy Committee:	September 2013
Final approval:	September 2013
Reviewed/Updated:	31 July 2015
Reviewed/Updated:	15 August 2016
Reviewed/Updated:	20 January 2019
Reviewed/Updated:	24 February 2020
Reviewed/Updated:	

Policy <b>ACADEMIC PROGRESS</b>		
Number <b>EA/ACA/016, Issue 1</b>	Reviewed/Revised <b>24 February 2020</b>	
Responsible <b>HEAD OF REGISTRY &amp; ADMISSIONS</b>		
Target audience: <b>FACULTY AND EAHM STUDENTS</b>		

**PURPOSE:**

This policy establishes the criteria that a student at EAHM must meet in order to progress through their program of studies to the point of graduation.

**SCOPE:**

This policy is principally applicable to undergraduate students although the rules regarding academic dismissal are also applicable to postgraduate students.

Readers of this policy should also be aware of the other regulations concerning Dress Code and Attendance that all students are also expected to conform with.

**DEFINITIONS:**

N/A

**POLICY STATEMENT:**

All students at EAHM are expected to maintain a passing Cumulative GPA and to be in good financial standing with EAHM. Nonconformance with these rules may result in the student not being allowed to progress from one trimester to another or in the student being dismissed from EAHM.

**RESPONSIBILITY:**

The Dean, Associate Dean and Head of Registry & Admissions are responsible for the implementation of this policy on a daily basis. The decision to Dismiss a student on the grounds of poor academic performance will be taken by the Examination Board and Dean.

**IMPLEMENTATION OF THE POLICY:**

At the end of every trimester, the students' academic performance will be evaluated by the Examination Board.

Postgraduate students are required to maintain a cumulative GPA of 3.00 in order to progress from one module to the next. Students with cGPA below 3.00 maybe allowed to progress at the discretion of the Dean.

Undergraduate students with a cumulative GPA of less than 2.00 will be informed that the maximum amount of credits that they can register for on the following trimester will be twelve (12). Also, he / she will receive an Academic Probation Notice from the Dean and will be scheduled to discuss his/her progression with the Dean.

Once on Academic Probation, a student must raise their cumulative GPA to greater than Two (2.00) within two trimesters of study.

A student who fails to increase their cumulative GPA to greater than 2.00 with two Trimesters will be subject to one of the following actions, which will be determined by the examination board and Dean.

*Action One*

The student is allowed to continue with their studies as long as one of the following conditions is applicable:

- (a) The student has completed a minimum of 75% of the credit hours required for graduation with a cumulative GPA of at least 1.75.
- (b) The student's latest trimester GPA is at least 2.00 and the cumulative GPA is at least 1.75.

*Action Two*

If the student fails to increase their Cumulative GPA to greater than 2.00 by the end of the academic year, they will be Academically Dismissed from EAHM.

A student who is dismissed on academic grounds may be considered for re-admission, but only if the student is able to present a record of significantly improved academic performance at another institution, or if the student provides evidence of having successfully undertaken employment for a period of at least two trimesters in a leading hospitality establishment. Decisions relating to re-admission can only be made by the Admissions Committee.

**ASSOCIATED DOCUMENTS:**

- Student Contract
- Catalogue
- Student Handbook

**MENTIONS:**

N/A

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy name:	<b>EA/ACA/016, ACADEMIC PROGRESS</b>
Policy Committee:	September 2013
Final approval:	September 2013
Reviewed/Updated:	31 July 2015
Reviewed/Updated:	15 August 2016
Reviewed/Updated:	20 January 2019
Reviewed/Updated:	24 February 2020

Policy <b>GRADING &amp; ASSESSMENT</b>		
Number <b>EA/ACA/017, Issue 1</b>	Reviewed/Revised <b>13 October 2021</b>	
Responsible <b>Dean</b>		
Target audience: <b>All fulltime, Adjunct and visiting Faculty</b>		

**PURPOSE:**

This policy aims to ensure that all members of Faculty understand the grading system used and that they also conform to the obligation of Faculty to provide informative feedback to students that underpins learning through the assessment process.

**SCOPE:**

This policy applies to all Faculty and impacts upon the students and the quality of their learning.

**DEFINITIONS:**

All of EAHM’s programs of study are Profile led. This means that the programs are designed to achieve the graduate profiles that industry consultation and rigorous accreditations have dictated. The achievement of the graduate profiles is assured through the assessment of all learning outcomes. The learning outcomes are written in accordance with the hierarchy of academic terms that was first defined by Bloom in his Taxonomy. The semi standardized terms used by Bloom also indicate the most appropriate methods of assessment that should be used at the different levels. Please see the Catalog and Faculty Handbook for a full explanation.

**POLICY STATEMENT:**

EAHM assesses all learning outcomes within each course of study. The assessment process at EAHM is a central part of the learning experience and we provide personalized feedback to the students.

**RESPONSIBILITY:**

Each member of Faculty is responsible for the implementation of this policy on a daily basis. The Dean and Associate Dean will monitor and update this policy on a regular basis.

The Head of Registry & Admissions is responsible for ensuring that grades are transferred accurately by the Faculty & registry team onto the students’ transcripts.

**IMPLEMENTATION OF THE POLICY:**

**Assessment**

Each member of Faculty is responsible for the development of the courses under their management.

Changes to learning outcomes, and therefore to methods of assessment must be approved by the Dean, Associate Dean or by the Faculty Board if these changes are deemed to be significant in their impact on the overall graduate profile or on other courses.

Whilst changes to learning outcomes must be approved, changes to methods and styles of assessment are under the control of the individual member of Faculty.

Methods of assessment linked to learning outcomes and deadlines, must be shown with in the published syllabi. These syllabi must be published on Moodle one week prior to the commencement

of each trimester. Before publishing the syllabi on Moodle, the faculty must forward the syllabi to the Associate Dean and then the final version to the Quality, Institutional Effectiveness and Risk Department for approval and archiving.

In changing and refining methods of assessment the member of Faculty is required to take account of student feedback received via the course evaluations and faculty course feedback from the previous term (for that specific course).

In providing feedback on coursework and mid trimester assessments to students, the Faculty should be conscious of the need to provide informative feedback to students (not just marks or grades) that assist with the students learning and overall development.

For terminal assessments (usually examinations) students can request for feedback on their performance during the week long student consultation period. This is usually during the first week of the following trimester. Students must make an appointment for this feedback and it must be clearly established that such meetings are for performance feedback and not for the negotiation of marks.

Should any student feel that they have been unfairly assessed the appeals mechanism should be invoked via the Registrar's Office.

### **Grading**

Every faculty member must submit the grades for their courses by the date that the Head of Registry & Admissions publishes in conjunction with the Examination Board schedule.

At the beginning of a term, all faculty will set up their course assessments in the student information system (SIS) and publish all relevant course assessment grades throughout the term except for the final course assessment component, which should only be uploaded once grades have been hidden during the examination board preparation timeframe. The final course grade will be discussed at the Exam Board Meeting and will then only be released on the section grade reports and transcripts post Exam Board.

Faculty are hence refrained from sharing the final course grade with any student until the final grades have been ratified by the Board.

Faculty are required to publish an assessment grade within two (2) weeks of submission/exam date) to ensure that students receive timely feedback on their grades. EAHM upholds an Open Door Policy and students are encouraged to seek feedback from their instructors about their term progression.

### **Double Blind Marking**

All pieces of assessment worth more than 20% of the final grade must be double blind marked by the allocated course reviewer. The course reviewer should review a random blind selection of all major assessments including exams (minimum of 2 A's, 2 B's, 2 C's and 2 Fails) to ensure consistency across all courses. The course lecturer and the course reviewer should share their marks and feedback with each other after they have completed their independent marking. Where the two marks differ by 5 percentage points or less, the original lecturer's grade will be awarded. Where the two marks differ by more than 5 percentage points they should agree the final mark to be awarded. Where the two markers are unable to agree a final mark, a third marker/adjudicator should be appointed to determine the final mark to be awarded. If there is a consistent difference between the grades awarded by the course lecturer and the course reviewer, double marking of all pieces of the submitted assessment may be required at the discretion of the Dean.

A note of the discussions should be given to the Registrar together with the agreed marks and feedback, indicating the points of difference and how agreement was reached.

Please see appendix A for list of Assigned Course Lecturers and Reviewers / 2<sup>nd</sup> markers.

### **Grade Changes**

The Head of Registry & Admissions will confirm with the faculty if any changes or comments are required to be done post review and prior to transferring grades to transcripts. Any changes agreed upon at the Exam board will be noted in the Exam Board minutes and implemented by the Head of Registry in SIS post board meeting but prior to un hiding the final grades to the student body (in the form of Manual grade modification).

If any grades are still pending to be announced and will only be discussed at the following exam board, the Head of Registry & Admissions may authorize to add an incomplete (I), In Progress (IP) or leave the grade blank for that particular student and course.

Once the grade is available and approved by the Faculty, the Head of Registry & Admissions will manually modify the grades on the students' transcript if term grades have already been published for that degree program.

The SIS will track all manual grade modification in a log and the Registry team will maintain the relevant back-up in the Exam Board files.

### **Incomplete Grades**

In a case where a student with mitigating circumstances had missed an assessment or was not able to complete a course, an Incomplete (I) grade may be awarded. The grade may only be awarded when a student has completed a substantial amount of coursework and it has been approved by the Exam Board.

A student awarded with an Incomplete (I) grade has the following options:

1. For submission extension/exam first attempt, the student must complete the coursework/final exam prior to the next available Exam Board date.
2. A student who had been awarded with an I grade, and is allowed to retake the course, must register and complete the course the next time it is offered. The student should arrange a meeting with the Registrar to have his/her programme plan reviewed and approved.
3. In special circumstances where a student is allowed to resubmit a coursework as approved in the Exam Board, the student must complete the coursework before the end of the current Academic Year. Should the I grade be awarded in the third trimester, the student must complete the course work on the first trimester of the next Academic Year, except if the student will be on internship after the Incomplete grade has been awarded, then it will be the next trimester after Internship.

In a case where a student fails to complete the coursework prior to the deadline set, the I (Incomplete)\_ grade will be changed to 'F' (Fail) and the student will have to retake the course and pay the associated tuition fee.

### **Dissertation Extension**

The student registered for the Dissertation course must complete their Dissertation within the trimester they are currently registered in. Dissertation extension requests will be reviewed and approved on a case-to-case basis.



Once the extension request has been approved, students must complete and submit their dissertation within the following timelines:

- Undergraduate Dissertation – within two trimesters after officially registering for the dissertation
- Postgraduate Dissertation – within one year after officially registering for the dissertation

**ASSOCIATED DOCUMENTS:**

- Course Syllabi
- Faculty Handbook
- Catalogue

**MENTIONS:**

N/A

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2022.

<b>POLICY APPROVALS RECORD</b>	
Policy name:	<b>EA/ACA/017, GRADING &amp; ASSESSMENT</b>
Policy Committee:	September 2013
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Reviewed/Updated:	31 July 2015
Reviewed/Updated:	15 August 2016
Reviewed/Updated:	20 January 2019
Reviewed/Updated:	23 November 2020
Reviewed/Updated:	24 January 2021
Reviewed/Updated:	13 October 2021

## **APPENDIX A: List of Assigned Course Lecturers and Reviewers / 2<sup>nd</sup> Markers**

Status	Code	Course Name	Course Lecturer	Reviewer/ Second Marker
Active	ACNT101	Hospitality Accounting	Bincy Baburaj	David Butterton
Active	ACNT201	Management Accounting	Bincy Baburaj	David Butterton
Active	ACNT301	Principles of Internal Control	Bincy Baburaj	David Butterton
Active	ARAB100	Beginner's Arabic	Christiane Ibrahim	TBC
Active	ARAB200	Intermediate Arabic	Christiane Ibrahim	TBC
Inactive	ASMA901	Asset Management	Bincy Baburaj	TBC
Active	BLAW401	Business Law	TBC	Michael Newnham
Active	BUSS101	Introduction to Hospitality and Events Management	David Butterton	Donna Haas
Active	CDIP100	Career Development and Industry Presentations	Raluca Dumitrescu	Donna Haas
Active	CLMT301	Club and Resort Management	Roel Brinkman	TBC
Active	COMP102	Business Information Systems	Roel Brinkman	Sanjay Nadkarni
Active	COMP301	Strategic Information Technology Application in Management	Sanjay Nadkarni	TBC
Active	CONB301	Consumer Behaviour	David Butterton	Bincy Baburaj
Active	CONS401	Consultancy Project	Michael Newnham	Sanjay Nadkarni
Inactive	CORP901	Corporate Finance	Bincy Baburaj	Michael Newnham
Active	CRMT301	Introduction to Cruise Ship Management	David Butterton	Helen Morris
Active	CULN101	Professional Food Preparation	Helen Morris	Michael Kitts
Inactive	CULT100	Cultural Business Exposure	Roel Brinkman	Donna Haas
Active	CULT201	Cultural Diversity	Roel Brinkman	Bincy Baburaj
Inactive	CULT202	Islamic Studies	Zafar Khan	TBC
Inactive	CULT203	UAE Culture and History	Zafar Khan	TBC
Active	DIGM901	Digital Marketing	Sanjay Nadkarni	David Butterton
Active	DISS490	Dissertation	Sanjay Nadkarni	Michael Newnham
Active	DISS901	Post Graduate Thesis	Sanjay Nadkarni	Michael Newnham
Active	ECON201	Principles of Economics	Bincy Baburaj	TBC
Active	EFLP100	EFL Programme - Basic	Donna Haas	TBC
Active	EFLP200	EFL Programme - Intermediate	Donna Haas	TBC
Inactive	ELIA901	Effective Leadership in Action	TBC	TBC
Active	ENGL102	English Composition and Rhetoric	Donna Haas	TBC
Active	EORM901	Events Operations & Risk Management	David Butterton	Michael Newnham
Active	ETHS301	Business Ethics	David Butterton	Bincy Baburaj
Active	FABM101	Food and Beverage Business	Helen Morris	Michael Kitts
Active	FABS101	Food and Beverage Service	Sarah Belanger	Helen Morris
Active	FACM301	Facilities and Installations Management	David Butterton	Maximilian Rauch
Active	FINN301	Introduction to Finance	Bincy Baburaj	David Butterton

Active	FINN401	Real Estate (Hotel) Finance	Bincy Baburaj	Michael Newnham
Active	FINN901	Hotel Asset Management	Bincy Baburaj	Michael Newnham
Inactive	FIRE901	Industry 4.0	Sanjay Nadkarni	TBC
Active	FMAM301	Food Management & Media	Helen Morris	Michael Kitts / Sarah Belanger
Active	FOOP101	Front Office Operations	Ioanna Karanikola	TBC
Active	FREN100	Beginner's French	Sarah Belanger	TBC
Active	FREN200	Intermediate French	Sarah Belanger	TBC
Inactive	GAST301	Gastronomy	Helen Morris	Michael Kitts / Sarah Belanger
Active	HKOP101	Housekeeping Operations	Helen Morris	Ioanna Karanikola
Active	HLAW401	Legal Aspects of Hospitality Industry	David Butterton	Michael Newnham
Active	HRMT301	Human Resources Management	Ioanna Karanikola	Michael Newnham
Active	HRMT901	Managing Human Capital	Ioanna Karanikola	Michael Newnham
Active	INEN301	Innovation & Entrepreneurship	Roel Brinkman	Sanjay Nadkarni
Active	INLE901	Innovation Leadership	TBC	Sanjay Nadkarni
Active	INTS001	SA Internship	Raluca Dumitrescu	N/A
Inactive	INTS002	UG Management Internship	Raluca Dumitrescu	N/A
Inactive	INTS003	PG Management Internship	Raluca Dumitrescu	N/A
Active	INTS004	SATP Internship	Raluca Dumitrescu	N/A
Active	INTS005	SAC Internship (credit based with syllabi)	Raluca Dumitrescu	Ioanna Karanikola
Inactive	INTS006	Study Tours	Raluca Dumitrescu	Ioanna Karanikola
Active	INTS202	Undergraduate Internship (credit based with syllabi)	Raluca Dumitrescu	Ioanna Karanikola
Active	ITMT301	International Tourism Management	David Butterton	TBC
Active	LEAD101	Leadership	Michael Newnham	Ioanna Karanikola
Active	LEBW901	Law and Ethics in the Business World	TBC	Michael Newnham
Active	MAND100	Beginner's Mandarin	TBC	TBC
Active	MICE301	Meetings, Incentives, Conventions and Exhibitions	TBC	TBC
Active	MNGT903	Developing and Monitoring Corporate Strategy	Michael Newnham	Sanjay Nadkarni
Active	MRKT101	Introduction to Marketing	David Butterton	Sanjay Nadkarni
Active	MRKT301	Services Marketing	David Butterton	Marina Rizzi
Active	MRKT901	Marketing 2.0	David Butterton	TBC
Active	ORGB201	Organisational Behaviour	Ioanna Karanikola	Michael Newnham
Inactive	PROJ901	Business Research Project (6cr)	Michael Newnham	Sanjay Nadkarni
Active	QUAL301	Quality Management	Bincy Baburaj	David Butterton
Active	RESH301	Research Methods	Ioanna Karanikola	Sanjay Nadkarni
Active	RESH901	Business Research Methods	Michael Newnham	Sanjay Nadkarni
Active	REVM201	Revenue Management	Ioanna Karanikola	Bincy Baburaj
Active	SITM301	Special Interest Tourism	TBC	David Butterton

Active	SITM901	Special Interest Tourism	<i>TBC</i>	<i>TBC</i>
Active	SOMA901	Service Operations Management	Michael Newnham	Ioanna Karanikola
Active	SPAN100	Beginner's Spanish	Ioanna Karanikola	Maximilian Rauch
Active	SPAN200	Intermediate Spanish	Ioanna Karanikola	Maximilian Rauch
Inactive	SPAN300	Advanced Spanish	Ioanna Karanikola	Maximilian Rauch
Active	SPPR901	Special Project (3cr)	Michael Newnham	Sanjay Nadkarni
Active	STAT201	Statistics	Sanjay Nadkarni	<i>TBC</i>
Active	STAT901	Applied Statistics for Business Research	Sanjay Nadkarni	<i>TBC</i>
Active	STMT401	Strategic Management	Michael Newnham	<i>TBC</i>
Active	SUST301	Sustainability in the Hospitality Industry	Roel Brinkman	David Butterson
Inactive	SUST901	Sustainable Tourism Development	Roel Brinkman	David Butterson

Policy <b>EXAMINATION ADMINISTRATION</b>		
Number <b>EA/ACA/018, Issue 1</b>	Reviewed/Revised <b>24 January 2021</b>	
Responsible <b>HEAD OF REGISTRY &amp; ADMISSIONS</b>		
Target audience: <b>INVIGILATORS, FACULTY, AND STUDENTS</b>		

**PURPOSE:**

This policy states how examinations at EAHM are to be conducted.

**SCOPE:**

At EAHM, examinations and their conduct and administration are taken very seriously. This policy defines the activities that invigilators and faculty should undertake during distinct stages of the examination. Please note that examinations that are conducted in the auditorium or allocated classrooms are also subject to video recording.

**DEFINITIONS:**

**Examinations:** formal assessments conducted within an approved space for a set duration

**Invigilators:** formally appointed and trained staff who are approved by the Head of Registry & Admissions to oversee the conduct of examinations

**Faculty:** Lecturers/Instructors of EAHM who attend the first ten (10) minutes of the examinations that they have prepared

**POLICY STATEMENT:**

Final examinations can only be scheduled by the Head of Registry & Admissions in Week Twelve (12), the Academy’s designated examination week. The Head of Registry & Admission will also appoint invigilators who have been trained to oversee the examinations. Faculty are responsible for preparation of the assessments and are required to attend the first ten (10) minutes of their examinations in the case of assessment ambiguity or student questions. Postgraduate examinations may be scheduled and supervised by the course faculty member but should follow the same examination guidelines as published on Moodle.

The Registrar’s Office must be informed of all examinations taking place in case of an emergency and for the security of examination papers.

**RESPONSIBILITY:**

The Head of Registry & Admissions will ensure this policy is implemented on a day-to-day basis and will monitor and update the policy annually.

**IMPLEMENTATION OF THE POLICY:**

The Head of Registry & Admissions will appoint and train invigilators. These are appointed from outside EAHM and are normally Jumeirah colleagues who are not connected with any of the current students. They are trained in the administration of examinations. This training also involves developing considerable awareness of approaches to cheating.

The trained invigilator(s) are required to arrive at the examination site at least fifteen minutes before the start of the examination. They will be given access to the locked room by the Head of Registry & Admission or his/her nominee. The following items may be available inside the room, as required:

- Approved calculators
- Pencils, pens, highlighters, and erasers
- Examination papers (if applicable)
- EAHM issued Laptop (for Opera exam only)
- Examination report
- List of registered students and assigned seating arrangements
- Water

A list of the registered student's names and table numbers will be displayed outside the door.

The students will be required to bring their own laptop and charger to be used during the examination period, except during the Opera exam where an EAHM issued laptop will be provided inside the examination room.

The doors to the examination room should be opened and students allowed to enter ten minutes prior to exam start time.

A member of staff from the Registrar's Office will check off the names of the students in attendance and ensure that students' personal belongings are left outside of the examination room. Once students enter the examination room, they must observe silence, and they must not open the examination papers.

At the appointed and published time, the Head of Registry & Admission or Invigilator will start the examination. He / she will quickly explain the rules which include (also displayed on the screen):

- Reminder: Mobile phones and/or any unauthorized electronic devices are strictly forbidden in the examination site.
- The first ten (10) minutes are designated as reading time. Students may not write during this period.
- During the first ten (10) minutes, a relevant member of faculty will be present to address any ambiguities that may exist in the examination.
- Calculators, if required, will be provided by the invigilator(s).
- No notes or concealed messages are allowed in the room.
- Once the reading of instructions is completed and the examination is started, no students will be allowed to enter the examination site.
- Students will also not be allowed to leave the examination site during the first thirty (30) minutes or during the last fifteen (15) minutes.
- If the fire alarm sounds, this should be initially ignored. However, if it sounds for a second time, evacuation of the building will proceed, and all of the examination materials will be left behind.

Once the examination has started, the invigilator must start the countdown timer setup by the Registry team to indicate when the examination must be completed. During the examination, the invigilator(s) are required to actively monitor students' behavior, ensuring against cheating.

If a student requests to leave the examination to go to the washroom, he/she should be escorted by the invigilator who will monitor for suspicious activity. The times that the student left the room will also be recorded in the examination report and may be restricted if necessary.

If a student is found cheating, this should be recorded on the student's examination paper and reported on the examination report. The student should be made aware of their offence and any notes or illegal materials should be removed and retained by the invigilator. At this time, the Head of Registry & Admissions will be contacted and informed of the incident. Immediately upon completion of the examination, the Dean will be notified and a meeting with the student will be organized to discuss any required disciplinary action.

The invigilator will also contact the Head of Registry & Admissions if a student is not following the exam regulations or if a student is not feeling well. The Head of Registry & Admissions will at that point determine the necessary course of action. The decision of the Head of Registry & Admissions should then be communicated to the invigilators and noted on the examination report.

At the end of the examination, the invigilator should say, "This examination is now over. Please stop typing and remain in your seats until all exam submission has been checked in Moodle.

Once all exam submission have been checked and accounted for, the students may leave.

**ASSOCIATED DOCUMENTS:**

- Course Syllabi
- Faculty Handbook
- Catalogue
- Exam Guidelines
- Academic Integrity Policy
- Invigilator Pack

**MENTIONS:**


N/A

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy name:	<b>EA/ACA/018, Examination Administration</b>
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Reviewed/Updated:	31 July 2015
Reviewed/Updated:	15 August 2016
Reviewed/Updated:	20 January 2019
Reviewed/Updated:	24 February 2020
Reviewed/Updated:	24 January 2021



Policy <b>CLASS SIZE</b>		
Number <b>EA/ACA/021, Issue 1</b>	Reviewed/Revised <b>24 August 2020</b>	
Responsible <b>HEAD OF REGISTRY &amp; ADMISSIONS</b>		
Target audience: <b>STUDENTS, FACULTY AND PARENTS</b>		

**PURPOSE:**

To define and explain EAHM’s approach to scheduling and delivering classes.

**SCOPE:**

This policy is designed to inform students and parents of the learning environment that is provided at EAHM.

It also defines the structure and size of classes that may be scheduled by the Head of Registry & Admissions.

**DEFINITIONS:**

Lecture – a formal class in which a lecturer presents course materials to all students enrolled in a given subject

Tutorial – less formal than a lecture; small class in which the materials from lectures and readings can be discussed in more detail

Workshop – a 3 to 4 hour class combining both lecture and tutorial in one session

Practical/Laboratory – a small class held in laboratory or special facilities such as kitchen or student restaurant

**POLICY STATEMENT:**

EAHM aspires to be one of the leading Hotel Schools in the world. As a central component to this mission we are committed to providing the highest quality teaching and learning environment for our students. Cordial to this mission is the maintenance of small class sizes.

**RESPONSIBILITY:**

The Head of Registry & Admissions will ensure this policy is implemented on a day to day basis, the Dean and Faculty Board will monitor and update this policy.

**IMPLEMENTATION OF THE POLICY:**

EAHM is a small university with around two to three hundred (200-300) students. Our instructional philosophy focuses on problems and activity-based learning where possible. Depending on the nature of the discipline being studied we use one of three instructional methods.

First, a framework lecture for two (2) hours will be given each week to all students. This will then be supported by a two (2) hour small group workshop/tutorial.

Second, workshop courses run in three (3) to four (4) hour blocks melding Faculty input with exercises and problem-based learning. Increasingly more and more of the Faculty are choosing to

adopt this approach. This means that the entire class will be repeated by a member of Faculty two or three times in a week. In order to reduce excessive repetition in any one Trimester, we also offer mandatory courses across more than one Trimester.

Third, for practical classes such as FABS101 and CULN101, students are taught in small groups of no more than 10-15 in a group. This is for health and safety reasons as well as to ensure the depth of learning.

The Head of Registry & Admissions establishes the class sizes during registration preparations for the upcoming term, based on number of students who are required to take the specific course, faculty contract/workload requirements and teaching distribution, classroom utilization/availability, and external or internal event space requirements.

The maximum number of students to be allocated to a class in any subject taught should be as follows:

#### Undergraduate Courses

<b>Class Type</b>	<b>Maximum Enrollment</b>
Lecture	80
Tutorial	30
Workshop	30
Practical/Laboratory – F&B	10
Practical/Laboratory – other courses	15

#### Postgraduate Courses

<b>Class Type</b>	<b>Maximum Enrollment</b>
Lecture/Tutorial	40

The size of the class (groupings, also referred to as sections) will be set-up in the student information system (SIS) prior to registration and the final size of the class will only be confirmed once registration is complete.

Class size can be changed up until end of add/drop week every term.

#### **ASSOCIATED DOCUMENTS:**

- Published class lists and timetable.
- Course Syllabi

#### **MENTIONS:**

- Faculty Handbook
- Course Syllabi

#### **DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy name:	<b>EA/ACA/021, CLASS SIZE</b>
Policy Committee:	September 2013
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Reviewed/Updated:	31 July 2015
Reviewed/Updated:	15 August 2016
Reviewed/Updated:	20 January 2019
Reviewed/Updated:	24 February 2020
Reviewed/Updated:	24 August 2020

Policy <b>INTENSIVE MODES OF COURSE DELIVERY (BLOCK COURSES)</b>		
Number <b>EA/ACA/022, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>HEAD OF REGISTRY &amp; ADMISSIONS</b>		
Target audience: <b>STUDENTS AND FACULTY</b>		

**PURPOSE:**

This policy explains the rationale for and delivery off Block Courses, or course delivered in intensive modes, typically over 4 weeks rather than the normal 12 weeks of delivery.

**SCOPE:**

The running of a Block Course has to be approved by the Faculty Board and courses offered in this intensive mode are subject to the normal course evaluations and institutional effectiveness research.

Faculty must ensure that the same learning outcomes as in full length versions of the course are delivered and assessed to the same standard and depth of learning.

**DEFINITIONS:**

N/A

**POLICY STATEMENT:**

EAHM aspires to be one of the leading Hotel Schools in the world. As a central component to this mission we are committed to providing the highest quality teaching and learning environment for our students. Cordial to this mission is the maintenance of small class sizes.

**RESPONSIBILITY:**

The Head of Registry & Admissions will ensure this policy is implemented on a day to day basis, the Dean and Faculty Board will monitor and update this policy.

**IMPLEMENTATION OF THE POLICY:**

EAHM will only offer courses in this intensive mode for one of two reasons.

First, EAHM is committed to providing second year students with a range of high-quality elective courses. These are typically delivered by internationally renowned academics who are leaders in their field of specialist research, publications and instruction. Over the years we have discovered that such academics are prepared to leave their home, families and university for periods of time up to one month. Longer periods of absences from their home institution tends to create administrative and personal difficulties that would form a significant barrier to their teaching at EAHM.

Second, mandatory courses may periodically be offered in block or intensive mode. Typically, this is done over the summer holidays. The reason these are offered is to allow students to catch up with courses they have previously failed or need to complete to progress or graduate. The decision to run such courses is based upon the demand for the courses, and normally these will only be offered if there are at least 10 students who require a particular course. The relevant member of faculty must also be prepared to teach the course during the normal holiday period.

*The following criteria are to be considered, when planning the course delivery and running a potential intensive Block-Based format course:*

- Block courses run over four (4) weeks, with students attending a minimum of three (3) three-hour classes each week.
- As these are intensive classes, the number of students who can register for a block course is capped at thirty (30). Students are also not allowed to take more than two (2) block courses at any one time.
- This form of 'catch up block course' will only be offered if there are at least ten (10) students who require the course. The relevant member of Faculty must also be prepared to teach the course during the normal holiday period.

**ASSOCIATED DOCUMENTS:**

N/A

**MENTIONS:**

- Faculty Handbook

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021

<b>POLICY APPROVALS RECORD</b>	
Policy name:	<b>EA/ACA/022, INTENSIVE MODES OF COURSE DELIVERY (BLOCK COURSES)</b>
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Reviewed/Updated:	20 January 2019
Reviewed/Updated:	24 February 2020
Reviewed/Updated:	1 September 2020

Policy <b>INDEPENDENT STUDY</b>		
Number <b>EA/ACA/023, Issue 1</b>	Reviewed/Revised <b>25 February 2020</b>	
Responsible <b>DEAN</b>		
Target audience: <b>FACULTY, HEAD OF REGISTRY &amp; ADMISSIONS AND UNDERGRADUATE STUDENTS</b>		

**PURPOSE:**

This policy establishes the conditions under which an undergraduate student may exceptionally be allowed to undertake independent study for the award of credits.

**SCOPE:**

Under exceptional circumstances an undergraduate student may apply to undertake independent study to achieve (and demonstrate that they have achieved) the learning outcomes within a particular course.

**DEFINITIONS:**

An undergraduate student is an enrolled and active student on an EAHM Programme of Study. A Course is one of the approved three credit courses offered by EAHM and listed in the Catalogue as either a Mandatory or an Elective Course.

Learning Outcomes are the formally stated outcomes from studying a particular course. Each learning outcome will also have a clearly defined method of assessment. If a course is studied independently the learning outcomes may not be changed, however the weighting or methods of assessment may be varied.

Exceptional circumstances are defined as being a situation beyond the control of the Student or EAHM which is creating a problem for the student either in terms of progression or in meeting the requirements for graduation. Some such circumstances might include: a bereavement that causes the students absence from EAHM during the final part of the trimester when the normal assessments are scheduled, confinement due to ill health, or inability to return to EAHM due to legal or visa issues.

**POLICY STATEMENT:**

Under exceptional circumstances an undergraduate student may apply to undertake independent study to achieve and demonstrate that they have achieved the learning outcomes within a particular course.

**RESPONSIBILITY:**

Only the Dean can authorize that a student, faced with exceptional circumstances, may undertake independent study to achieve (and demonstrate that they have achieved) the learning outcomes stated within a given EAHM course.

**IMPLEMENTATION OF THE POLICY:**

The student must apply to the Dean to be considered for Independent Study for an existing course on an accredited programme of study.

The student must demonstrate and document that there are exceptional circumstances that prevent him / her from returning to EAHM to complete the requirements for this course.

If the right to study a course independently is granted, the student will be given access to the Moodle course syllabi and all available teaching materials and text books. The student will further be instructed in the assessments that they must complete. These instructions will be issued by the relevant member of Faculty who normally teaches that particular course. The assessments must be at least as rigorous and time consuming as the assessments on the taught course and must assess all of the learning outcomes. The nature of the assessments must be approved by the Dean or Assistant Dean.

The final mark or award of credit for the course, must be ratified formally by the Examination Board and this decision documented on the students’ transcript and file.

**ASSOCIATED DOCUMENTS:**


- Course syllabi
- Catalogue
- Student File


**MENTIONS:**

N/A

**DATE OF NEXT REVIEW:**

The next review date for this policy is in February 2021

<b>POLICY APPROVALS RECORD</b>	
Policy name:	<b>EA/ACA/023, INDEPENDENT STUDY</b>
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Reviewed/Updated:	25 February 2020
Reviewed/Updated:	

Policy <b>RECOGNITION OF PRIOR LEARNING</b>		
Number <b>EA/ACA/024, Issue 1</b>	Reviewed/Revised <b>24 February 2020</b>	
Responsible <b>HEAD OF REGISTRY &amp; ADMISSIONS</b>		
Target audience: <b>FACULTY AND UNDERGRADUATE STUDENTS</b>		

**PURPOSE:**

This policy should be read in conjunction with the current Catalogue and provides a clear statement of the requirements to obtaining recognition for prior learning (RPL).

**SCOPE:**

This policy is relevant to all undergraduate students and provides guidelines for use by the Registry & Admissions office when assessing RPL and awarding credit to undergraduate students by processing a 'test out' (TO) assessment. Postgraduate programme students are not eligible to apply for RPL.

**DEFINITIONS:**

The UAE's National Qualifications Authority (NQA) defines RPL in line with the UAE Qualification Framework, as follows:

"Recognition of prior learning (RPL) involves the assessment of previously unrecognised skills and knowledge has achieved outside the formal education and training system. This is assessed against the requirements of a recognised qualification in terms of outcomes to be achieved. Learners will be awarded credit when they have demonstrated that they have successfully met the learning outcomes and assessment criteria of a unit standard(s)."

**POLICY STATEMENT:**

No student may graduate from EAHM unless they have met the requirements as set out in the Catalogue, which is the official document stating the academic rules and regulations. A RPL applicant may not receive credit with TO grades, unless a full RPL assessment has been conducted and approved by relevant committees as mentioned below.

**RESPONSIBILITY:**

The Head of Registry & Admissions is responsible for the implementation of this policy and will update the policy on an annual basis.

**IMPLEMENTATION OF THE POLICY:**

The Head of Registry & Admissions gathers and stores the students or applicants' evidence-based portfolio. The portfolio submitted will be initially evaluated by the relevant faculty member who will design and conduct relevant assessments and the final evaluation of assessment review findings will be presented to the Admissions Committee (if RPL applicant has submitted RPL application prior to enrolling) and Examinations Board. RPL cannot be awarded for more than 25% of the total programme credits and relevant RPL application fees will be charged as per the published 'schedule of fees and expenses' for that academic year of entry. Any RPL application must be submitted and processed prior to or within first term of study at EAHM. No RPL can be awarded for 4<sup>th</sup> level undergraduate courses. RPL (or also referred to as 'Test Out') assessment portfolio or activities should be processed as follows:



### Test Out for INTS202 – Undergraduate Internship (6 US Credits)

1. Applicant / student to submit request for RPL to the Registry & Admissions Office;
2. Registry & Admissions to put Applicant / student in contact with Director of Industry Relations (INTS202 faculty), who will collect any remaining documents for the evidence-based portfolio;
3. Applicant / student to submit copy of prior employment contract and curriculum vitae;
4. Applicant / student to submit copy of employment completion certificate with employment dates;
5. Applicant / student to submit contact details for previous line manager or human resources department contact;
6. Director of Industry Relations to contact previous employer to request for an anonymous evaluation / appraisal;
7. Applicant / student to submit a report addressing the INTS202 learning outcomes by reflecting on prior employment experience within 1 month from request;
8. Applicant / student to settle relevant test out fees;
9. Director of Industry Relations to review portfolio and provide his/her decision with recommendations and evaluation notes back to the Head of Registry & Admissions along with the complete portfolio;
10. Head of Registry & Admissions to include RPL request with evaluation decision at the earliest admissions committee (for applicants) and Examinations Board (for students) and issue a response letter back to the RPL applicant in writing, which is to be placed on the applicant / student file along with the evidence-based portfolio;
11. Once approved at the Examinations Board, Head of Registry & Admissions to award TO grade for the course INTS202 on the students' transcript (exempted from taking this course);
12. Head of Registry & Admissions to send applicant / student a copy of updated the programme plan with expected date of programme completion;

### Test Out for other Academic Courses

1. Applicant / student to submit request for RPL to the Registry & Admissions Office;
2. Applicant / student to submit evidence-based portfolio to support application to the Registry & Admissions Office, which could include the following:
  - a. Curriculum Vitae
  - b. Course Outline / Syllabi
  - c. Programme / Diploma / Course certification and / or transcripts
  - d. Proof of Employment (for operational academic courses)
  - e. Other supporting evidence
3. Applicant / student to settle relevant test out fees;
4. Head of Registry & Admissions to schedule student for test out examination either during retake exam week (week 2) or final exam week (week 12) and liaise with relevant faculty member to request for written examination documentation and / or schedule practical (operational) and / or oral examination.
5. Once assessment/s have been completed, the Head of Registry & Admissions will contact the faculty member for the relevant grades (minimum 60% out of 100% to pass).
6. Head of Registry & Admissions to include RPL request with examination response/s for approval at the earliest Examinations Board and issue a response letter back to the RPL applicant in writing, which is to be placed on the applicant / student file along with the evidence-based portfolio;
7. If approved at the Examinations Board, Head of Registry & Admissions to award TO grade for the course/s on the students' transcript (exempted from taking course/s);
8. Head of Registry & Admissions to send applicant / student a copy of the updated programme plan with expected date of programme completion.

**ASSOCIATED DOCUMENTS:**


- EA-ACA-015 Undergraduate Completion Requirements
- Student File
- Catalogue

**MENTIONS:**

- Catalogue
- Schedule of Fees and Expenses

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021

<b>POLICY APPROVALS RECORD</b>	
Policy name:	<b>EA/ACA/024, RECOGNITION OF PRIOR LEARNING</b>
Policy Committee:	24 June 2019
Final approval:	24 June 2019
Reviewed/Updated:	25 February 2020
Reviewed/Updated:	
Reviewed/Updated:	
Reviewed/Updated:	
Reviewed/Updated:	

Policy <b>STUDENT GRADE APPEALS</b>		
Number <b>EA/ACA/025, Issue 1</b>	Reviewed/Revised <b>24 February 2020</b>	
Responsible <b>HEAD OF REGISTRY &amp; ADMISSIONS</b>		
Target audience: <b>STUDENTS AND FACULTY</b>		

**PURPOSE:**

This policy provides an overview of the grade appeal policy and relevant procedures. The policy ensures fair and equitable appeal process that allows a student to appeal a grade when they can demonstrate that the grade inaccurately reflects their performance of the course.

**SCOPE:**

This policy involves the student/s, Dean, Associate Dean, relevant course faculty, examination board members, registry and admissions team and finance department.

**DEFINITIONS:**

An appeal is defined as an application to the Examination Board or Dean for a decision to be reversed in regard to a student's/ students' academic standing and course or assessment grades.

**POLICY STATEMENT:**

The course faculty will provide appropriate feedback on all students' assessments throughout and after the term. This can take the form of written feedback or oral communication between the faculty and the student/s.

An examination consultation week is scheduled during the first week of the succeeding term. Students who wish to receive feedback on their final examination or course assessments should make an appointment to see the relevant member of faculty before any grade appeal application can be submitted. In this meeting they will be shown their examination paper and the member of faculty will comment on their overall performance. This meeting is a learning event and it is not an opportunity to resolve the disagreement over grades.

In cases where the grade appeal is not resolved between the student/s and course faculty, the student/s must formalise the appeal in writing. All grade appeal applications must be submitted either by completing the printed grade appeal form or via the document management system along with any supporting evidence. If a group decides to appeal a group grade, then the assigned team leader should raise a group appeal grade request by completing the printed grade appeal form or via the document management system along with any supporting evidence and attach the signed consent form, which all group members must sign.

**RESPONSIBILITY:**

The Head of Registry & Admissions will monitor and update this policy in liaison with the Dean.

**IMPLEMENTATION OF THE POLICY:**

A student, who would like to appeal the grade or marks that have been awarded and published, must first contact the course tutor before a formal appeal can be submitted. If a group appeals a group assigned grade, all group members must meet with the course tutor together.

If a mistake has been made, this will enable immediate action. All changes to grades post Examination Board meetings, need to be processed via a grade appeal. If a mistake has been done by the course faculty member or if the course faculty member and the student/s have agreed on a change in grade, the course faculty must inform the Head of Registry and Dean in writing for immediate action.

Students may appeal if:

- (a) There is a miscalculation in the grade;
- (b) There is misgrading of a paper, assignment or exam; or
- (c) If the application of grading system has not been consistent with this catalogue; or
- (d) Other mitigating circumstances.

The appeal must be submitted within one month from the date of the Examination Board or from the time that grades were published to the students in the Student Information System (SIS).

The Dean or the Head of Registry & Admission will examine the eligibility of a formal appeal and forward eligible appeals and the students' course work/assessments to the assigned reviewer for remarking (to be completed within 2-6 weeks).

The reviewer must inform the Head of Registry of the new grade/s applicable, and the Head of Registry will confirm the decision of the Dean in regards to the change in grade and relevant calculation method before proceeding to process the grade appeal request and grade change at the following Examination Board meeting. The decision of the Examination Board is irrevocable.

Any grade change will be done by the Head of Registry or assigned Academic Administrator (who is managing the Examination Board preparations), via the manual grade modification process in the student information system (SIS) and make note of any changes to course grades in the Examination Board minutes. A note referencing the 'approval of a grade appeal', the staff member who completed the change and the time/date of the grade change, must be logged when completing the manual grade medication in the SIS. A report of all grade modifications can be extracted from SIS by the Head of Registry, should it be required during internal or external audits.

If a grade change has been done for a student for a specific course, the Head of Registry must inform the student, course faculty and Quality, Institutional Effectiveness & Risk Office in writing and a note must be placed on the students file along with a copy of the grade appeal and the supporting evidence submitted. The Quality, Institutional Effectiveness & Risk Office will update the relevant course statistics and section grades reports in the electronic course file submission archive.

Grade appeals will not be entertained in the following cases:

- (a) No indication of anomalies in the grading is provided by the student.
- (b) The student directly questions the academic judgment or grading standard of the course tutor.
- (c) If the appeal is submitted after one month from the date of the Examination Board.

**ASSOCIATED DOCUMENTS:**


- Undergraduate Completion Requirements
- Postgraduate Completion Requirements
- EA/ACA/005 Internship policy
- EA/ACA/017 Grading & Assessment
- Dissertation Handbook

**MENTIONS:**

- Catalogue

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy name:	<b>EA/ACA/025, STUDENT GRADE APPEALS</b>
Policy Committee:	June 2019
Final approval:	June 2019
Reviewed/Updated:	24 February 2020
Reviewed/Updated:	
Reviewed/Updated:	
Reviewed/Updated:	
Reviewed/Updated:	

Policy <b>UNDERGRADUATE ADMISSIONS</b>		
Number <b>EA/ACA/026, Issue 1</b>	Reviewed/Revised <b>13 October 2021</b>	
Responsible <b>HEAD OF REGISTRY &amp; ADMISSIONS / DEAN</b>		
Target audience: <b>APPLICANTS, STUDENTS, ENROLMENT AND ADMISSIONS STAFF, ADMISSIONS COMMITTEE, EXAMINATION BOARD, BOARD OF GOVERNORS</b>		

**PURPOSE:**

This policy provides a guideline for Undergraduate admissions.

**SCOPE:**

This policy is relevant to all undergraduate programme applications submitted to EAHM.

**DEFINITIONS:**

Undergraduate admission is defined as the application process through which students enter into a university post completion of senior secondary education.

**POLICY STATEMENT:**

This policy is written in accordance with the 2011 Standards for Licensure and Accreditation published by the Commissions for Academic Accreditation - Ministry of Education in the United Arab Emirates.

The governing board determines the size and character of the student body and the general admissions policies; these are monitored and implemented by the Admissions Committee and Registry and Admissions team.

EAHM does not compromise its admissions standards or academic progress policies to achieve a desired enrolment.

Admissions policies and the bases for admissions decisions are consistent with EAHM's mission and the goals of its programmes; these policies are clearly defined, applied to all students equally, and are published appropriately in the Catalogue and on the EAHM website and brochures.

EAHM specifies all admission requirements in the Catalogue including acceptable documentation for senior secondary school completion and other required documents or requirements that may affect the admission decision.

EAHM's requirements for undergraduate admission:

- Include qualitative and quantitative measures as appropriate to the programmes, completion of senior secondary school, and other preparation that is consistent with the current requirements of the Ministry under Decree 883/Year 2019 and Decree 55/Year 2021, and with the curriculum of the academic programme in which the student wishes to enrol;
- require for all undergraduate programmes a minimum IELTS 5.5 or equivalent score on another standardised, internationally-recognised test that is approved by the Commission (see Catalogue for other test results accepted).
- establish deadlines for admissions which are adhered to by the Enrolment and Admissions staff;
- establish procedures for notification of students regarding admissions decisions;

- identify circumstances which may result in provisional enrolment, and the requirements that a student must meet to be removed from provisional status and advance on the academic programme.

Admissions standards for programmes and for the institution are regularly assessed and such information is used in enrolment planning.

Students in the English as a Foreign Language programme are considered probationary students and must meet or exceed the EAHM's minimum standards of English language proficiency before they can advance into an undergraduate degree programme at EAHM.

**RESPONSIBILITY:**

The Head of Registry & Admissions will monitor and update this policy in liaison with the Quality, Institutional Effectiveness Office & Risk (QIR) Office and Dean.

**IMPLEMENTATION OF THE POLICY:**

The admission of an individual applicant is at the discretion of EAHM and there is no right of appeal against admission decisions made by the EAHM Admissions Committee. In considering admissions, EAHM will be guided by the following principles:

- There should be a reasonable expectation that anyone admitted to a programme of study will be able to fulfil the learning objectives of the programme and achieve the standard required for an award available within the programme.
- The ability to successfully complete and benefit from a programme should be the basic criterion for admission, and this is not necessarily best evidenced by the highest possible entry grades.
- In considering each individual applicant for admission to a programme of study, evidence should be sought of personal, professional and educational experiences that provide indications of ability to meet the demands of the programme.
- The procedures followed should ensure equality of opportunity for all applicants. There shall be no discrimination against any applicant in relation to age, ethnic origin, gender, marital status, nationality, or social class.
- EAHM must satisfy itself that the applicant has sufficient command of the English language to complete satisfactorily the programme of study.
- Admission of a student that is premised upon inaccurate or false statements or documents is null and void upon discovery of such fraud, and any academic credit earned by the student at EAHM is voided.
- The Admissions Committee must follow the admissions requirements as outlined in the Catalogue for the Academic Year applicable to the applicants' admittance term, or to the current Academic year if the Catalogue for future Academic Years have not been published.

All applicants must process their application and submit required documents via the EAHM website - student information system portal. The status and details of the application will be updated by the Enrolment and Admissions team members.

A physical application file is printed and compiled by the allocated 'Application Owner' in the Marketing & Enrolment team once the application is complete and presented to the Admissions Committee, who meet minimum once per week. Any scholarship or financial aid applications should be presented along with the applicants' other application documents.

The 'Application Owner' or representative from the Marketing & Enrolment team only presents the application to the committee members but does not have any influence on the application outcome.

After the Admissions Committee meeting, the physical file is then handed over to the Registry & Admissions team to ensure secure storage of the applicant file. The same file is used to add any

relevant documentation from the application process and from the student programme completion period (once enrolled). All application files are kept securely in the Registry & Admissions office until the applicant has been enrolled. The file is then transferred down to the fire-proof cabinets in the assigned storage room.

Post Admissions Committee meeting, the 'Application Owner' receives all application outcome related documentation from the Registry & Admissions team once prepared (such as offer letter or rejection letter; proforma invoice/s; student contract; etc) and only the 'Application Owner' forwards documents or information directly to the applicant and assist the applicant with relevant payments and further document submission requirements until the start of orientation.

The Application Owner should seek advice from the relevant staff members, if and when additional information about the programme, visa processing, attestation and equivalency processing or other non-admissions related details are sought and applicable.

There are four possible admissions outcomes:

1. The candidate has been successful in achieving all of the entry requirements. In this case candidates are unconditionally offered entry onto their programme of study.
2. The candidate's application was successful, but some of the other entrance requirements have yet to be demonstrated or achieved. In this case candidates will receive a provisional / conditional offer and subject to further review.
3. If a candidate successfully demonstrated a good level of English proficiency, but failed other requirements of the admissions criteria, they may be offered a place for entry at the beginning of Trimester two or the following year. This offer of a place will be provisional / conditional upon the candidate achieving the required grades through a repeat or retake of the qualifications required and subject to the Admissions Committee approval.
4. The candidate's application does not meet the entry requirements: Regardless of the academic results attained, The Emirates Academy of Hospitality Management reserves the right to reject any candidates.

Applicants will be assessed by the Admissions Committee on the following three criteria:

- Academic ability as evidenced by academic achievement to date;
- Proof of adequate proficiency in English; and,
- Suitability for the industry in terms of personal characteristics, commitment, motivation, and knowledge and experience of the industry.

All students are required to read, sign and return a Student Code of Conduct that states the obligations of EAHM to the student and the educational, attire and behavioural requirements that are expected from all students.

#### **ASSOCIATED DOCUMENTS:**

- EA/ACA/015 Undergraduate Completion Requirements
- Undergraduate Programme Brochure/s & Fee Structures
- EA/ADM/003 Students Records Retention
- EA/ACA/007 Credit Transfer Policy


#### **MENTIONS:**

- Catalogue



**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2022.

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy name:	<b>EA/ACA/026, UNDERGRADUATE ADMISSIONS</b>
Policy Committee:	June 2019
Final approval:	June 2019
Reviewed/Updated:	24 February 2020
Reviewed/Updated:	18 April 2021
Reviewed/Updated:	13 October 2021
Reviewed/Updated:	
Reviewed/Updated:	

Policy <b>POSTGRADUATE ADMISSIONS</b>		
Number <b>EA/ACA/027, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>HEAD OF REGISTRY &amp; ADMISSIONS / DEAN</b>		
Target audience: <b>APPLICANTS, STUDENTS, ENROLMENT AND ADMISSIONS STAFF, ADMISSIONS COMMITTEE, EXAMINATION BOARD, BOARD OF GOVERNORS</b>		

**PURPOSE:**

This policy provides a guideline for postgraduate admissions.

**SCOPE:**

This policy is relevant to all postgraduate programme applications submitted to EAHM.

**DEFINITIONS:**

Postgraduate admission is defined as the application process through which students enter into a university post completion of a recognised Bachelor’s degree.

**POLICY STATEMENT:**

This policy is written in accordance with the 2011 Standards for Licensure and Accreditation published by the Commissions for Academic Accreditation - Ministry of Education in the United Arab Emirates.

The governing board determines the size and character of the student body and the general admissions policies; these are monitored and implemented by the Admissions Committee and Registry & Admissions team.

EAHM does not compromise its admissions standards or academic progress policies to achieve a desired enrolment.

Admissions policies and the bases for admissions decisions are consistent with EAHM’s mission and the goals of its programmes; these policies are clearly defined, applied to all students equally, and are published appropriately in the Catalogue and on the EAHM website and brochures.

EAHM specifies all admission requirements in the Catalogue including acceptable documentation for baccalaureate degree completion and other required documents or requirements that may affect the admission decision.

EAHM’s requirements for postgraduate admission:

- include qualitative and quantitative measures as appropriate to the programmes, recognised baccalaureate degree in a discipline appropriate for the postgraduate degree, and other preparation that is consistent with the current requirements of the Ministry under Decree 200/Year 2004 and Decree 133/Year 2005, and with the curriculum of the academic programme in which the student wishes to enrol;
- require a minimum cumulative grade point average of 3.00 on a 4.0 scale, or its established equivalent, in the applicant’s baccalaureate degree programme;
- require for all postgraduate programme applications a minimum IELTS 6.0 or equivalent score on another standardised, internationally-recognised test that is approved by the Commission (see Catalogue for other test results accepted);

- establish deadlines for admissions which are adhered to by the Enrolment and Admissions staff;
- establish procedures for notification of students regarding admissions decisions;
- identify circumstances which may result in conditional/provisional enrolment, and the requirements that a student must meet to be removed from provisional status and advance on the academic programme.

Admissions standards for programmes and for the institution are regularly assessed and such information is used in enrolment planning.

#### **RESPONSIBILITY:**

The Head of Registry & Admissions will monitor and update this policy in liaison with the Quality, Institutional Effectiveness & Risk (QIR) and Dean.

#### **IMPLEMENTATION OF THE POLICY:**

The admission of an individual applicant is at the discretion of EAHM and there is no right of appeal against admission decisions made by the EAHM Admissions Committee. In considering admissions, EAHM will be guided by the following principles:

- There should be a reasonable expectation that anyone admitted to a programme of study will be able to fulfil the learning objectives of the programme and achieve the standard required for an award available within the programme.
- The ability to successfully complete and benefit from a programme should be the basic criterion for admission, and this is not necessarily best evidenced by the highest possible entry grades.
- In considering each individual applicant for admission to a programme of study, evidence should be sought of personal, professional and educational experiences that provide indications of ability to meet the demands of the programme.
- The procedures followed should ensure equality of opportunity for all applicants. There shall be no discrimination against any applicant in relation to age, ethnic origin, gender, marital status, nationality, or social class.
- EAHM must satisfy itself that the applicant has sufficient command of the English language to complete satisfactorily the programme of study.
- Admission of a student that is premised upon inaccurate or false statements or documents is null and void upon discovery of such fraud, and any academic credit earned by the student at EAHM is voided.
- The Admissions Committee must follow the admissions requirements as outlined in the Catalogue for the Academic Year applicable to the applicants' admittance term, or to the current Academic year if the Catalogue for future Academic Years have not been published.

All applicants must process their application and submit required documents via the EAHM website - student information system portal. The status and details of the application will be updated by the Enrolment and Admissions team members.

A physical application file is printed and compiled by the allocated 'Application Owner' in the Marketing & Enrolment team once the application is complete and presented to the Admissions Committee, who meet minimum once per week. Any scholarship or financial aid applications should be presented along with the applicants' other application documents.

The 'Application Owner' or representative from the Marketing & Enrolment team only presents the application to the committee members, but does not have any influence on the application outcome.

After the Admissions Committee meeting, the physical file is then handed over to the Registry & Admissions team to ensure secure storage of the applicant file. The same file is used to add any

relevant documentation from the application process and from the student programme completion period (once enrolled). All application files are kept securely in the Registry & Admissions office until the applicant has been enrolled. The file is then transferred down to the fire-proof cabinets in the assigned storage room.

Post Admissions Committee meeting, the 'Application Owner' receives all application outcome related documentation from the Registry & Admissions team once prepared (such as offer letter or rejection letter; proforma invoice/s; student contract; etc) and only the 'Application Owner' forwards documents or information directly to the applicant and assist the applicant with relevant payments and further document submission requirements until the start of orientation.

The Application Owner should seek advice from the relevant staff members, if and when additional information about the programme, visa processing, attestation and equivalency processing or other non-admissions related details are sought and applicable.

There are three possible admissions outcomes:

1. The candidate has been successful in achieving all of the entry requirements in this case candidates are offered entry onto their programme of study.
2. Some of the entrance requirements have yet to be demonstrated or achieved, but the application was overall successful. In this case candidates will receive a conditional/provisional offer and subject to further review.
3. The candidate's application was unsuccessful, and he/she does not meet the entry requirements: Regardless of the academic results attained, The Emirates Academy of Hospitality Management reserves the right to reject any candidates.

Applicants will be assessed by the Admissions Committee on the following three criteria:

- Academic ability as evidenced by academic achievement to date;
- Proof of adequate proficiency in English; and,
- Suitability for the industry in terms of personal characteristics, commitment, motivation, and knowledge and experience of the industry.

All students are required to read, sign and return a Student Code of Conduct that states the obligations of EAHM to the student and the educational, attire and behavioural requirements that are expected from all students.

**ASSOCIATED DOCUMENTS:**


- EA/ACA/014 Postgraduate Completion Requirements
- Postgraduate Programme Brochure/s & Fee Structures
- EA/ADM/003 Students Records Retention

**MENTIONS:**

- Catalogue

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021

<b>POLICY APPROVALS RECORD</b>	<p data-bbox="841 285 1252 348"><b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT</p> 
Policy name:	<b>EA/ACA/027, POSTGRADUATE ADMISSIONS</b>
Policy Committee:	June 2019
Final approval:	June 2019
Reviewed/Updated:	26 February 2020
Reviewed/Updated:	
Reviewed/Updated:	
Reviewed/Updated:	
Reviewed/Updated:	

Policy <b>DISTANCE LEARNING</b>		
Number <b>EA/ACA/028, Issue 1</b>	Reviewed/Revised <b>15 March 2020</b>	
Responsible <b>DEAN</b>		
Target audience: <b>STUDY ABROAD, FULL-TIME AND PART-TIME STUDENTS (UNDERGRADUATE &amp; POSTGRADUATE)</b>		

## **PURPOSE:**

The regulatory and educational standards for distance education have evolved and this policy is necessary to ensure that EAHM's practices meet these standards. The purpose of this policy is to provide institution-level standards and definitions for distance education to ensure the academic quality for which EAHM is known is maintained throughout any distance education programs and courses, and to address regulatory compliance.

## **SCOPE:**

Whilst EAHM is currently primarily a face-to-face institution, this policy applies to all EAHM education programs and courses as defined in the Definitions section of this policy that will be delivered by distance education or blended learning.

## **DEFINITIONS:**

Distance Learning (DL) takes place when the teacher and student, or supervisor and research student are in physically separate locations. Access to the teacher or supervisor and other learners is usually enabled through the use of technology. The interaction between the student and teacher or supervisor may be synchronous (in real time) or asynchronous (with a time delay) or a mixture of both.

Flexible and blended learning (FBL) combines aspects of Distance Learning and synchronous educational practices and may involve a student spending a significant period of their studies away from the University undertaking a project, fieldwork or research either independently or under the auspices of another approved organisation, which may be based elsewhere in the UAE or overseas.

It is assumed that Distance Learning may incorporate FBL, to a greater or lesser extent.

## **POLICY STATEMENT:**

EAHM's policy is to provide students access to course materials in times when face-to-face delivery of courses may not be possible, or as an alternative to traditional face-to-face delivery. The aim is to ensure that all students have equitable access to resources, content, and teaching staff whilst studying via distance.

### **1. Distance Education Course Development and Approval**

Instructors seeking to propose a new hybrid or online course or convert a face-to-face course to hybrid or online delivery, should consult the Dean or Assistant Dean to evaluate the scope of the work and develop an action plan as per Policy EA/ACA/019. The instructor must submit either a new course or course change proposal to the TRASC for approval before delivery can be undertaken.

## **2. Use of the Learning Management System**

All faculty teaching distance education courses must use EAHM's approved LMS, and EAHM will provide technical support for all distance education course instructors.

Pending an Information Technology review of plausibility, third party tools that require, embed, collect or store private student data must be integrated into the LMS to protect student privacy rights. Third party tools that cannot be integrated into the LMS must not interface with student data in any capacity.

## **3. Faculty Presence in Courses and Office Hours**

Faculty presence is an integral component of quality instruction and a leading indicator of student satisfaction. All distance learning courses must be delivered using a combination of synchronous and asynchronous teaching. Faculty must make clear to students in distance education courses the days and times in which the synchronous learning will take place. Faculty must also advise students when they can expect the faculty member to be active or present for course discussion and support, as well as the method of holding those office hours. Faculty must also specify their expected response time to student queries in their syllabi.

## **4. Syllabus**

The syllabus for the course must be prepared in accordance with the regulations of the University and provided to the students prior to the start of a distance learning course.

## **5. Technical Support**

EAHM is responsible for the technological delivery of distance education courses. This support is considered part of the usual and customary equipment and resources available to support all faculty in delivering their courses from the instructor's assigned workspace. Support will also be available to ensure that students have the requisite technology to be able to partake in distance learning courses.

## **6. Assessment of students**

As per the syllabus all distance learning students must be provided information on the ways in which their achievements will be judged, and the relative weighting of assessments in the course. Timely formative assessment should also be included to provide students with individual constructive feedback and guidance, and to ensure students are well equipped for summative assessment. Any online exams will be undertaken using the services of an online proctoring company to ensure the academic integrity of all exams undertaken remotely.

The University's Academic Integrity Policy (EA/ACA/002, Issue 1) will be enforced to ensure the work submitted by students is their own.

## **7. Course Review**

To ensure the quality of delivery of distance learning courses, all normal course review procedures will be undertaken for all distance learning courses.

## **8. Student Support Services**

Students will be provided with the same level of student support services that an online student would be expected to receive. These services include access to library staff and resources, registry staff, non-academic student support, and faculty support.

All other university policies and procedures and information contained in the student handbook will be relevant to distance education students.

**RESPONSIBILITY:**

Faculty members and all support services are responsible for complying with the terms of this policy and support agreements made for distance learning students.

The Dean is responsible for ensuring that the policy is reviewed regularly and kept up-to-date.

**IMPLEMENTATION OF THE POLICY:**

At the beginning of each Trimester, once student registrations have been completed, the Registrar will inform faculty of any distance learning courses that will be offered. Faculty should prepare to ensure that the course can be delivered via distance education in the event that it will be delivered in this mode.

**ASSOCIATED DOCUMENTS:**

- EA/ACA/002, Issue 1
- EA/ACA/019
- 


**MENTIONS:**


- Course Syllabi
- Student Handbook

**DATE OF NEXT REVIEW:**

The policy will be reviewed in December 2021.



<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy Name:	EA/ACA/028, Issue 1, Distance Learning Policy
Policy Committee:	15 March 2020
Final approval:	24 March 2020
Reviewed/Updated:	
Reviewed/Updated:	
Reviewed/Updated:	
Reviewed/Updated:	
Reviewed/Updated:	
Reviewed/Updated:	

Policy <b>POSTING</b>		
Number <b>EA/ADM/002, Issue 1</b>	Reviewed/Revised <b>25 February 2020</b>	
Responsible <b>DIRECTOR OF OPERATIONS</b>		
Target audience: <b>STUDY ABROAD, FULL-TIME AND PART-TIME STUDENTS</b>		

**PURPOSE:**

The purpose of this policy is to give all students a mechanism for promoting course-related and extra-curricular activities within The Emirates Academy of Hospitality Management (EAHM) community, without undue impact on the environment or obstruction of other communication needs.

**SCOPE:**

The policy covers the distribution of printed promotional materials for student activities, both course-related and extra-curricular on campus.

Email and other ways of distribution should be covered by Marketing & Enrolment.

**DEFINITIONS:**

**Poster:** A sign of up to 24 x 36 inches, often on hard cardboard or poster board

**Flier or handbill:** A small printed sheet (A4 or DL size) usually intended to be distributed by hand

**Banner:** A long strip of paper, cloth or vinyl considerably larger than normal poster size on which a message is printed.

**POLICY STATEMENT:**

**Print materials**

Any student or student group wishing to post or distribute a flier, banner, poster or other document anywhere within the Jumeirah Village compound must first have the item approved and stamped by the Operations Department.

In most cases, posting is restricted to the promotion of EAHM-related activities. Advertisement of non-EAHM functions will not be authorized unless there is some connection with EAHM. Documents may only be posted on bulletin boards or other places officially designated for the purpose.

**Approved areas for posting**

- Bulletin board outside the Library
- Bulletin board outside the Student Services Centre
- Student Council notice board outside Phase II
- Notice boards in E&F blocks (student accommodation)
- Notice board in pool bar
- Notice board in gym corridor

**Prohibited areas for posting**

The following may not be used for posting:

- On walls, windows, doors, fences, gates, poles, waste containers, water coolers, trees or other similar locations anywhere on campus

- On parked vehicles on EAHM property
- In washrooms, stairwells, classrooms in EAHM buildings

Special permission may be granted for the hanging of banners in usually banned locations. It is the responsibility of the student or student group who posted the flier to remove it within 24 hours of the end of the event it describes.

Distributing / posting fliers, etc. to individual villas and rooms in accommodation blocks in Jumeirah Village is prohibited.

### **Criteria for approval**

Before approval, printed messages will be assessed for completeness (including nature of the activity, target audience, location, date & time, cost if any), clarity and whether the event is an EAHM function or not. Cultural sensitivity and appropriateness will also be taken into consideration. All posted messages must comply with Jumeirah and EAHM branding guidelines. In case of dispute, the EAHM Marketing department will be contacted.

### **RESPONSIBILITY:**

All faculty and staff are responsible for monitoring compliance with the policy and for following it.

The Director of Operations is responsible for ensuring that the policy is up-to-date and reviewed according to the agreed schedule.

### **IMPLEMENTATION OF THE POLICY:**

The policy will be implemented as described in EAHM policy **EA/STU/002, Non-academic discipline.**

Violators of the policy will be given one verbal warning and if they do not act promptly to redress the transgression, disciplinary action will be initiated.

Sanctions for violating this policy may include:

- A warning to the student's file
- Loss of individual privileges (e.g. student activities)
- Loss of group privileges (if the posting violation was by a student group)

### **ASSOCIATED DOCUMENTS:**

EAHM policy: EA/STU/002 - Non-academic discipline.

### **MENTIONS:**

- Student Handbook

### **DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy name:	<b>EA/ADM/002, Posting</b>
Policy Committee:	20 September 2007
Final approval:	June 2008
Reviewed/Updated:	September 2010
Reviewed/Updated:	September 2012
Reviewed/Updated:	31 July 2015
Reviewed/Updated:	15 August 2016
Reviewed/Updated:	1 August 2018
Reviewed/Updated:	25 February 2020

Policy <b>STUDENT RECORDS RETENTION</b>		
Number <b>EA/ADM/003, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>HEAD OF REGISTRY &amp; ADMISSIONS</b>		
Target audience: <b>STAFF AND STUDENTS</b>		

**PURPOSE:**

The purpose of this policy is to establish consistent systems and schedules for retention of all the various types of records compiled before, during and after a student’s tenure at the Emirates Academy of Hospitality Management (EAHM). Retention periods reflect the requirements of the Ministry of Education and Jumeirah, as well as the legal and operational needs of EAHM.

**SCOPE:**

This policy applies to all records that are generated as a result of a student’s (or potential student’s) interactions with EAHM, where such records include the student’s name or other information making it possible to identify the individual (student number, e.g.).

The policy does not apply to aggregated data compiled from student surveys and other feedback mechanisms, where individual students are not named or otherwise identifiable.

Student records may have been created as part of application and admissions processes, coursework and exam assessment, disciplinary actions, advising and pastoral care, administrative and financial procedures or other academic and administrative operations related to a student’s studies at EAHM. The policy applies to all such records regardless of format or medium.

The policy covers information related to individuals who are currently registered or who were in the past registered as full- or part-time students at EAHM, and also to individuals who apply but are not accepted for study or who apply but then do not commence studies at EAHM.

Jumeirah Group oversees EAHM’s Global Data Protection Requirements (GDPR), however any EAHM specific GDPR related activities and restrictions must conform to the Ministry of Education records retention requirements.

**DEFINITIONS:**

**Records** include all academic and operational documents related to a named, individual student from the time he or she applies to study at the Academy, to graduation. The documents may be in print or electronic form.

**POLICY STATEMENT:**

EAHM student, prospective student and alumni information will be retained as described in the Schedule of Student Records Retention (Appendix A).

Students have the right to request to review their student records and to be informed of what information is being held about them, what it will be used for, where it will be stored, and to whom it might be disclosed. An overview of record retention will normally be conveyed during Orientation by the Registry team and in the Catalogue. Every new student may request for their personal information only to be shared with specific individuals in case of emergencies.

With the exceptions listed below, all information relating to an individual, identified student should be kept in a single location, a student file in the Registrar's Office or in the designated fire-proof cabinets in the storage room in Phase 2 or removed to an external location for long-term storage. In some cases, copies may be kept in a second location for operational purposes and electronic files will be maintain in the student information system and document management system.

### **Exceptions**

- The archived physical course boxes for each class will contain samples of named students' work, attendance records and lists of grades, and will be stored in an external location. The electronic course file submission with sample of student course work will be kept in electronic format on the secure server in the Quality, Institutional Effectiveness & Risk department folder.
- Financial records will be stored securely in the finance office and the cashiers may keep an electronic copy of their cashier drop records in the respective department folders should students or alumni wish to receive a statement of accounts with copies of receipts during or after their studies.
- Administrative records, such as those related to IT system access, nametags, identification cards and visa processing related documents will be kept in the Student Services Department.
- Information about a student's library loans and fines history will be stored in the library management system and in the Finance department.

### **Access and confidentiality**

Student records are confidential and only authorized individuals may have access to them. Anyone accessing student files is ethically bound to share confidential information with the utmost discretion.

Student files are available to each student's personal tutor or academic tutor as well as all faculty currently teaching the student, senior management and the Registrar's Office. Any staff other than Registrar's Office staff should put in a request to the Registrar's Office which will need to be approved by the Head of Registry & Admissions. The student file should not be removed from the Registrar's office unless required to be reviewed for audit purposes or if the Dean requires it for specific meetings with students or staff. Administrative files, such as those compiled and held by the Library, IT, Admin and Finance Departments, are available for operational purposes to the staff of these departments. Wider access will be granted in disciplinary cases or when payments are overdue.

A student's written permission must be on file before access to the student's file or parts thereof may be granted to individuals or bodies external to EAHM. Typically, this would involve requests from guardians, universities or employers for the student's transcripts. Exceptionally, student information will be shared, without permission, with parents who have been authorised to access the information prior to that instance, with external or internal auditors, with medical personnel or government officials, if the EAHM deems a situation to be critical enough to require such attention.

Students and Alumni do not have full access to their files, but may request to view their file under the supervision of the Registrar's Office team or Dean.

### **Archiving**

Records that are to be kept for long periods or indefinitely will be stored using the best technology available at the time and stored away in fire-proof cabinets. All files of graduates (degree holders) of EAHM are kept on the premises in fire-proof cabinets as Alumni may request to collect specific information post-graduation. The Registrar's Office is responsible for the inventory of these files and for the security of the files. Copies of final degrees, transcripts, scholarship contracts and student

contracts are also kept in electronic format in the document management system and in the secure folders with the Registrar's Office. The Quality, Institutional Effectiveness & Risk Office may request copies of these documents or the full Alumni file for any alumni related matters (responsible for alumni association administration). Student files for Study Abroad programme, English as a Foreign Language programme or other programme students who did not complete their degree at EAHM, may be moved to an external storage provider for storing. A copy of the transcript should be kept electronically in the student information system or in the document management system for reference.

All faculty are required to submit all course file and student examination related printed and electronic content to the Registrar's Office for archiving externally and the electronic course file submissions should be submitted to the Quality, Institutional Effectiveness & Risk Office who will audit the submission. It is the responsibility of the faculty member to ensure that all student examinations are submitted for archiving and that they do not store any student examinations or results in their private records or office once the course has been completed and grades submitted.

### **Disposal**

If student records in print form are to be disposed of, these will be shredded, to maintain confidentiality. Electronic records will be deleted in such a way that they cannot be retrieved.

### **RESPONSIBILITY:**

The Head of Registry has primary responsibility for organizing and maintaining student files, and for ensuring that the agreed retention schedule is enforced.

Individuals designated to keep confidential student records are responsible for safeguarding the confidentiality of such records by providing secure storage and by turning them over to the Head of Registry for shredding at the end of the retention period. If a designated individual leaves EAHM, they are responsible for turning over all confidential records they have accumulated to the Head of Registry, who will weed them in accordance with the Schedule of Student Record Retention (Appendix A), and pass them on to the designated replacement or department.

The Finance Manager is responsible for maintaining and discarding student financial records in accordance with Jumeirah and Ministry of Education requirements.

The Operation Manager, Library and the Assistant Manager of Information Technology are responsible for maintaining and discarding the student information entrusted to them, in accordance with the Schedule of Student Record Retention (Appendix A).

Lecturers, Student support Officer and personal tutors are responsible for promptly destroying copies of student documents and data that they have kept for operational purposes, once the originals are lodged in the Registrar's Office.

### **IMPLEMENTATION OF THE POLICY:**

The Schedule of Student Record Retention (Appendix A) describes the retention period, storage location, and access rights for each type of information.

### **ASSOCIATED DOCUMENTS:**

- Schedule of Student Record Retention

### **MENTIONS:**

- Catalogue
- Student Handbook
- Staff and Faculty Handbook


**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy name:	<b>EA/ADM/003, Student Record Retention</b>
Policy Committee:	12 March 2008
Final approval:	June 2008
Reviewed/Updated:	September 2010
Reviewed/Updated:	September 2012
Reviewed/Updated:	March 2013
Reviewed/Updated:	31 July 2014
Reviewed/Updated:	31 July 2015
Reviewed/Updated:	31 August 2016
Reviewed/Updated:	1 August 2018
Reviewed/Updated:	May 2019
Reviewed/Updated:	1 September 2020



**Appendix A - SCHEDULE OF STUDENT RECORD RETENTION**

<b>SCHEDULE OF STUDENT RECORD RETENTION</b>					
<b>EA/ADM/003, Appendix A</b>					
<b>01.09.2020</b>					
		SF = student file			
<b>RECORD TYPE</b>	<b>Hard copy retention</b>	<b>Hard copy location</b>	<b>Soft copy retention</b>	<b>Soft copy location</b>	<b>Access rights</b>
<b>Course file boxes</b>	7 years	External storage	Permanent	QIR network folder	Relevant lecturers
<b>Programs from academic events (Graduation, etc.)</b>	5 years	Registrar's office	Permanent	Registry network folder	No restrictions
<b>EA catalogue</b>	5 years	Library & QIR	Permanent	QIR network folder	No restrictions
<b>Student photos (from events, etc)</b>			Permanent	Marketing and Registry network folder	Marketing, Registry
<b>Prospective students</b>					
Contact information and other information on the prospective student	1 year	Marketing Office	Permanent	Marketing network folder / CRM	Marketing, Registry, QIR
<b>Application documents: rejected applicants</b>					
Application form, correspondence and supporting documents	2 years	SF- Registrar's Office	Permanent	Student Information System	Admissions office

Official and original test results and educational certificates transcripts	5 years	SF-Registrar's Office	Permanent	Student Information System	Admissions office
<b>Application documents: accepted but did not register</b>					
Official and original test results and educational certificates transcripts	5 years	SF-Registrar's Office	Permanent	Student Information System	Admissions & Registrar's office
Interview record	2 years	SF-Registrar's Office	Permanent	Registry network folder	Admissions & Registrar's office
Reference/s	2 years	SF-Registrar's Office	Permanent	Registry network folder	Admissions & Registrar's office
Application form and Medical Form	2 years	SF-Registrar's Office	Permanent	Student Information System	Admissions & Registrar's office
Offer letter and Student Contract	2 years	SF-Registrar's Office	Permanent	Registry network folder	Admissions & Registrar's office
Accommodation applications	2 years	SF-Registrar's Office	Permanent	Student Information System	Admissions & Registrar's office
Transfer documentation	2 years	SF-Registrar's Office	Permanent	Student Information System & Registry network folder	Admissions & Registrar's office
Correspondence	2 years	SF-Registrar's Office	Permanent	Email Archive	Admissions & Registrar's office
<b>Application documents: registered students</b>					
Official and original test results and educational certificates transcripts	50 years	SF-Registrar's Office	Permanent	Student Information System/DMS	Admissions & Registrar's


					office, Mngt, Tutors, SSO
Interview record	7 years	SF-Registrar's Office	Permanent	Registry network folder/DMS	Admissions & Registrar's office, Mngt, Tutors, SSO
References	7 years	SF-Registrar's Office	Permanent	Registry network folder/DMS	Admissions & Registrar's office, Mngt, Tutors, SSO
Application form and Medical Form	7 years	SF-Registrar's Office	Permanent	Student Information System/DMS	Admissions & Registrar's office, Mngt, Tutors, SSO
Offer letter and Student Contract	7 years	SF-Registrar's Office	Permanent	Registry network folder/DMS	Admissions & Registrar's office, Mngt, Tutors, SSO
Transfer documentation	50 years	SF-Registrar's Office	Permanent	Student Information System/DMS	Admissions & Registrar's office, Mngt, Tutors, SSO
Correspondence	7 years	SF-Registrar's Office	Permanent	Student Information System & Registry network folder/DMS	Admissions & Registrar's office, Mngt, Tutors, SSO
<b>Student academic documents</b>					
Contracts, Disclaimers	7 years	SF-Registrar's Office	Permanent	Student Information System/DMS	Admissions & Registrar's office, Mngt, Tutors, SSO
Course/Application registrations	7 years	SF-Registrar's Office	Permanent	Student Information System/DMS	Admissions & Registrar's office, Mngt, Tutors, SSO

Course drop add forms	7 years	SF-Registrar's Office	Permanent	Student Information System/DMS	Admissions & Registrar's office, Mngt, Tutors, SSO
Transcripts	7 years	SF-Registrar's Office	75 years	Student Information System/DMS	Admissions & Registrar's office, Mngt, Tutors, SSO
Grade appeals & results	7 years	SF-Registrar's Office	Permanent	Student Information System/DMS	Admissions & Registrar's office, Mngt, Tutors, SSO
Warning letters	7 years	SF-Registrar's Office	Permanent	Student Information System/DMS	Admissions & Registrar's office, Mngt, Tutors, SSO
Awards, prizes, Dean's List membership	7 years	SF-Registrar's Office	Permanent	Student Information System/DMS	Admissions & Registrar's office, Mngt, Tutors, SSO
Scholarships	7 years	SF-Registrar's Office	Permanent	Student Information System/DMS	Admissions & Registrar's office, Mngt, Tutors, SSO
Re-sit records and results	7 years	SF-Registrar's Office	Permanent	Student Information System/DMS	Admissions & Registrar's office, Mngt, Tutors, SSO
Applications for programme transfer	7 years	SF-Registrar's Office	Permanent	Student Information System/DMS	Admissions & Registrar's office, Mngt, Tutors, SSO
Attendance warning letters	7 years	SF-Registrar's Office	Permanent	Student Information System/DMS	Admissions & Registrar's office, Mngt, Tutors, SSO
Clearance form	7 years	SF-Registrar's Office	Permanent	Student Information System/DMS	Admissions & Registrar's office, Mngt, Tutors, SSO

Letter/Email confirming graduation	7 years	SF-Registrar's Office	Permanent	Student Information System/DMS	Admissions & Registrar's office, Mngt, Tutors, SSO
<b>Documents from personal tutor</b>					
Notes on important meetings	7 years	SF-Registrar's Office	Permanent	Student Information System/DMS	Admissions & Registrar's office, Mngt, Tutors, SSO
Personal Advisor Meetings			Permanent	QIR Network	QIR
<b>Internship &amp; Career guidance information documents</b>					
Contact form and internship contract	7 years	SF-Registrar's Office	Permanent	Student Information System/DMS	Admissions & Registrar's office, Mngt, Tutors, SSO
References provided	7 years	SF-Registrar's Office	Permanent	Student Information System/DMS	Admissions & Registrar's office, Mngt, Tutors, SSO
Notes on career counselling sessions	7 years	SF-Registrar's Office	Permanent	Student Information System/DMS	Admissions & Registrar's office, Mngt, Tutors, SSO
<b>Disciplinary information</b>					
Notes on disciplinary actions & results	7 years	SF-Registrar's Office	Permanent	Student Information System/DMS	Dean, Disciplinary Committee, Registrar's office
<b>Pastoral care information</b>					
Notes of meetings with Personal Advisor, Student Support Officer or Dean	1 year after graduation	SF-Registrar's Office	Permanent	Student Information System/DMS	SSO, Dean

<b>Personal information</b>					
Learning Disorder medical documents	7 years	SF-Registrar's Office			SSO, Dean, Head of Registry
<b>IT records</b>					
Issuance of laptop / lease document	1 year after graduation if student keeps laptop on "lease to buy" basis	IT office			IT, Registrar's office
Laptop maintenance	1 year after graduation if student keeps laptop on "lease to buy" basis	IT office			IT, Registrar's office
<b>Financial records</b>					
Invoices	as per Jumeirah regs.	SF-Registrar's Office & Finance department	Permanent	Student Information System/DMS	Finance, Admissions & Registrar's office, Mngt
Payments	as per Jumeirah regs.	SF-Registrar's Office & Finance department	Permanent	Student Information System/DMS	Finance, Admissions & Registrar's office, Mngt
Non-payment reminders	as per Jumeirah regs.	SF-Registrar's Office & Finance department	Permanent	Student Information System/DMS	Finance, Admissions & Registrar's office, Mngt
Suspension notices due to non-payment	7 years	SF-Registrar's Office & Finance department	Permanent	Student Information System/DMS	Finance, Admissions & Registrar's office, Mngt
<b>Library information</b>					

Loans history			until graduation	Library	Library
Fines history			until graduation	Library	Library, Finance
Personal record (address, phone numbers)			until graduation	Library	Library
<b>Administrative information</b>					
Accommodation complaints, queries, etc			until graduation	Admin files	Admin
Accommodation lease			as per Jumeirah regs.	Admin files	Admin
Issuance of keys, badges, etc			until graduation	Admin files	Admin
Visa details			as per Jumeirah regs.	Admin files	Admin
Uniform details			until graduation	Admin files	Admin
<b>Alumni records</b>					
Job history			Permanent	QIR network file	QIR
Contact details			Permanent	QIR network file	QIR
Student file	SF				
Quality, Institutional Effectiveness & Risk	QIR				
Student Support Officer	SSO				
Alumni Association Board	AAB				
Registrar's Office	Reg				
Managing Director	MD				

Policy <b>HEALTH SERVICES</b>		
Number <b>EA/ADM/005, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>DIRECTOR OF OPERATIONS</b>		
Target audience: <b>ALL STUDENTS AND VISITORS TO EAHM</b>		

**PURPOSE:**

This policy explains the Medical and Dental Support that is available for students and visitors to EAHM.

**SCOPE:**

This policy is applicable to all students and visitors to EAHM.

**DEFINITIONS:**

N/A

**POLICY STATEMENT:**

It is required that all students and visitors purchase private medical and dental insurance.

EAHM is not a medical provider, but maintains lists of appropriate medical practitioners that students can choose to use. EAHM can also assist registered students who are under an EAHM residency visa in getting basic health insurance with a registered vendor.

Paramedic support is available within the company in case of an emergency.

**RESPONSIBILITY:**

The Director of Operations is responsible for updating this policy and for providing any health and safety relevant training and equipment alongside Jumeirah Groups security team.

**IMPLEMENTATION OF THE POLICY:**

All students are required by UAE law to have medical insurance cover and a copy of the policy (in English) must be placed in the student file and submitted to the Registrar’s Office along with relevant identification documents. The students should always ensure that they have their Emirates ID, Passport & UAE visa (or entry permit) available to them along with their insurance card or copy of policy. Students should contact the EAHM Student Services Centre (Registry team) to update their contact details and their insurance related information as required. The Registry team can also provide the list of hospitals/clinics included in the EAHM/Orient Insurance network (if students have opted to choose this plan).

All students have an obligation to report all accidents or illnesses to EAHM Security at the earliest opportunity (call 222 from any landline; 04-3480955 security office; or security duty mobile +971 58 1002459). If a student is in class and is not feeling well or is aware that another student has fallen sick or is under distress, he/she must inform their faculty member and/or EAHM Student Services Centre immediately and/or contact EAHM Security.

Students who are aware that a fellow student has been involved in an accident or is ill and unable to attend, should likewise report the incident at the first opportunity to EAHM Student



Services Centre immediately and contact EAHM Security who will contact the Director of Operations or Dean accordingly.

The EAHM Security Office will contact paramedics from any of the nearby Jumeirah hotels who are on stand-by 24/7 or the relevant authorities for further medical support. The Head of Operations, Dean, Student Support Officer, Head of Registry and/or assigned staff member will liaise with the relevant guardians and/or visa sponsors if required. All departments have First Aid supplies and there are a number of First Aid trained staff members on-campus. The Director of Operations and his/her team along with Security maintain a supply of required security equipment in various locations around campus, which is inspected on a regular basis by relevant authorities and external vendors.

See the EAHM Health and Safety Handbook for detailed information about the most common medical or emergency situations and the procedures that follow (available on Moodle). Students should contact the Director of Operations directly if they have any specific questions in regards to the security procedures on campus. The Arrival Guide will also provide a summary of medical related information for students upon arrival at EAHM.

A Health and Safety presentation and Fire Drill is conducted by the Director of Operations and his/her team during every orientation week.

All dental work in the UAE is provided by private practice and must be paid for by the student at the time of treatment.

**ASSOCIATED DOCUMENTS:**

- Health & Safety Handbook
- Student Handbook
- Student Contract
- EA/STU/007 Student Code of Conduct Policy
- Arrival Guide

**MENTIONS:**

N/A

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy name:	<b>EA/ADM/005, HEALTH SERVICES</b>
Policy Committee:	September 2013
Final approval:	September 2013
Reviewed/Updated:	31 July 2015
Reviewed/Updated:	15 August 2016
Reviewed/Updated:	20 January 2019
Reviewed/Updated:	June 2019
Reviewed/Updated:	1 September 2020

Policy <b>INTERNATIONALIZATION</b>		
Number <b>EA/ADM/006, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>Director of Industry Relations and International Office/ Director of Marketing and Enrollment</b>		
Target audience: <b>EAHM Staff, Students and International Partners</b>		

**PURPOSE:**

To define the meaning of internationalization within the context of EAHM and to explain the criteria for entering into (and exiting from) international collaborations and institutional affiliations.

**SCOPE:**

This policy explains EAHM’s general approach to the development of international links and states how these links are maintained and managed. As such it relates to all members of EAHM both: students, Faculty and staff. It also relates to our international partners.

**DEFINITIONS:**

**Internationalization:** means how EAHM maintains and international credibility and presence.

**International Collaborations and Institutional Affiliations:** are formally documented (through a contract or Memorandum of Understanding) links with other educational providers.

**POLICY STATEMENT:**

EAHM is an International University and our graduates have international careers. It is thus vital that EAHM maintains an International focus and credibility, EAHM does this through:

- Providing quality assured International Internships for our Undergraduate Students
- Offering a Study Abroad Programme to students who wish to study in Dubai for a period of time. This may include Internships and the transfer of academic credits
- Recruiting a balanced portfolio of international students, so that the student body is not dominated by students from any one country.
- Recruiting Faculty Internationally, so that the knowledge base of the curriculum is broad in terms of its experience and awareness.
- Providing graduates with International jobs
- Accrediting our Curriculum Internationally (THE-ICE in Australia and Institute of Hospitality in the United Kingdom as well as UAE)
- Ensuring that our Teaching has an international focus including examples from around the globe.

All of our international relationships are defined through contracts or memorandum of understanding.

EAHM has contractual relationships with the International Organizations who accredit us. Contracts are also issued to the Recruitment Agents who attract our international students. These contracts are time bound and reviewed on a regular basis. If the benefits to EAHM and Jumeirah are not apparent at the time of the review, the contract will not be renewed. All

contracts must be processed via Jumeirah Group supply-chain & logistics, corporate finance and/or legal.

Institutional Affiliations which aim to foster Faculty and Student mobility, research and scholarship activities, are normally bound by Memorandums of Understanding (MoU). The standard MOU has a one to three-year time frame, and at the end of the time period these must either be renewed or cancelled. When an MOU has not resulted in Student or Faculty Mobility, or in other benefits perhaps through joint research, the MOU is not renewed and the Institution is informed that the relationship is no longer in existence.

**RESPONSIBILITY:**

The Director of Industry Relations and International Office will ensure that this policy is implemented and will monitor and update the policy on an annual basis.

**IMPLEMENTATION OF THE POLICY:**

All MOU's and contracts will be reviewed on an annual basis by the Director of Industry Relations and International Office/ or Director of Marketing and Enrollment (as needed).

The Registry Office generates a report each trimester on our study abroad students' performance. From this report it is possible to track student mobility and their performance. Where either no students are being derived from a partner institution, or where their academic performance is a concern, this will be flagged and discussed with the Dean.

If no students transfer to or from a partner institution (for study abroad or other reasons) the MOU will not be renewed. Unless there are other benefits to EAHM such as joint research, publications and/or other scholarly activities.

Intra Institutional Contracts will be discussed and reviewed by the Director of Industry Relations and International Office and Dean before they are renewed.

Contracts with Recruitment Agents are reviewed prior to their re-issue and handled by the Director of Marketing & Enrollment.

**ASSOCIATED DOCUMENTS:**

- MOU template
- Agent Contract template


**MENTIONS:**

N/A

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> <b>OF HOSPITALITY MANAGEMENT</b> 
Policy name:	<b>EA/ADM/006, INTERNATIONALIZATION</b>
Policy Committee:	October 2013 (drafted)
Final approval:	20 January 2019
Reviewed/Updated:	1 September 2020
Reviewed/Updated:	
Reviewed/Updated:	
Reviewed/Updated:	
Reviewed/Updated:	

Policy <b>INSTITUTIONAL RELATIONS AND COMMUNICATIONS</b>		
Number <b>EA/ADM/012, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>DIRECTOR OF MARKETING &amp; ENROLLMENT</b>		
Target audience: <b>ALL EMPLOYEES OF EAHM AND STUDENTS</b>		

**PURPOSE:**

To explain the procedure for the establishment of external relations and communications at EAHM.

**SCOPE:**

This policy covers all external communications with any outside organizations and especially with the media.

**DEFINITIONS:**

**External Organizations:** These include any business or institution that comes into contact with EAHM Students or employees requesting information or statements about EAHM.

**Media:** This is any newspaper, radio, TV or internet providers or publishers who request information about EAHM or its officers or employees or students.

**POLICY STATEMENT:**

Within Jumeirah, only trained and authorized employees are allowed to issue external communications. Any requests for information from external bodies are to be referred to the Director of Marketing & Enrolment at EAHM and to the assigned crisis media coordinator for Jumeirah if required.

**RESPONSIBILITY:**

The Director of Marketing & Enrolment, The Managing Director and the Dean are the only authorized employees within EAHM to issue statements regarding EAHM or Jumeirah to external bodies. EAHM has an assigned crisis media coordinator who will be involved in any media related activities should a crisis happen.

The Director of Marketing & Enrolment will monitor and update this policy.

**IMPLEMENTATION OF THE POLICY:**

When a request for information regarding EAHM or Jumeirah is received it is to be referred to the Director of Marketing & Enrolment at EAHM.

The Director of Marketing & Enrolment will investigate the nature of the request and if necessary, seek advice from Jumeirah Communications Department or from the Legal Team.

If a student or employee of EAHM is requested and granted permission to respond to a request for information, the response will be drafted in collaboration with the Director of Marketing & Enrolment and the respondent will avoid making any additional comments other than those that have been approved.

In the absence of the Director of Marketing & Enrolment, the requests for information should be forwarded to the Managing Director or to the Dean, and the same principals and procedures will apply.

Non-conformance with this policy could prove to be a challenge to the reputation of Jumeirah, EAHM or even to the UAE. Failure to follow this policy is therefore taken very seriously and can result in disciplinary action being taken.

**ASSOCIATED DOCUMENTS:**

- Jumeirah HR Policy
- Student Contract
- Staff Employment Contract


**MENTIONS:**

N/A

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	
Policy name:	<b>EA/ADM/012, INSTITUTIONAL RELATIONS AND COMMUNICATIONS</b>
Policy Committee:	September 2013
Final approval:	September 2013
Reviewed/Updated:	31 July 2015
Reviewed/Updated:	15 August 2016
Reviewed/Updated:	20 January 2019
Reviewed/Updated:	1 September 2020

<b>Policy</b> <b>STUDENT FINANCE</b>		
<b>Number</b> <b>EA/FIN/001, Issue 1</b>	<b>Reviewed/Revised</b> <b>31 July 2021</b>	
<b>Responsible</b> <b>FINANCE MANAGER</b>		
<b>Target audience</b> <b>FULL-TIME AND PART-TIME UNDERGRADUATE AND POSTGRADUATE STUDENTS, STUDY ABROAD STUDENTS, EFL &amp; TOEFL/IELTS Prep STUDENTS</b>		

#### **PURPOSE:**

The purpose of this policy is to provide a clear set of regulations and guidelines for student financial transactions at The Emirates Academy of Hospitality Management (EAHM), to ensure consistency, fairness, and optimal efficiency.

#### **SCOPE:**

This policy applies to all Undergraduate and Postgraduate students in the academic stream of EAHM, including full-time, part-time and Study Abroad students here for one or more Trimesters. It also applies to students in the English as a Foreign Language (EFL) programme. The policy does not apply to students of the Professional Training & Development department.

#### **DEFINITIONS:**

N/A

#### **POLICY STATEMENT:**

Tuition, sundries, accommodation, and other applicable charges must be paid either in full, or in compliance with the published installment plan, before a student may attend classes or make use of academic and administrative services, including but not limited to computing facilities, library services, housing, degree verification and the release of academic transcripts. All students must register online for their courses. The Faculty will count all unexcused absences from the first day of the course start. Students who have not registered for classes by the end of the add/drop week, will be suspended for that Trimester. If a student has not settled all outstanding fees, he/she will be placed on "Financial Hold" by the Finance Manager.

### **1. Payments**

#### **1.1 Tuition**

##### **1.1.1 Undergraduate students**

Undergraduate students are charged tuition fees for each Trimester. The internship Trimester is an integral part of the curriculum, which includes assessed course work components, and thus a tuition fee is charged. The pre-requisite internship course CDIP100 is mandatory for all Undergraduate students and is not chargeable.

##### **1.1.2 Postgraduate students**

Postgraduate students are charged by the module and a Dissertation fee is applicable from September 2018 onwards (applicable to all students who register for DISS901- 20181 onwards).

##### **1.1.3 EFL & TOEFL/IELTS Prep students**

EFL course students pay a flat fee for the full course.

##### **1.1.4 SA students**



SA students pay a flat fee for the full course per term including accommodation and should the SA students opt to take an internship, an additional internship placement fee will be charged. Accommodation is not included during internship, but can be applied for separately. The pre-requisite internship course CDIP100 is mandatory for all SA students who want to go on internship and is not chargeable.

## **1.2 Sundries**

During their studies at EAHM, students will not be expected to cover any hidden costs. EAHM is committed to having an open and transparent fees and expenses policy. The sundries fee covers student ID and name tag (if lost additional charges will be applicable). Graduation Congregation Expenses (for Undergraduate and Postgraduate programme students), textbooks/ebooks, software and licenses, access to electronic databases, and photocopying and printing up to the usage of AED 600 per Trimester are included. Single black & white sheets cost AED 1 and a colored sheet cost AED 2 per piece. Additional fees for graduation gowns and dinner activities and for field trips or certifications may apply.

### **1.2.1 Undergraduate and Postgraduate students**

Students are charged sundries fees for every Trimester at EAHM, with the exception of the Undergraduate Internship Trimester. If students opt to spend a Trimester on a Study Abroad, they are also exempt from paying tuition fees and sundries for the Trimester they are away from EAHM. Please refer to the schedule of fees and expenses in regards to administrative and transfer credit fees.

### **1.2.2 EFL students**

EFL students are charged the sundries fee at the beginning of the Trimester.

## **1.3 Other fees**

*See Appendix A, Schedule of fees and payments*

## **2. Payment methods**

Cash, local cheque (not post-dated), bank transfer or debit/credit card payments are accepted. Students who choose to pay through bank transfer or through online payment via the student information system (SIS) are required to present, upload to SIS or email a transfer receipt to the EAHM Finance Department.

## **3. Payment schedule**

### **3.1 Deposit**

All **new** Undergraduate and Postgraduate students must pay a deposit as specified in their offer letter, to secure a place on the programme of study at EAHM. This deposit must be paid by the deadline stipulated in the offer letter. The deposit will be refunded to the person or the sponsor that paid it at the end of the programme unless there are any outstanding debts or credited towards the student's final trimester payment. The deposit shall not be refunded to students who secured a seat, but did not proceed to enroll into any of EAHM's programmes unless approved to be refunded by the Dean.

### **3.2 Tuition and sundries**

Students across all years and programmes must pay Tuition Fees and Sundries either in full, or in compliance with the published installment plan, prior to the commencement of each academic Trimester.

Undergraduate students must pay their Internship Trimester Tuition Fees in full before commencing their internships.

### **3.3 Accommodation**

Accommodation may be paid in full for a Trimester or for an academic year. If one of these options is selected, the full payment must be received prior to check-in. Students who fail to adhere to the timelines will be charged a daily rate until the full package rate is paid. If the

student wishes to extend their stay beyond the contracted time period, they must pay in full for the next period prior to check-in.

If a student does not pay for an extension, it will be assumed that they will be vacating the premises promptly on the agreed date. Each key card is programmed to expire at noon on the contracted departure date.

Room Rates/Packages charged for accommodation vary according to the duration of the booking and are subject to change.

#### **4. Flexible payment plans**

##### **4.1 Undergraduate students**

EAHM offers three flexible payment options for full-time Undergraduate students:

- Pay the Trimester mandatory academic fees in three (3) equal installments during the academic year.
- Pay one year's mandatory academic fees before the start of the first Trimester and receive a three percent (3%) discount on Tuition Fees and Sundries (3 trimesters).
- Pay the mandatory academic fees for the full three-year programme before the start of the first Trimester and receive a ten percent (10%) discount on Tuition Fees and Sundries (9 trimesters).

##### **4.2 Postgraduate students**

EAHM offers two flexible payment options for Postgraduate students:

- Pay the mandatory academic fees (tuition and sundries) for one Trimester (3 modules) in full before the first module begins.
- Pay tuition and sundries for one module at a time. Payments must be received before the module begins.

#### **5. Late payments**

If a student has any outstanding payments from the previous Trimester (including but not limited to library fines, tuition, sundries, and accommodation), he/she will be placed on "Financial Hold" and may be suspended from EAHM.

All students are expected to pay their fees prior to the commencement of each Trimester. Students on "Financial Hold" do not appear on class lists and are considered absent in all classes until their fees are settled.

Should a student miss the deadline for payment of fees, late payment fee of AED 400 +5% VAT applies.

#### **6. Tuition refunds**

##### **6.1 Undergraduate students**

Once the Trimester has commenced no refunds of Tuition Fees and Sundries will be made. Prior to the commencement of a Trimester, refunds on Tuition Fees and Sundries can only be made subject to individual circumstances and the approval of the Managing Director or Dean.

No cash refunds will be given.

Refunds will be made only to the person or sponsor that made the initial payment.

##### **6.2 Postgraduate students**

Once the course module has commenced no refunds of Tuition Fees and Sundries will be made.

##### **6.3 EFL & TOEFL/IELTS Prep students**

Once the EFL programme has commenced no refunds of Tuition Fees and Sundries will be made.

## **7. Clearance**

All fees and fines must be paid in full, and a clearance process must be approved by all the relevant departments, in the following cases:

- When Undergraduate or Postgraduate students are about to graduate.
- When Study Abroad; EFL students have completed their contracted stay.
- When students intercalate / withdraw / are dismissed, voluntarily or involuntarily, from studies at EAHM.

In all cases above, outstanding balances must be paid in full and a clearance form must be signed and submitted before the end of the student's last Trimester at EAHM. The completed clearance form is kept in the student's file in the Registrar's Office.

Unless all fees and fines are paid in full, and a signed clearance form is on file, students may not:

- Attend the graduation ceremony.
- Receive transcripts or other official documents.
- Take advantage of the benefits offered to graduates through the Alumni Association.
- Have their deposit reimbursed.

Once the clearance procedure is complete it will take a maximum of thirty (30) days for the deposit to be transferred back to the person or sponsor who paid it. Students are required to provide accurate bank details to the Finance team during the clearance process. Should the student provide inaccurate bank details or bank details for an inactive account, the refund may not be refunded.

### **ASSOCIATED DOCUMENTS:**

- Schedule of fees and payments
- Clearance form
- Accommodation lease agreement
- Academic Catalogue

### **MENTIONS:**

- Academic Catalogue
- Student Handbook
- Faculty Handbook

### **DATE OF NEXT REVIEW:**

The next review date for this policy is in July 2022.

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy Name:	EA/FIN/001, Issue 5, Student Finance
Policy Committee:	September 2007
Final approval:	October 2007
Reviewed/Updated:	September 2009
Reviewed/Updated:	September 2012
Reviewed/Updated:	31 July 2014
Reviewed/Updated:	November 2015
Reviewed/Updated:	September 2016
Reviewed/Updated:	1 August 2018
Reviewed/Updated:	14 February 2019
Reviewed/Updated:	1 September 2020

**APPENDIX A:**

## SCHEDULE OF FEES & EXPENSES 2021-2022

Full payment of ALL fees including Tuition, Sundries, Accommodation and Other Expenses is due one week before the start of the Trimester for students who are not on the following payment plans.

### OTHER EXPENSES

Individual students may incur other charges due to their unique circumstances. These expenses are beyond the costs outlined in the fee structure (5% VAT will be added to the below fees):

1. <b>Student Identification Card Replacement Fee</b> An ID Card is issued to all students free of charge when they join EAHM. Should a student lose the card, they will be charged this replacement fee.	AED 100 AED 105 with VAT
2. <b>Name Badge Replacement Fee</b> A name badge is issued to all students free of charge when they join EAHM. Should a student lose the name badge, they will be charged this replacement fee.	AED 50 AED 52.5 with VAT
3. <b>Re-Admission Application Fee</b> This fee is applicable to all students, who withdrew from their programme of study, and wish to be re-admitted into the same programme of study.	AED 500 AED 525 with VAT
4. <b>Late Payment Fee (per Trimester)</b> Students are expected to settle the payments for their courses before the start of each Trimester by a stated date. Should a student miss this deadline, they will be charged this late payment fee. <i>Chargeable date/s is subject to add/drop week registration completion as confirmed by Registry.</i>	AED 400 on day after due date AED 420 with VAT
5. <b>Transfer Credits Assessment Fee</b> This is a one-off fee for students who apply to transfer credit for courses they have studied in other universities. The transfer of credits requires the mapping of course contents. <i>(Chargeable at the discretion of the Dean)</i>	AED 1,500 AED 1,575 with VAT
6. <b>Test – Out Fee (per course)</b> A student who has prior knowledge of a certain course may apply to “test out.” This involves demonstrating they already have achieved the learning outcomes by sitting a separate assessment.	AED 1,000 per 3 credits course AED 1,050 with VAT (INTS202 = AED 2,000 AED 2,100 with VAT)
7. <b>Reprinted Copy of Final Parchment</b> All students are entitled to one final academic parchment (degree diploma with microchip). Should an additional copy of parchment be required (reprint), this fee will apply.	AED 410 AED 430.5 with VAT
8. <b>Additional Copy of Transcript</b> All students are entitled to one final academic transcript (record of courses taken and grades). Should an additional copy of transcript be required, this fee will apply.	<b>STANDARD</b> AED 50 per transcript (3-5 working days*) AED 52.5 with VAT;  <b>EXPRESS</b> AED 75 per letter (within 24 hours/1 working day) AED 78.75 with VAT
9. <b>Locker Key</b> There is no rental fee for the locker. However, should the students lose the loan locker key, they will be charged for the replacement of the lock / key and installation.	AED 100 AED 105 with VAT
10. <b>Accommodation Daily Rate</b> By selecting a package instead, which includes the bridging period/s (Trimester breaks), students can enjoy significant savings and will be able to stay in their studio during the holidays. If <b>full</b> package payment is not received prior check-in, the daily rate will be applied until the end of that Trimester. Please refer to package rates in the published fee structures.	AED 175 Daily Rate AED 183.75 with VAT Daily rate
11. <b>Printing Cost</b> Photocopying and printing up to the usage of AED 600 per Trimester is included in the Trimester fees (sundries). The following fees apply for black/white and coloured additional print-outs/piece of paper/sheets.	Black & white AED 1.05 with VAT per page Coloured AED 2.1 with VAT per page
12. <b>Attestation Support Fee</b> The following fee applies if a student would like to request for additional Academic Government Relations’ administrative assistance with their document attestation process (does not include any attestation stamping/Ministry fees).	AED 150 AED 157.5 with VAT
13. <b>Library Fines</b> If a student returns loaned library items late, they will be asked to settle the following fees: For items on a two-week loan For items on overnight loan For reserve collection items / chargers / headsets	AED 5 per / day AED 5 per / hour AED 5 per / hour AED 5.25 with VAT
14. <b>Letter Fee</b> Should a student require any form of official letter headed letter from EAHM, these fees will apply (students must apply for the letter via SIS).	<b>STANDARD</b> AED 25 per letter (3-5 working days) AED 26.25 with VAT;  <b>EXPRESS</b> AED 50 per letter (within 24 hours/1 working day) AED 52.5 with VAT

<p>15. <i>Deposits</i> Undergraduate and Postgraduate students are required to pay the following refundable security deposits prior to start of the degree which will be deducted from the final programme payment at the end of the degree (0% VAT applicable). <i>The deposit is non-refundable if the student is dismissed or withdraws from the programme. It may not be refunded at the time when students intercalate.</i></p>	<p>One amount of AED 3,000 for both academic and accommodation deposit</p>
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**DISCLAIMER & NOTIFICATION**

**VAT**

As per article '48(1)' of Federal Law no (8) of 2017 on Value -Added Tax, the customer is liable for all resulting VAT obligations, including to account for any VAT due, on the VAT exclusive price of items marked on this invoice as liable to VAT on the reverse charge basis.

**DISCLAIMER**

All fees may increase by up to 10% over the course of your studies and at least 6 months' notice will be given should there be increments. Any prevailing discounts can only be applied once. Should there be a dispute; the management of EAHM reserves the right to make the final decision. The stated fees are indicative only. For any further information and more details please refer to the EAHM Finance Policy.

Policy <b>USE OF COMMUNICATIONS SYSTEMS</b>		
Number <b>EA/IT/001, Issue 1</b>	Reviewed/Revised <b>25 February 2020</b>	
Responsible <b>IT MANAGER</b>		
Target audience: <b>STUDY ABROAD, FULL-TIME &amp; PART-TIME STUDENTS (UNDERGRADUATE &amp; POSTGRADUATE); FULL-TIME, VISITING AND ADJUNCT, FACULTY; STAFF</b>		

**PURPOSE:**

Computing and network resources are provided to The Emirates Academy of Hospitality Management (EAHM) community for educational, research and professional purposes. Misuse of these facilities interferes with the legitimate and necessary functions of EAHM. This policy describes inappropriate use of computing and network facilities and how misuse is handled.

**SCOPE:**

This policy applies to all members of EAHM community, including students, Faculty and staff.

The policy covers all hardware, software and networking facilities provided by EAHM.

**DEFINITIONS:**

In this context, “**student**” includes full- and part-time degree students and exchange students, as well as participants in short courses and professional development. Access rights to computing and network facilities differ with the type of student but the guidelines for use are the same for all users.

**POLICY STATEMENT:**

**Appropriate use**

Appropriate use of computing and networking resources include instruction, independent and classroom study, professional research, communication and official work for students, Faculty and staff. For staff, personal email and limited activities related to job seeking or personal study are also acceptable but are subject to monitoring and limitation by line managers.

**Authorized users:**

Authorized users are currently Faculty, staff, and students (including Professional Training & Development students) of EAHM only. External visitors to the library may use designated computers to access the internet under supervision of library staff.

A user must be specifically authorized to use a particular computing or network resource by EAHM unit responsible for operating the resource. Computer systems are protected by access controls to ensure that only authorized users have access. This access is restricted to only those capabilities that are appropriate to each user, as specified by an individual’s department head.

**Sharing of access**

Login accounts are assigned to individual users and must not be shared with others. You are responsible for any use of your own account.

**Termination of access**

When a user changes status, terminates employment, graduates, retires or changes position, the individual’s department head is responsible for notifying the IT Department of the necessary disabling and enabling of accounts. A user may not use facilities, accounts, access, privileges or information for which he/she is not authorized.

When a staff member leaves EAHM, all hardware must be returned

### **Unauthorized network or file access**

Users of computing and network facilities may not

- damage computer systems, for example by hacking or intentionally infecting the system with a virus
- gain unauthorized access to systems
- share passwords with other users
- deprive another user of authorized access.
- remove or install software without approval of the IT Department.
- change the configuration of systems or set-up
- use EAHM computing resources for unauthorized monitoring of electronic communications.
- use EAHM computing or network resources in connection with outside work or for the benefit of organizations not related to The Emirates Academy of Hospitality Management or Jumeirah.
- Use EAHM computing resources to communicate confidential or proprietary information, or trade secrets

### **Unauthorized use of hardware**

Users of computing and network facilities owned by the campus may not

- Move a computer
- Move a printer
- Connect or disconnect items of equipment.
- intentionally damage a computer, printer or associated equipment
- Computers that belong to classrooms should not be taken outside the class unless there is an official approval from the IT department.
- Students should not take any EAHM computer outside the campus unless it is officially loaned by the IT department.
- Connected cables should not be disconnected without an advice from an IT staff.

### **Privacy (Applicable to all)**

To the greatest extent possible the EAHM IT department seeks to preserve user privacy. All records and files maintained by EAHM are confidential and remain the property of EAHM. All content residing on the system is subject to inspection by the IT Department. Personal information is subject to inspection if stored on the EAHM network/Shared folders.

EAHM reserves the right to access the contents of any messages sent over its facilities if it believes, in its sole judgment, that it has official need to do so. If for example IT administrators discover that circulation of a large file through the network by email is slowing down network transmissions generally, they will investigate until they discover the source of the file.

Unauthorized individuals are prohibited from looking at, copying, altering or destroying anyone else's files.

The ability of an unauthorized user to access a file or other information does not imply permission to do so.

### **Password policy (Applicable to all)**

- Choose a secure yet memorable password. Passwords such as "password" and "1234" should not be used. It should be something like "changeme!199".
- Avoid gibberish or bizarre character combinations. Combinations such as dftE#2) might be hard to guess but are also very difficult to remember and are not encouraged.



- The password should be a minimum of eight characters and should include symbol, numbers and letters.
- Do not change the password too often, if passwords are changed too often users are more likely to forget them.
- Under no circumstances is a user allowed to give away their passwords to another user, including EAHM students, staff, Faculty, or any other third party.
- A password must be changed immediately if it is suspected that it has become known to others.
- Do not keep on trying a wrong password more than twice, if that happened, please refer to IT Department immediately in order to avoid accounts suspend.
- To change the password, press on (CTRL+ALT+DEL) then choose "Change password" from the list, to know the password criteria please refer to the first point.

### **Harassment (Applicable to all)**

The following constitutes computer harassment:

- Intentionally using the computer to annoy, harass, terrify, intimidate, threaten, offend, or bother another person by conveying demeaning, defaming, sexually suggestive or obscene language, pictures, or other materials.
- Intentionally using the computer to disrupt or damage the academic, research, administrative, or related pursuits of another.
- Intentionally using the computer to invade the privacy, academic or personal pursuits of another, or threatening to invade someone's privacy.

*See also EAHM policy EA/STU/001, Bullying and harassment*

### **Copyright (Applicable to all)**

All members of EAHM community are prohibited from using, inspecting, copying, storing and redistributing copyrighted programs, CD ROMs, web-based resources or any other material in violation of UAE and international copyright, trademark or patent laws. Failure to observe copyright or license agreements may result in disciplinary action by EAHM and legal action by the copyright owner.

### **Unlicensed software / Personal software (Applicable to all)**

No software may be installed, copied or used on EAHM computer systems unless properly licensed. Installation of personal software will be subject to the IT Manager's approval and will be carried out by the IT Department only if licensed and compatible with the operating system in use.

The user will have to sign an agreement stating that the software/drivers have been installed on personal request and the IT Department will not bear any responsibility for loss, damage or the non-functionality of the device after installation.

Any damage caused to the computer due to personal software will be the sole responsibility of the user.

*See also EAHM policy EA/LIB/001, Copyright compliance.*

### **Use of licensed database resources**

The EAHM Library subscribes to a wide range of licensed electronic resources for the academic purposes of EAHM community. By the terms of the licenses, only authorized, current The Emirates Academy of Hospitality Management students and Faculty may use these resources. Login details and passwords may not be given to anyone outside EAHM. Jumeirah colleagues and EAHM Alumni may not access the licensed databases although library staff may perform searches on their behalf.

Students and Faculty must observe United Arab Emirates (UAE) and international copyright law in their use of licensed electronic resources.

### **Confidentiality (Applicable to IT staff)**

Information about The Emirates Academy of Hospitality Management network setup, IT structure, and its employees, customers, suppliers and vendors is to be kept confidential, and divulged only to individuals within the company who need and are authorized to receive such information.

If in doubt whether information should be divulged, or not discuss the situation with your manager.

Under no circumstances can any member of staff disclose or give away the EAHM administrator or local administrator passwords.

For vendors there is a separate login ID and password available to access required systems after signing the Non-Disclosure Agreement.

### **Help desk policy (Applicable to IT)**

Under normal operations, support will be given on a first come, first served basis and problems will be solved as soon as possible.

The following ranking scheme should be used to categorize priorities for assistance. During extraordinary situations, such as a natural disaster, prolonged power outage, or other disasters, contact and resolution time may be longer.

<b>Priority</b>	<b>Problem</b>	<b>Contact</b>	<b>Resolution</b>
<b>A</b>	Highest importance- Mission critical systems with a direct impact on the organization,	Immediate	30 minutes
<b>B</b>	Single user or group outage that is preventing user(s) from working (Examples: Classroom malfunction during a session, Failed OS or Hard disk, Login errors)	10-15 minutes	1 hour
<b>C</b>	Problems that can be permanently or temporarily solved with a work around (Examples: PDA sync, PC sound problem, Printer error)	30 minutes	Same day
<b>D</b>	Scheduled work (Examples: New desktop installation, office move and cleanups, software installation, scheduled events)	1 hour	1-3 days

The help desk is available from 0900hrs to 1800hrs.

Users can request support in any of the following ways:

- Log a support call online in the IT section of the **Intranet** (preferred option)
- Send an e-mail to [EAHMITHelpdesk@emiratesacademy.edu](mailto:EAHMITHelpdesk@emiratesacademy.edu)
- Call the IT helpdesk on +971 4 315 **5111** to speak with an IT Specialist or leave a voice mail message
- Pass by the IT office in Phase I building of EAHM on the first floor
- Call Mobile **+971 55 1000 216** to speak to the IT Specialist on duty or to leave a voice mail message if immediate assistance is required

IT support is available outside these hours for urgent requests only. We consider a request urgent only if without immediate assistance EAHM or Jumeirah International would lose

money or would cause significant customer dissatisfaction. Students cannot log calls after these hours.

### **Internet and use of external email**

Internet and external email has been provided to users for official work and to obtain information related to work /studies.

Users must not

- Use these facilities for purposes that are illegal, unethical, harmful to EAHM or Jumeirah, or non-productive.
- No user, including students, staff and Faculty, may send or forward chain emails, or browse or transmit any content that is offensive, illegal or harassing.
- Users cannot conduct personal business using EAHM/Jumeirah resources, including telephone, fax and computer networks.
- Program downloads from the Internet are not permitted unless specifically authorized by the IT Department.

The responsibilities of users are to

- Ensure that communications are for professional reasons and do not interfere with productivity.
- Be responsible for the content of all text, audio, or images that sent over the Internet.

### **RESPONSIBILITY:**

The IT Manager is responsible for investigating initial violation reports and for bringing them to the attention of the Dean.

The IT Manager is responsible for ensuring that this policy is kept up to date and is reviewed according to the agreed schedule.

### **IMPLEMENTATION OF THE POLICY:**

Misuse or alleged misuse involving harassment using computing and network resources is handled according to EAHM policy **EA/STU/001, Bullying and harassment.**

Infringement of copyright using computing and network resources is handled under EAHM policy **EA/LIB/001, Copyright compliance.**

Misuse of computing or network resources by EAHM staff is handled under HR disciplinary policies.

### **All other cases**

When a suspected offense is identified by a student, Faculty or staff member, a Student Code of Conduct Violation Report form should be completed and submitted to the IT

Manager within two days. A full description of the behavior should be given, including proof if available.

When an offense is identified by a member of the IT Department, it should be referred to the IT Manager.

In either case, the IT Manager will investigate and determine whether there is evidence of an offense having been committed. If such evidence is found, or if one or more credible witnesses attest to having seen the alleged misconduct, the IT Manager will bring the case to the attention of the Dean.

As a first step the Dean and the IT Manager will meet with the accused. The case may be resolved, and sanctions imposed at this stage, if

- The accused is a first-time offender
- There is no damage to property or the reputation, of EAHM or Jumeirah, and no harm to others or their property
- The offender confesses:
- The offense does not contravene UAE or international law

Sanctions for minor offenses may include one or more of the following:

- A warning letter to the student's file
- A fine or "service charge" for IT staff time needed to deal with consequences of the offense
- Temporary suspension of computing or network privileges

The Dean and IT Manager may decide to convene the Disciplinary Committee to deal with the instance of misconduct. The Committee will hold a hearing within five working days of receipt of the violation report and will tender its decision within 2 working days of the hearing. The accused may produce his or her own evidence and witnesses at the hearing and may be accompanied by a proponent from within EAHM (a friend, personal tutor, etc.).

The Disciplinary Committee will make a decision and will assign sanctions if the accused is found to be guilty. Sanctions for serious computing and network misuse may include one or more of the following, or other appropriate penalties:

- A warning letter to the student's file.
- A fine or "service charge" for IT staff time needed to deal with consequences of the offense, or to pay for repair to damages caused as a result of the misconduct.
- Probation status, meaning that subsequent misdemeanours of any type will receive full sanctions.
- "Community service", e.g. a specified number of hours helping in the library or working with the cleaners or gardeners.
- Temporary suspension of computing or network privileges.
- Suspension for a Trimester.
- Expulsion.

The accused has the right to appeal the committee's decision and/or sanctions once. A written appeal must be submitted to the Dean within 10 working days of receipt of the Disciplinary Committee decision.

The Dean or Managing Director will consider a written appeal and will make a final decision.

*See the Student Handbook for more details on the disciplinary process.*

**ASSOCIATED DOCUMENTS:**


EAHM policy EA/LIB/001, Copyright compliance  
EAHM policy EA/STU/001, Bullying and harassment  
Student Code of Conduct Violation Report form


**MENTIONS:**

Student Handbook

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy name:	<b>EA/IT/001, Use of communication systems</b>
Policy Committee:	20 September 2007
Final approval:	October 2007
Reviewed/Updated:	September 2009
Reviewed/Updated:	30 September 2012
Reviewed/Updated:	22 September 2014
Reviewed/Updated:	31 July 2015
Reviewed/Updated:	1 September 2016
Reviewed/Updated:	1 August 2018
Reviewed/Updated:	25 February 2020

Policy <b>PUBLICATIONS &amp; SOCIAL MEDIA</b>		
Number <b>EA/IT/002, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>DIRECTOR OF MARKETING &amp; ENROLMENT, QUALITY, INSTITUTIONAL EFFECTIVENESS &amp; RISK OFFICE, DIRECTOR OF INDUSTRY RELATIONS AND INTERNATIONAL OFFICE</b>		
Target audience: <b>ALL EMPLOYEES OF EAHM AND STUDENTS</b>		

**PURPOSE:**

To explain the procedure for publishing official academic documentation and social media content both internally and externally.

**SCOPE:**

This policy covers all external and internal stakeholders such as applicants, enrolled students, employees of Jumeirah and Dubai Holding, Ministry of Education representatives etc.

**DEFINITIONS:**

Ministry of Education in the United Arab Emirates stipulates the requirements for publications in the 2019 Standards for Licensure & Accreditation as follows:

“The institution:

- 9.2.1 ensures that published descriptions and titles of the institution’s programmes and courses accurately convey their content;
- 9.2.2 maintains a comprehensive and up-to-date website;
- 9.2.3 ensures that all publications are internally consistent, consistent with one another, accurately portray the institution, and are approved by the appropriate authorities in the institution;
- 9.2.4 ensures that its recruiting activities, print and electronic publications, and advertisements accurately and truthfully portray the institution, its licensure status, its programmes and their accreditation status, and its relations to other institutions so that students and their families may make informed decisions about enrollment;
- 9.2.5 ensures that its tuition and fees, and the conditions under which these can be changed, are communicated to students and publicized in the *Catalog* and other appropriate publications;
- 9.2.6 maintains a *Catalog* in print and/or electronic format that includes material that is consistent with all other institutional documentation at the time of publication, and is made fully accessible to all students from the point of enrollment onwards. The *Catalog* is considered to be a contract between the institution and the student, and as such must be identified and retained as the *Catalog* of record for students in the designated year of entry. The institution specifies the period of validity of each edition of the *Catalog*. The *Catalog* must contain the information specified in *Stipulation 1F, Catalog*.”

EAHM defines social media as follows:

“Websites and applications that enable users to create and share content or to participate in social networking.”

## **POLICY STATEMENT:**

### **EAHM external publications**

Key EAHM external publications that the Director of Marketing & Enrolment oversees. Content and updates are sourced from the Academic Publications (where applicable) or the most recent information from Heads of Department's or Faculty:

- Website
- Programme Brochures (content to be reviewed by Director of Marketing Enrolment; relevant Heads of Departments)
- EAHM Fee Structures for all programmes (content to be reviewed by Finance Controller; relevant Heads of Departments)
- Online and offline print advertisements / advertorials / editorials
- Official EAHM corporate presentations
- Videos and Imagery
- Social Media Content
- Visual Standard Guide / Brand Guidelines
- Official EAHM Newsletters
- Flyers and Factsheets
- Fair and expo materials / banners / stands / giveaways
- Arrival Guide (content to be reviewed by Director of Marketing and Enrolment; relevant Heads of Departments)
- Yearbook
- Press releases

Content for the Study Abroad programme related publications and fee structures is provided by the Industry Relations and International Office. All fee structures must be approved by the Finance Manager and Managing Director and reviewed by the Head of Registry & Admissions and Quality, Institutional Effectiveness & Risk Office before published.

### **Academic publications**

The following outlines the key academic publications that the QIR Office updates with feedback and content from department heads/policy owners and thereafter distributes:

- Academic Catalogue (including Admissions Guide & and Entry Requirements)
- Staff & Faculty Handbook (updated by the Executive Office)
- Student Handbook
- Academic Calendar
- Institutional Effectiveness (IE) / Quality Assurance (QA) Handbook
- EAHM Institutional Factbook
- Syllabus Overview
- Academic Department CV Document
- EAHM Health & Safety Manual (updated by the Operations Department)
- Risk Management Documentation
- Policies & Procedures Handbook
- Student Contract
- Organisational Chart (updated solely by the Executive Office)
- Examination Guidelines

### **Non-academic publications**

Any form of publication related to EAHM and may affect the reputation of EAHM, produced by students and/or staff, that is not produced by the EAHM Marketing & Enrolment or QIR

departments, should be pre-approved by Director of Marketing & Enrolment before it is published.

### **Social Media Accounts**

The Director of Marketing & Enrolment oversees content plans, monitors content posted and controls all official EAHM social media accounts and the access to these accounts.

Examples of popular social media sites include, but are not limited to:

- LinkedIn
- Twitter
- Facebook
- YouTube
- Instagram
- Snapchat
- Yahoo/MSN messenger
- Wikis and blogs
- Weibo
- WeChat
- Whatsapp
- Vimeo

The AM-QIR maintains the social media content for the Facebook and LinkedIn Alumni accounts, but the control of the access to these accounts should be preserved by the Director of Marketing & Enrolment.

The Director of Industry Relations & International Office maintains the social media content for the Facebook and LinkedIn professional training and internship related accounts, but the control of the access to these accounts should be preserved by the Director of Marketing & Enrolment.

Should the Students Council wish to maintain any social media accounts, the accounts must be created by the Director of Marketing & Enrolment or his/her team and any content created and posted this/these account/s by the Student Council members should be monitored and approved by the Student Council Liaison Manager/s, who will liaise with the Director of Marketing & Enrolment or his/her team in regards to the content.

As part of some of the degree courses, students will be required to create websites or social media accounts (part of the course work assessments). The faculty members of those courses are required to liaise with the Director of Marketing & Enrolment or his/her team in regards to the most appropriate process of setting up those accounts and to provide a brief of the content which is expected to be posted on those accounts, before any of the accounts go live. The faculty member must provide the Director of Marketing & Enrolment with a list of social media account/group/page names for tracking purposes. Should the Director of Marketing & Enrolment feel that any of the content may not be appropriate, in line with EAHM/Jumeirah brand guidelines and/or may damage the reputation of EAHM, he/she may ask the faculty member to request for the content to be taken down immediately and/or for the accounts to be deleted. Once the respective courses have been completed, it is the faculty members' responsibility to check with the Director of Marketing & Enrolment if these accounts should be deactivated or deleted and action accordingly.



### **EAHM Logo**

Staff and students are not permitted to use the EAHM logo for any personal social media or publications unless prior approval has been received from the Director of Marketing & Enrolment.

### **RESPONSIBILITY:**

The Director of Marketing & Enrolment and the AM-QIR are responsible for reviewing and updating this policy on a regular basis.

### **Communication of information:**

The Director of Marketing & Enrolment is responsible for publishing content in print and online media / brochures and on the EAHM website and for communicating the relevant content to applicants throughout the admissions process. The Director of Marketing & Enrolment provides the AM – QIR with any relevant collateral and brochures for any Ministry of Education or audit related activities and records.

The AM – QIR reviews and records all key academic publications on a yearly basis, whilst seeking relevant updates from department heads and approvals from the Managing Director before publishing or distributing publications internally or with audit related stakeholders. See above regarding social media account responsibilities.

The Director of Marketing & Enrolment is responsible for sharing any relevant EAHM and Jumeirah brand guidelines and logo/s with students and staff when applicable. Should any member of staff or student require further information about the specific guidelines, he/she should liaise directly with the Director of Marketing & Enrolment.

### **IMPLEMENTATION OF THE POLICY:**

All publications are reviewed on a regular basis and all department heads and faculty are requested to submit any feedback or updates to the Managing Director, Director of Marketing & Enrolment and AM-QIR when applicable. The Managing Director will decide if changes are to take place immediately and if publications should be updated then or at a later stage during the yearly publication update review for the following academic year.

See above regarding social media account creation and maintenance.

### **ASSOCIATED DOCUMENTS:**

- EA-ADM-012 Institutional Relations and Communications Policy
- EA-RES-003 Research Support Policy
- EA-ADM-002 Posting
- Student Code of Conduct
- Staff and Faculty Handbook
- Academic Catalogue


### **MENTIONS:**

N/A

### **DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy name:	<b>EA/IT/002, PUBLICATIONS &amp; SOCIAL MEDIA</b>
Policy Committee:	February 2019
Final approval:	February 2019
Reviewed/Updated:	June 2019
Reviewed/Updated:	1 September 2020
Reviewed/Updated:	
Reviewed/Updated:	
Reviewed/Updated:	

Policy <b>LIBRARY PRIVILEGES</b>		
Number <b>EA/LIB/001, Issue 1</b>	Reviewed/Revised <b>26 February 2020</b>	
Responsible <b>LIBRARY STAFF</b>		
Target audience: <b>FACULTY, STUDENT, USERS</b>		

**PURPOSE:**

EAHM Library offers the best collection of information resources on hospitality and tourism in the region. The collection is small and our student body is growing, our first priority, and our raison d'être, is to serve the academic needs of our students and Faculty. However, we recognize that our resources could be of use to a much broader audience, and in the spirit of service to the industry, we offer limited access to certain categories of external users. This policy stipulates who is eligible to use The Emirates Academy of Hospitality Management (EAHM) Library facilities, services and collections and under what conditions.

**SCOPE:**

The policy covers all Library facilities, services and collections currently offered, and all user types currently eligible to access them.

**DEFINITIONS:**

N/A.

**POLICY STATEMENT:**

The policy is outlined in the charts on the following pages.

**RESPONSIBILITY:**

The Library staff are responsible for ensuring that library members understand and implement the policy as written, and that exceptional cases are referred to the Dean for a decision. The Library staff are responsible for ensuring that the policy is up to date and that it is reviewed according to the agreed schedule.

**IMPLEMENTATION OF THE POLICY:**

All current library staff members are authorized to implement the policy, granting or denying access as described. When someone complains about their non-eligible or limited status, or when a case is ambiguous, the Dean will decide and will explain the reason for the decision to the individual in question.

**ASSOCIATED DOCUMENTS:**

EA/LIB/002, Issue 1, Library loan rules

**MENTIONS:**

N/A

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

## POLICY STATEMENT

Category	Privileges	Duration	Suspension criteria
EAHM full-time Undergraduate students	<ul style="list-style-type: none"> <li>• Borrowing as defined in <b>Policy EA/LIB/002</b></li> <li>• Use of library premises for study and research during open hours</li> <li>• Training in use of the OPAC, electronic databases and library policies and procedures</li> <li>• Use of licensed electronic resources accessible via the library Intranet pages</li> <li>• Reference and research assistance from library staff</li> <li>• Free document delivery from British Library &amp; Ingenta, at the discretion of library staff and primarily for 3<sup>rd</sup> and 4<sup>th</sup> year students</li> <li>• In-house use of computers, photocopiers, scanners, laminators, DVD players, etc, designated for student use</li> </ul>	From the first day of class in the joining year to the day of the last exam in the graduating year.	<p>If overdue materials are not returned after 3 notices</p> <p>If fines of over AED 200 accrue and are not paid within the stipulated time period</p> <p>If library materials are damaged or lost and not paid for in the stipulated time period</p> <p>If behavior in the library is deemed disruptive or destructive by library staff and appropriate responses are not made to reprimands.</p>
EAHM part-time students	Same as full-time students	Same as full-time students	Same as full-time students

Category	Privileges	Duration	Suspension criteria
EAHM full- and part-time post-graduate students	<ul style="list-style-type: none"> <li>• Borrowing as defined in <b>Policy EA/LIB/002</b></li> <li>• Use of library premises for study and research during open hours</li> <li>• Training in use of the OPAC, electronic databases and library policies and procedures</li> <li>• Use of licensed electronic resources accessible via the library webpages</li> <li>• Reference and research assistance from library staff</li> <li>• Free document delivery from British Library &amp; Ingenta</li> <li>• In-house use of computers, photocopiers, scanners, laminators, DVD players, etc, designated for student use</li> </ul>	From the first day of class in the joining year to the day of the last exam in the graduating year.	<p>If overdue materials are not returned after 3 notices</p> <p>If fines of over AED 200 accrue and are not paid within the stipulated time period</p> <p>If library materials are damaged or lost and not paid for in the stipulated time period</p> <p>If behavior in the library is deemed disruptive or destructive by library staff and appropriate responses are not made to reprimands.</p>

Category	Privileges	Duration	Suspension criteria
<p>EAHM Alumni A refundable deposit of AED 250 must be paid before a graduate may borrow items for home use.</p> <p>To be eligible for these privileges, an alumnus/a must live and work in the United Arab Emirates.</p>	<ul style="list-style-type: none"> <li>• Borrowing as defined in <b>Policy EA/LIB/002</b></li> <li>• Use of library premises for study and research during opening hours</li> <li>• Reference and research assistance from library staff</li> <li>• Use of photocopiers at a charge of 1 dirham per page</li> <li>• In-house use of computers, DVD, CD and audio cassette players designated for public use</li> <li>• EA alumni may <u>not</u> use the licensed databases, according to the terms of our licenses. However, library staff may search for articles on a topic for them, if the need is academic or professional.</li> <li>• EA alumni may request articles from BL or Ingenta, if they pay the full cost</li> </ul>	<p>From the end of the 4<sup>th</sup> year final exam week. Two current phone numbers, a home address and an email address other than an EA one must be provided.</p>	<p>If a graduate moves outside the UAE, these privileges are no longer valid.</p> <p>Otherwise, same as full-time students.</p>

Category	Privileges	Duration	Suspension criteria
<p>EAHM temporary students (e.g. PDP participants)</p> <p>Note: Darley Flying Start students are given borrowing privileges for the duration of their stay. Similar long-term course participants may be allowed borrowing rights, at the discretion of the Library Director.</p>	<ul style="list-style-type: none"> <li>• Use of library premises for study and research during opening hours</li> <li>• Use of library collections in-house but no loans</li> <li>• Reference (but no research) assistance from library staff</li> <li>• In-house use of computers, DVD, CD and audio cassette players designated for public use</li> <li>• Use of photocopiers, free of charge, as authorized by the Library Director in consultation with the course tutor (use the code 0690)</li> <li>• If a PDP trainer requests it, we can provide access to the licensed databases for a limited time period. This is done using special guest logins which must be disabled after the PDP is over. This would only be done for PDPs that last several weeks (e.g. the part-time HR course)</li> </ul>	<p>From day one of the short course to the end of the last day.</p>	<p>Determined on a case-by-case basis in consultation with the course tutors. Default is the same as for full-time students.</p>

Category	Privileges	Duration	Suspension criteria
EAHM Faculty (including adjunct)	<ul style="list-style-type: none"> <li>• Borrowing as defined in <b>Policy EA/LIB/002</b></li> <li>• Use of library premises for reading and research during open hours</li> <li>• Training in use of the OPAC, electronic databases and library policies and procedures</li> <li>• Use of licensed electronic resources like Proquest</li> <li>• Reference and research assistance from library staff; extensive research may be done for Faculty writing papers for conferences or working on PhDs, usually involving database searches; in-depth reference assistance will also be given, to compile data on a subject or find answers to questions</li> <li>• Free document delivery from British Library &amp; Ingenta,</li> <li>• Compilation of book lists for particular classes, or to help with textbook selection; compilation of book lists from the OPAC for course</li> </ul>	While the Faculty member is a contracted member of EA staff.	<p>No provision for suspension except when a Faculty member leaves the employ of EA.</p> <p>If an EA employee takes a job within Jumeirah, they must return all library materials at the time of leaving EAHM. Their library privileges are suspended until they pay the membership fee of AED 250.</p>



	required reading lists <ul style="list-style-type: none"> <li>• Routing of tables of contents of new periodical issues; routing of new periodical issues as requested</li> </ul>		
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Category	Privileges	Duration	Suspension criteria
EAHM admin staff	<ul style="list-style-type: none"> <li>• Borrowing as defined in Policy <b>EA/LIB/002</b></li> <li>• Use of library premises for study and research during open hours</li> <li>• Training in use of the OPAC, electronic databases and library policies and procedures</li> <li>• Reference (but no research) assistance from library staff</li> <li>• Use of licensed electronic resources like Proquest</li> <li>• In-house use of computers, photocopiers, scanners, laminators, DVD players, etc, designated for the purpose</li> </ul>	From the first day of contracted employment with EA to the last day in the job.	<p>If overdue materials are not returned after 3 notices</p> <p>If fines of over AED 200 accrue and are not paid within the stipulated time period</p> <p>If library materials are damaged or lost and not paid for in the stipulated time period</p> <p>If an EA employee takes a job within Jumeirah, they must return all library materials at the time of leaving EAHM. Their library privileges are suspended until they pay the membership fee of AED 250.</p>


Category	Privileges	Duration	Suspension criteria
<p>EAHM contract staff (cleaners, security, Intercat, etc.)</p>	<ul style="list-style-type: none"> <li>• Borrowing as defined in <b>Policy EA/LIB/002</b></li> <li>• Use of library premises for study and research during open hours</li> <li>• Reference (but no research) assistance from library staff</li> <li>• Training in use of the OPAC, and library policies and procedures</li> <li>• In-house use of computers, photocopiers, scanners, laminators, DVD players, etc, designated for the purpose</li> <li>• Limited use of photocopiers, for work purposes</li> </ul>	<p>From the first day of employment on the EAHM campus to the day such employment ends, i.e. the employee is transferred to another location or leaves the company. Contract employees who no longer work on the EAHM campus may not use the library.</p>	<p>If overdue materials are not returned after 3 notices</p> <p>If fines of over AED 200 accrue and are not paid within the stipulated time period</p> <p>If library materials are damaged or lost and not paid for in the stipulated time period</p> <p>If behavior in the library is deemed disruptive or destructive by library staff and appropriate responses are not made to reprimands</p>

Category	Privileges	Duration	Suspension criteria
<p>Jumeirah colleagues</p> <p>An annual non-refundable AED 250 membership fee must be paid before a colleague may borrow items for home use.</p> <p>Jumeirah colleagues who live in Jumeirah Village may not use the library computers to access their email accounts, unless they are paid-up members.</p>	<ul style="list-style-type: none"> <li>• Borrowing as defined in <b>Policy EA/LIB/002</b></li> <li>• Use of library premises for reading and research during open hours</li> <li>• Training in use of the OPAC, and library policies and procedures</li> <li>• Reference (but no research) assistance from library staff</li> <li>• In-house use of DVD player and computers designated for public use</li> <li>• Use of photocopiers, for 1 dirham a page</li> <li>• For grades A and B, routing of tables of contents and document delivery from EA subscriptions</li> <li>• Jumeirah colleagues may not use the licensed electronic databases, according to the terms of our licenses. However, for senior colleagues we may occasionally conduct research for them, and send or print articles for them</li> </ul>	<p>From the first day of employment with Jumeirah in Dubai, to the end of the last day.</p>	<p>Same as for full-time students.</p> <p>In the case of senior Jumeirah colleagues, the Library Director must authorize suspension, and may consult the Managing Director first.</p>

Category	Privileges	Duration	Suspension criteria
<p>Dubai Natural History group</p> <p>Under an agreement made in 2002, the EAHM Library houses (but does not own) a collection of resources on the natural history of this region. The agreement is that DNHG members have access to the library to use the materials in- house or they may borrow them.</p>	<ul style="list-style-type: none"> <li>• Borrowing as defined in <b>Policy EA/LIB/002</b></li> <li>• Use of library premises for reading and research during open hours</li> <li>• Training in use of the OPAC</li> <li>• In-house use of DVD player and computers designated for public use</li> <li>• Use of photocopiers at a charge of AED 1 per page</li> </ul>	<p>Until the person leaves the UAE, or as determined by the DNHG Executive.</p>	<p>This will be determined by the DNHG executive for their materials.</p>

Category	Privileges	Duration	Suspension criteria
<p>External – Individual (“the general public”)</p> <p>External individuals fulfilling the following criteria will be eligible to use the EAHM library as defined here, at the discretion of the Library Director or as recommended by the Dean or Managing Director—</p> <ul style="list-style-type: none"> <li>• Anyone registered in a post-secondary program in hospitality or tourism</li> <li>• Anyone working in hospitality or tourism with a need for reference material for professional development or to do their job</li> <li>• Anyone who teaches in a hospitality or tourism program</li> <li>• Anyone wanting to refer to the WTO collection</li> </ul>	<ul style="list-style-type: none"> <li>• Use of library premises for reading and research during open hours</li> <li>• Training in use of the OPAC</li> <li>• In-house use of DVD player and computers designated for public use</li> <li>• Use of photocopiers at a charge of AED 1 per page, in accordance with UAE copyright law</li> </ul>	<p>Individuals from outside EAHM and outside Jumeirah must request permission to use the library from the Library Director. They must make an appointment in advance each time they want to use the facilities, so precedence can be given to students during busy times. They will be registered as members in Alice but <u>will not have loan privileges</u>. They will also not be able to use the licensed electronic resources.</p>	<p>If behavior in the library is deemed disruptive or destructive by library staff and appropriate attempts have not been made to respond to reprimands</p> <p>If photocopy charges are not paid in full after each use</p> <p>If an individual is discovered trying to photocopy an entire journal, book or report, contrary to UAE copyright law</p>

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy name:	<b>EA/LIB/001, Library privileges</b>
Policy Committee:	20 September 2007
Final approval:	October 2007
Reviewed/Updated:	September 2009
Reviewed/Updated:	30 September 2012
Reviewed/Updated:	31 July 2014
Reviewed/Updated:	31 July 2015
Reviewed/Updated:	31 July 2016
Reviewed/Updated:	31 July 2018
Reviewed/Updated:	326 February 2020

Policy <b>LIBRARY LOAN RULES</b>		
Number <b>EA/LIB/002, Issue 1</b>	Reviewed/Revised <b>26 February 2020</b>	
Responsible <b>LIBRARY STAFF</b>		
Target audience: <b>ALL ELIGIBLE LIBRARY USERS</b>		

**PURPOSE:**

This policy describes what categories of users are eligible to borrow items from the library for use elsewhere, what types of materials they may borrow and for how long.

**SCOPE:**

The policy covers all Library information materials currently offered for loan or in-house use, and describes the loan privileges of all user types.

**DEFINITIONS:**

N/A

**POLICY STATEMENT:**

The policy is outlined in the charts on the following pages.

**RESPONSIBILITY:**

The Library staff are responsible for ensuring that library members understand and implement the policy as written, and that exceptional cases are referred to her for a decision.

Designated library staff are responsible for ensuring that the integrated library management system is configured to allow the privileges as outlined in this policy.

The Library staff are responsible for ensuring that the policy is up to date and that it is reviewed according to the agreed schedule.

**MENTIONS:**

N/A

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

## POLICY STATEMENT

Membership category	Material category	Loan rule	No. of items	Renewals
EA full-time and part-time students, Undergraduates	Reference	No loans	N/A	N/A
	Journals	No loans	N/A	N/A
	Magazines	Current issue no loans; back issues two weeks	1	None
	Newspapers	No loans	N/A	N/A
	Non-fiction	Two week loan	10	1 renewal for two weeks
	Fiction & graded readers (including accompanying audio cassettes & CDs)	Two week loan	3	1 renewal for two weeks
	CDs, audio cassettes, DVDs & videos	Two week loan	2	1 renewal for two weeks
	Dissertations	2 hours in the library	1	No renewals
	Pamphlet file collection	2 hours in the library		
	WTO reports	Two week loan	2	No renewals
	Cameras and other equipment	One day from 8AM to 4PM OR overnight, from after 4PM to before 9AM	1	
	Laptop with SPSS	2 hours in the library	1	No renewals



Membership category	Material category	Loan rule	No. of items	Renewals
EA full-time and part-time students, Undergraduates (continued)	Reserve collection	2 hours in the library OR overnight after 4PM and to be returned before 9AM the next morning	1	No renewals
[This collection does not belong to us]	Dubai Natural History collection	No loans for EAHM students, staff & faculty; 1-month loan for DNH members		

Membership category	Material category	Loan rule	No. of items	Renewals
EA full-time and part-time students, Postgraduate	Reference	No loans	N/A	N/A
	Journals	No loans	N/A	N/A
	Magazines	Current issue no loans; back issues two weeks	1	None
	Newspapers	No loans	N/A	N/A
	Non-fiction	Two week loan	15	1 renewal for two weeks
	Fiction & graded readers (including accompanying audio cassettes & CDs)	Two week loan	3	1 renewal for two weeks
	CDs, audio cassettes, DVDs & videos	Two week loan	2	1 renewal for two weeks
	Dissertations	2 hours in the library	1	No renewals
	Pamphlet file collection	2 hours in the library		
	WTO reports	Two week loan	2	No renewals

	Cameras and other equipment	One day from 8AM to 4PM OR overnight, from after 4PM to before 9AM	1	
	Chargers and headsets	Two hours in the library only.	1	
	Laptop with SPSS	2 hours in the library	1	No renewals
	Reserve collection	2 hours in the library OR overnight after 4PM and to be returned before 9AM the next morning	1	No renewals
[This collection does not belong to us]	Dubai Natural History collection	No loans for EA students, staff & faculty; 1-month loan for DNH members		

Membership category	Material category	Loan rule	No. of items	Renewals
EA Alumni	Reference	No loans	N/A	N/A
A refundable AED 250 deposit must be paid before a graduate may borrow items for home use.	Journals & magazines	No loans	N/A	N/A
	Newspapers	No loans	N/A	N/A
	Non-fiction	Two weeks loan	1	No renewals
	Fiction	Two weeks loan	3	One renewal for 2 weeks
	CDs, audio cassettes, DVDs & videos	One week loan	1	No renewals
	Dissertations	No loans	N/A	N/A

	Pamphlet file collection	No loans	N/A	N/A
	WTO reports	No loans	N/A	N/A
	Cameras and other equipment	No loans	N/A	N/A
	Chargers and headsets	No loans	N/A	N/A
	Reserve collection	No loans	N/A	N/A
	Dubai Natural History collection	No loans	N/A	N/A

<b>Membership category</b>	<b>Material category</b>	<b>Loan rule</b>	<b>No. of items</b>	<b>Renewals</b>
EA faculty	Reference	No loans	N/A	N/A
	Journals	Overnight	10 issues	No renewals
	Magazines	Current issue no loans; back issues one week	5	None
	Newspapers	Overnight	1	No renewals
	Non-fiction	Loans up to a full semester	25	N/A
	Fiction	Two week loan	Any number	Unlimited renewals
	CDs, audio cassettes, DVDs & videos & graded readers (including accompanying audio cassettes & CDs)	Two-week loan Can be longer by request at time of check-out	3	1 renewal for two weeks
	Dissertations	One week loan	1	No renewals
	Pamphlet file collection	No loans	N/A	N/A
	WTO reports	Two week loan	Any number	1 renewal for two weeks
	Cameras and other equipment	May be booked ahead for any reasonable loan period;	1	No renewals


		one day is encouraged.		
	Chargers and headsets	No loans	N/A	N/A
	Reserve collection	No loans	N/A	N/A
	Dubai Natural History collection	No loans	N/A	N/A


<b>Membership category</b>	<b>Material category</b>	<b>Loan rule</b>	<b>No. of items</b>	<b>Renewals</b>
EA Admin staff	Reference	No loans	N/A	N/A
	Journals	No loans	N/A	N/A
	Magazines	Current issue no loans; back issues two weeks	1	None
	Newspapers	No loans	N/A	N/A
	Non-fiction	Two week loan	2	1 renewal for two weeks
	Fiction	Two week loan	2	1 renewal for two weeks
	CDs, audio cassettes, DVDs & videos & graded readers (including accompanying audio cassettes & CDs)	Two week loan	1	No renewals
	Dissertations	No loans	N/A	N/A
	Pamphlet file collection	No loans	N/A	N/A
	WTO reports	No loans	N/A	N/A
	Cameras and other equipment	Overnight, from after 4PM to before 9AM	1	No renewals
	Chargers and headsets	No loans	N/A	N/A

	Reserve collection	No loans	N/A	N/A
	Dubai Natural History collection	No loans	N/A	N/A

<b>Membership category</b>	<b>Material category</b>	<b>Loan rule</b>	<b>No. of items</b>	<b>Renewals</b>
EA contract staff (cleaners, security, etc.)	Reference	No loans	N/A	N/A
	Journals & magazines	No loans	N/A	N/A
	Newspapers	No loans	N/A	N/A
	Non-fiction	One week loan	1	1 renewal for one week
	Fiction & graded readers (including accompanying audio cassettes & CDs)	One week loan	1	1 renewal for one week
	CDs, audio cassettes, DVDs & videos	No loans	N/A	N/A
	Dissertations	No loans	N/A	N/A
	Pamphlet file collection	No loans	N/A	N/A
	WTO reports	No loans	N/A	N/A
	Cameras and other equipment	No loans	N/A	N/A
	Chargers and headsets	No loans	N/A	N/A
	Reserve collection	No loans	N/A	N/A
	Dubai Natural History collection	No loans	N/A	N/A

<b>Membership category</b>	<b>Material category</b>	<b>Loan rule</b>	<b>No. of items</b>	<b>Renewals</b>
Jumeirah International and Dubai Holding staff	Reference	No loans	N/A	N/A
An annual AED 250 non-refundable membership fee must be paid before a colleague may borrow items for home use.	Journals & magazines	No loans	N/A	N/A
	Newspapers	No loans	N/A	N/A
	Non-fiction	Two week loan	2	1 renewal for two weeks
	Fiction	Two week loan	2	1 renewal for two weeks
	CDs, audio cassettes, DVDs & videos	Two week loan	1	No renewals
	Dissertations	No loans	N/A	N/A
	Pamphlet file collection	No loans	N/A	N/A
	WTO reports	No loans	N/A	N/A
	Cameras and other equipment	No loans	N/A	N/A
	Chargers and headsets	No loans	N/A	N/A
	Reserve collection	No loans	N/A	N/A
	Dubai Natural History collection	No loans	N/A	N/A

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy name:	<b>EA/LIB/002, Library loan rules</b>
Policy Committee:	20 September 2007
Final approval:	October 2007
Reviewed/Updated:	March 2009
Reviewed/Updated:	30 September 2012
Reviewed/Updated:	31 July 2014
Reviewed/Updated:	31 July 2015
Reviewed/Updated:	31 July 2016
Reviewed/Updated:	31 July 2018
Reviewed/Updated:	26 February 2020

Policy <b>LIBRARY COLLECTION DEVELOPMENT</b>		
Number <b>EA/LIB/003, Issue 1</b>	Reviewed/Revised <b>26 February 2020</b>	
Responsible <b>LIBRARY STAFF</b>		
Target audience: <b>FACULTY, LIBRARY USERS</b>		

### **PURPOSE:**

The Library supports The Emirates Academy of Hospitality Management's (EAHM) mission "To be a world leader in facilitating university-level learning in the field of tourism and hospitality management". As an ongoing process we select the best available information materials in EAHM's subject areas in order to develop a collection that meets international standards of excellence for hospitality and tourism degree-granting institutions. To achieve this, we seek to follow best practice for collection development in the academic library world and to continually evaluate both our collections and the collection development process.

This policy describes the criteria we use to select resources and some aspects of the process.

### **SCOPE:**

This policy covers all information materials selected for addition to the library collection, including purchases and donations.

The policy does not cover selection and procurement of textbooks.

### **DEFINITIONS:**

N/A

### **POLICY STATEMENT:**

#### **Library collection development goals**

- To support current and planned EAHM academic programs as they develop in the next five years, by compiling the best core collection of hospitality, tourism and business information resources in the region, including material at various levels and in diverse formats (See Appendix A).
- To support the teaching of EAHM courses and Faculty research in a wide range of hospitality- and tourism-linked areas.
- To help students develop skills in time management, studying, exam-taking, seeking, evaluation and presentation of information, career planning and other personal development skills that will contribute to their success both at university and in their work, family and community endeavors throughout their lives.
- To support the trainers in EAHM academic Faculty, Centre for Research & Innovation, and the Professional Training & Development Department in the development and teaching of specialized short courses.



### **Specific objectives**

Five years from now, in 2025:

- To have an electronic and print book collection of at least 50,000 non-fiction titles directly related to our core areas of hospitality, tourism and business / management, including a strong sub-collection suitable for the master's program and the specialisations that will soon be introduced.
- To subscribe to about 100 print magazines, journals and newspapers that are not available online or not available in our subscription databases or are deemed to be of greater academic value in print format.
- To have a strong, diverse collection of electronic resources (including journals, articles databases, and books), with particular emphasis on the journal literature.
- To put systems and software in place to organize and make our electronic resources more interactive and accessible.

We will acquire between 1,000 and 1,500 new print and electronic books, and videos per year. As our provision of electronic resources grows, we will cut back on print journal subscriptions, and by far the largest percentage of expenditure will be for electronic resources by 2022.

### **Collection development calendar**

Budget approval	around March
50% resources budgets committed	end of July
100% resources budgets committed	end October
110-115% resources budgets committed	end December

We over-commit because there is always a percentage of under-supply when books go out of print or cannot be supplied within one year. The idea is to over-commit just enough to ensure the whole budget is spent.

### **Selection tools**

- Books in Print (LIRN)
- Dawson Enterbooks <http://www.enterbooks.com/>
- Book reviews in hospitality, tourism and management periodicals
- Publishers' catalogues and pre-publication notices
- Publishers' and distributors' websites (to be bookmarked and scanned at least quarterly for new titles in our subject areas (see the list in the Library procedures manual or use <http://www.acqweb.org/pubr.html#alph>)

On an ongoing basis, the librarians involved in selection will seek and consult online reviewing tools for academic libraries, such as the following:

- RCL web (Resources for college libraries) <http://www.rclweb.net/>
- Academia (book review source for academic librarians) <http://www.ybp.com/acad/index.html>
- Educational Media Reviews Online <http://libweb.lib.buffalo.edu/emro/search.asp>

## **Selection criteria**

### **Priorities**

First priority (core collection)

- Items in EAHM program subjects (see comprehensive list at the end of this policy)
- Items listed as required or suggested reading on current syllabi.
- Items requested by Faculty for teaching or research.
- General reference works covering a broad range of subjects and “general knowledge”

Second priority

- Items on subjects related to *planned* EAHM courses
- Items on career choice, study skills and personal development
- Items for EAHM short courses and specialized training

Third priority

- UAE and the Gulf region, including contemporary economic, social and political situation, fiction and literature, history and biography
- General interest items, including fitness, nutrition, self-help, sports, hobbies, biographies
- Titles on subjects not in the curriculum, for reference, recreation and general knowledge, e.g. psychology, Buddhism

### **General criteria**

The following criteria will be taken into consideration when deciding whether an item should be added to the collection--

- **Relevance** to the curriculum subjects, and the other priorities listed above
- **Quality:** known academic publishers (e.g. university presses) or reputable specialists (e.g. CABI, Taylor & Francis, etc. in hospitality) are preferred. Items that have been favorably reviewed in subject journals or general reviewing tools are preferred. Authoritative and “classic” authors are preferred.
- **Level:** the level must be appropriate for the use. If for example an item is being purchased to support a first year course, the level will differ from a book purchased for dissertation or master’s students. We select at a range of levels, from vocational to post-graduate and professional, aiming the level at the curriculum level of the subject.
- **Currency:** As a general rule, we will collect the most up to date titles in our subject areas. In hospitality and tourism, it will also be our aim to collect retrospectively, that is, we will purchase older materials that are considered by experts to be essential to a core collection. For example, we will ensure that all the titles on lists compiled by experts (e.g. via Trinet) will be purchased if they are still in print. In business and management, although currency is very important, we will also collect the classics—works of the gurus, works that have been very influential, etc.
- **Current collection:** the number of items on the same subject that are already in the collection must not be excessive for the use. In hospitality and tourism, we will buy almost everything published by the key publishers, but in business and other subject areas we should assess our current holdings. Are they up to date? Do they include the latest thinking?

How many titles do we already hold for a particular sub-topic, e.g. presentation skills? We are aiming for core collections in business and management and other non-hospitality areas, not comprehensive ones.

- **Requests:** Faculty (in particular) or student requests are given high priority if they fall within our subject mandate
- **Cost:** if a title is needed and meets the other criteria, we will purchase it regardless of cost. However, a book that is more than AED 700 should be considered carefully and alternatives sought if possible.

### **Specific criteria**

#### **Languages**

English will be the predominant language of the EAHM collection. We will only actively seek non-English materials in support of language courses. For example, in addition to materials designed to teach grammar, pronunciation, etc., we will purchase a small number of fiction or high interest non-fiction titles, or subscribe to magazines, to help students acquire fluency in the main languages taught. At this time, these languages are French, German, Spanish and Arabic.

Occasionally we will purchase materials in languages other than English, if we feel that they contain information of exceptional value that cannot be found in the English language.

#### **Levels**

- Undergraduate, post-graduate and professional level materials are purchased in support of teaching and research, and for degree students. This is our main focus for acquisition during the period under consideration.
- To a lesser extent, vocational and general public levels are purchased, to appeal to a wide range of language competencies and reading habits.
- A limited number of graded readers and simplified non-fiction items on management and hospitality topics will be collected for the use of students of the Centre for Emiratization and EFL programs.

#### **Formats**

##### **General policy**

The EAHM Library actively seeks materials in our subject areas in these formats—

- Print books
- E-books and electronic reference sources
- Print periodicals
- Electronic periodicals and databases of periodical articles
- DVDs; if a DVD of an important title is not available then we will purchase the video version
- CD-ROMs; if the item is not available on CD we will purchase audio cassettes
- Video streams subscription

At this time the EAHM Library does not collect these formats—

- Microforms
- Maps other than those in atlases
- Music recordings and music videos
- Computer software
- Videogames

Other format considerations--

- For most print books we prefer paperback to hardback.
- When possible we avoid spiral-bound and ring binder format, as pages easily go missing and the items do not stand up well on the shelf
- We avoid "pocket book" format (non-standard sized items) unless highly relevant and unavailable in other formats
- We prefer web-based electronic resources to those on CD-ROM or DVD.

## **Periodicals**

### **Journals**

The EAHM Library aims to provide access to all major journals in hospitality and tourism, either in print format or electronically via subscription databases. For back issues, which are not well-covered by the aggregating services, we will rely on our Institute of Hospitality Education Membership Scheme subscription, British Library and Ingenta. Because of the expense, we will only consider buying back runs in print format for high-demand titles not covered by our databases.

Subscription databases like Emerald, Proquest and EbscoHost Business Source Premier will provide access to sufficient journals on management and business subjects for our current needs. At the request of Faculty members, we will subscribe to print journals on curriculum subjects that are not covered by our subscription services.

We will not purchase print subscriptions to titles that are available in our subscription databases.

### **Magazines**

We will subscribe to a selection of magazines on hospitality and tourism topics, that are not covered in the subscription databases or in some cases that are more suitable in print format (e.g. Art culinaire, any magazine with a highly visual focus, on for example restaurant design, etc.).

Priority will be given to those titles judged to be the top magazine resources in the field, according to industry experts. We will also aim to cover a wide spectrum of topics within hospitality and tourism. Serious consideration will be given to suggestions from Faculty.

In addition, we will subscribe to a selection of business and general magazines. Business magazines will be chosen to support current curricula, and will include titles of local interest whenever possible (Gulf marketing, etc.).

A small selection of general magazines is provided as supplementary material for courses (e.g. Economist, Newsweek), as well as for entertainment, personal development and to encourage the habit of reading. These items will be chosen to appeal to a wide audience.

### **Newspapers**

We will subscribe to one daily local newspaper (at this time Gulf News). Many foreign newspapers are indexed in our subscription databases. However, Faculty suggestions for

print additions will be considered seriously. If a newspaper has relevance to at least two courses in the current curriculum and if at least one lecturer plans to assign readings from it, we may subscribe (e.g. Financial Times).

## **Electronic resources**

Electronic format is preferred for:

- Journals, both in our key subject areas and to provide diversity in subject coverage that is lacking in our very focused print collection
- Reference resources
- Company and industry reports
- WTO statistics and reports

We will also acquire books in electronic format, primarily in business and management subjects. We will prefer collections to individual titles for cost reasons, but we will choose collections with care, aiming for

- maximum flexibility, e.g. those with a trade-in policy
- maximum relevance, e.g. with as many titles as possible that are related to our curriculum subjects, and are at the appropriate level
- currency, e.g. a high proportion of the collection titles published in the last 5 years

We will carefully weigh the relative advantage of perpetual access vs subscription options for each electronic resource acquired.

Whenever possible we will subscribe to the electronic version of an individual journal title rather than the print version, unless the electronic version is significantly more expensive. We will avoid duplication of print and electronic subscriptions, taking into consideration both our individual subscriptions and our aggregated database services.

## **Institutional Repository**

The Learning Resource Centre also acts a repository for EAHM's faculty and students' research. The institutional repository promotes long-term, secure preservation and dissemination of digital copies of theses, dissertations and faculty research work. Currently, the EAHM community has access to the materials through the Students and Staff Information Portal. As we move towards a more open future for academic research output, we will make EAHM's institutional repository available and accessible via the Internet in order to raise EAHM's profile, to increase visibility, dissemination and use of scholarly research.

## **DVDs and videos**

We collect DVDs and videos for

- Our curriculum subjects
- Training and short courses
- Language learning

We will make a concerted effort to find good quality DVDs on world heritage sites, travel to various countries and regions, culture, as well as on curriculum business and management subjects, and hospitality and tourism. Our priority is to develop a strong multi-media collection in support of our academic curricula; however, we will also purchase to support training done in other EAHM departments.

Fiction films (i.e. feature films) will be purchased occasionally if they are of excellent quality and have some relevance to our region, or some link with hospitality and tourism. A small collection of French-language films will be purchased for language learners, possibly to be supplemented in future with Spanish and Arabic titles.

At this time, no systematic attempt will be made to develop a collection of feature films for recreation.

### **Additional resource types**

The following non-book materials will also be collected

- Government documents
- UN World Tourism Organization reports (in electronic form)
- Menus (realia)
- Promotional pamphlets from Jumeirah properties and other hospitality-related companies (minor)
- Anything else deemed relevant by Faculty or visiting experts

### **Multiple copies**

As a general rule the Library will purchase only one copy of a book, report or DVD. Occasionally, in response to a Faculty demand, we will purchase two or three copies of a specific title because it is on a reading list or required for the reserve collection. Multiple copies of textbooks will not be kept in the collection as students are expected to have and bring to class their own copies.

### **Donations**

The Library rarely accepts donations, except in the following cases:

- An item or items donated by a subject expert who recommends them in support of specific courses
- Current inspection copies donated by Faculty
- Fiction (if we don't keep it, we can donate it to Jumeirah colleague libraries)

We do not accept donations of student textbooks.

### **Evaluating the collection**

We will evaluate the collection as an ongoing process involving a number of tools and methods. We will

- Benchmark the collection against those of the libraries of other universities with hospitality and tourism programs. This will be done systematically by the Library Director, at least once a year using different universities as models.
- Use lists of core texts or journals compiled by experts, e.g. the list of hospitality and tourism journals rated by Chris Ryan and colleagues; the Trinet list of books recently circulated.
- Measure use of the collection on a regular basis, at least annually.
- Solicit feedback from Faculty and visiting Faculty as to how well the collection supported their needs during the semester/course. There will be an official mechanism to request feedback from visiting Faculty, as appropriate. Full-time Faculty will be consulted as part of the selection process.
- Monitor articles ordered from the British Library and act on trends, e.g. if a particular journal is in demand. On-going.

### **RESPONSIBILITY:**

Collection development is a responsibility shared by Faculty members and designated library staff members.

Faculty members are encouraged to suggest titles for purchase and are furnished with publishers' catalogues and website addresses to facilitate the process.

Suggestions from students are always given serious consideration and titles are added if they fulfil the collection development criteria outlined below.

Library staff at the Librarian level and above are all expected to take an active part in selection. Subject areas may eventually be allocated based on an individual librarian's educational background.

Conjointly, the Acquisition Librarian and the Public Services Librarian are responsible for approving all orders in accordance with the agreed guidelines in this policy. They also have the responsibility of ensuring that the collection development budget is committed and spent in accordance with financial year deadlines and policies.

The librarians are also responsible for ensuring that the policy is reviewed regularly and kept up-to-date.

**IMPLEMENTATION OF THE POLICY:**

The policy will be implemented in conjunction with the library's selection and procurement procedures.

**ASSOCIATED DOCUMENTS:**

Academy policy EA/LIB/006, Library procurement  
Library procedures LIB/ACQ/001 to LIB/ACQ/008

**MENTIONS:**

N/A

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	 <p><b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT</p>
Policy Name:	<b>EA/LIB/003, issue 1, Library Collection Development</b>
Policy Committee:	September 2007
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Reviewed/Updated:	31 July 2018
Reviewed/Updated:	31 July 2019
Reviewed/Updated:	26 February 2020



## **APPENDIX A - Subjects currently collected**

### **1. Hospitality**

- Hotel management, all aspects
  - Front office
  - Housekeeping
  - Biographies or autobiographies of/by hotel managers, others with a hospitality connection
- Food & beverage management
  - Cookbooks are purchased sparingly, and only at the request of a Faculty member. Prefer books about cooking techniques, cost-cutting measures, menu planning, food presentation, etc.
  - Biographies and autobiographies of/by chefs, restaurant managers, etc
  - A selection of restaurant guides for travelers, e.g. Michelin guides etc.
- General hospitality management
  - Accounting
  - Revenue management
  - Service operations management
  - IT in hospitality
  - HR management in hospitality
  - Marketing and promotion
  - Facilities management
  - Real estate valuation
  - Asset management
  - Customer care in hospitality
  - Eco-friendly hotels and restaurants
  - Events management
  - Hotel directories, e.g. Four Seasons— contact details for the hotels around the world

### **2. Tourism**

- Types of tourism, e.g. ecotourism, etc.
- Tourism in specific places
- IT in tourism
- Tourism statistics and analysis
- Tourism planning
- Destination management
- Consumer behavior in tourism, marketing and promotion of tourism
- Travel agency management
- Airport management
- Heritage sites, including not only management but description of sites from around the world (include lots of pictorial works, videos)
- National parks management and description
- A selection of travel guides on countries from all continents and regions of the world (no attempt should be made to have something on every country, just a selection). Be sure to keep this collection up to date; weed every couple of years and replace older editions. Buy from a wide range of the travel book series, including Frommers, Lonely planet, Budget, etc.
- Autobiographical travel writing, including the most prominent current authors— Pico Iyer, Paul Theroux, as well as the classics from this region: Lawrence, etc.
- Sports & leisure management
- Business & management Confidential

### **3. General management – first time manager, principles of mgt, etc.**

- E-commerce
- Marketing
- Consumer behavior
- Cross-cultural marketing
- Digital marketing
- Human resources
- Staff training & development
- Motivation
- Recruitment, interviewing
- Staff appraisal
- Talent management; succession planning
- Leadership
- Teamwork
- Customer service and satisfaction
- Quality control and benchmarking
- Business continuity planning
- Corporate strategy
- Service operations management
- Cultural issues in management
- Doing business in [a particular country] type of books
- Entrepreneurship
- Career development
- Business etiquette and attire
- Time management
- Presentation skills
- Project management
- Facilities management
- Architecture and interior design; interior decorating
- Accounting and financial management
- Manuals for software for office and business purposes
- A selection of the classics by management –gurusll
- Biographies by prominent businesspeople (e.g. Richard Branson)
- Economics
- Micro- and macroeconomics
- Popular treatment of economics, e.g. Freakonomics, The earth is flat
- Tourism economics

### **4. Languages**

#### **Curriculum languages**

For the languages taught at the EAHM, even on an occasional basis (currently French, Spanish and Arabic, German, Mandarin), keep in stock small collections of grammar, vocabulary/idioms, speaking, writing and reading guides, especially those for self-learning. Include several book/CD sets in each language, but prefer different titles rather than duplicates of one title. Include materials at all skill levels but include more beginner, pre-intermediate and intermediate materials than the higher levels.

Keep in stock at least one English – [language], [language] -- English dictionary in each of the languages. Purchase a small number of reference works on idioms, verbs, grammar rules for each language.

For French and Arabic, which are currently the only mandatory languages, purchase a small number of high interest fiction books, some hospitality titles in French and Spanish, and subscribe to one general interest periodical each (like Paris match).

## **Other languages**

For all the major world languages, keep in stock one or two book / CD teach-yourself sets. Include

- Russian
- Japanese
- Mandarin Chinese, other dialects? Cantonese?
- Spanish
- Italian
- French
- Portuguese
- Arabic
- Indonesian / Malaysian
- Hindi etc.

## **Books for English learners**

- How to books for the TOEFL and IELTS tests

Keep in stock one or two grammar and vocabulary guides for the above languages. Prefer Teach Yourself type treatment. Seek out interesting software and CDs for language learning, e.g. Asterix CDs.

Keep in stock one English – [language], [language] -- English dictionary in each of the languages above.

## **5. Geography and culture**

- Travel guidebooks for specific countries and regions
- A selection of guidebooks like Zagat
- A selection of DVDs on countries, heritage sites, etc.
- Atlases and economic atlases
- A selection of items, including "coffee table books", on the UAE and other Gulf countries
- A selection of travel narratives, such as those by Pico Iyer and Paul Theroux.
- Cultural studies, including
  - Theoretical works
  - Cultural comparisons
  - Culture as a management issue

## **6. Study skills**

- Exam skills
- General college success
- Time management
- Presentation skills
- Learning styles
- Note-taking
- Academic writing
- How to books for post-graduate application tests, e.g. GRE, GMAT
- Career planning

## **7. Research methods**

- Quantitative
- Qualitative
- Mixed
- Interviewing techniques
- Survey techniques
- Focus groups
- How to analyze data

- How to use SPSS
- How to write an undergraduate dissertation or thesis

## **8. Reference**

We will maintain an up to date collection of key general reference titles, including language and subject dictionaries, subject encyclopedias, almanacs, yearbooks, books of records, statistical works, handbooks, UN reports, biographical dictionaries, directories. We will not purchase print copies of comprehensive general encyclopedias like Britannica, preferring instead to subscribe online.

We will make every effort to find and acquire local and regional reference items (in English) of relevance.

We will consider purchasing or subscribing to electronic reference sources like xrefer, if they provide substantially more information than is already available free on the web or in our print collection.

Copies of student textbooks will not be kept in reference. If necessary, one copy of a current textbook may be placed in the Reserve collection, to be moved to the circulating collection when the semester ends.

As many as possible of our reference items will be on a standing order list, and new editions will be added according to an established schedule (see the policy on standing orders).

## **9. Fiction**

We do not buy fiction for the collection, except in these cases

- a small collection of fiction by authors from the region or about the region
- a small collection of current best sellers to encourage development of the habit of reading
- a small collection of fiction in French and Spanish, for language practice
- a small collection of good quality fiction films, especially those with a regional aspect, e.g. the films of Iranian director [Samira Makhmalbaf](#), and films with dialogue in French and Spanish

Policy <b>EAHM VIRTUAL LIBRARY SERVICES</b>		
Number <b>EA/LIB/004, Issue 1</b>	Reviewed/Revised <b>23 November 2020</b>	
Responsible <b>LIBRARY STAFF</b>		
Target audience: <b>FACULTY, STUDENT, USERS</b>		

**PURPOSE:**

The Library proactively adopts appropriate technologies to ensure that the demands for seamless and timely delivery of virtual library services are met and match the wide range of informational, instructional, and user needs of the EAHM Academic community in addition to providing some form of direct user access to library staff.

**SCOPE:**

The policy covers all virtual Library services and collections currently offered.

**DEFINITIONS:**

N/A

**POLICY STATEMENT:**

The following practices have been implemented to ensure easy access to library services remotely and raise awareness of the existence of these services.

1. Digital Resources- The EAHM Library has over 40 searchable online databases featuring scholarly articles, electronic books, reports, market research data and so much more in a variety of subjects, accessible through individual logins to OpenAthens.
2. Library Materials – The EAHM students and faculty have access to thousands of items within the EAHM Library, which can be requested and sent to a student’s or faculty member’s convenient pick-up location. The EAHM library has a searchable catalogue (Liberty) and dissertations repository accessible on the Library’s page via Moodle.
3. Online Research Guides and Video Tutorials - A collection of Libguides and video tutorials is hosted on the Library’s Moodle page and EAHM Libguides to help students navigate the library’s online subscription databases as well as freely accessible resources. The aim of these guides is to help students succeed in their research assignments and are updated periodically.
4. Reference and Research Help - The librarians are also available through a variety of communication channels to help students and faculty with their research and publishing needs.
5. Information Literacy Training- In light of the proliferation of fake news and misinformation, the librarians collaborate with some faculty members, to remotely deliver training for students on how to responsibly obtain, evaluate, interpret, use and communicate information (with integrity) for academic purposes.

**RESPONSIBILITY:**

The Library staff are responsible for ensuring that all library members understand and implement the policy as written. The Library staff are responsible for ensuring that the policy is up to date and that it is reviewed according to the agreed schedule.

**IMPLEMENTATION OF THE POLICY:**

All current library staff members are authorized to implement the policy, granting or denying access as described. When someone complains about their non-eligible or limited status, or when a case is ambiguous, the Dean will decide and will explain the reason for the decision to the individual in question.

**ASSOCIATED DOCUMENTS:**


EA/LIB/002, Issue 1, Library loan rules

**MENTIONS:**

N/A

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	
Policy name:	<b>EA/LIB/004, Virtual Library Services</b>
Policy Committee:	10 August 2020
Final approval:	18 August 2020
Reviewed/Updated:	23 November 2020
Reviewed/Updated:	
Reviewed/Updated:	
Reviewed/Updated:	
Reviewed/Updated:	
Reviewed/Updated:	
Reviewed/Updated:	

Policy <b>RESEARCH ETHICS POLICY</b>		
Number <b>EA/RES/002, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>TEACHING, RESEARCH AND SCHOLARSHIP COMMITTEE</b>		
Target audience: <b>FACULTY, STAFF AND STUDENTS UNDERTAKING RESEARCH AT EAHM</b>		

### **PURPOSE:**

The rationale for this policy is to define research that needs ethical approval and to outline the procedures that need to be followed to obtain ethical approval for research.

### **SCOPE:**

This policy covers all students, Faculty and employees of The Emirates Academy of Hospitality Management (EAHM) who are undertaking any form of research conducted under the auspices of EAHM.

### **DEFINITIONS:**

Research can be defined as any planned collection of information which may be used for teaching, publication or presentation through any media.

The meaning of ethics can be best understood through its principals, which are: respect for persons, beneficence and justice, informed consent, research merit and safety, and transparent research conduct.

### **POLICY STATEMENT:**

Everyone at EAHM undertaking formal Research must obtain ethical approval through the process explained in the following section.

### **RESPONSIBILITY:**

The Chairperson of the Teaching, Research and Scholarship Committee, along with the Director of Research and Innovation is responsible for implementing this policy and for ensuring that the policy is reviewed regularly and kept up-to-date. But once this policy is drawn to the attention of every individual student and staff member it is their personal responsibility to honestly and truthfully complete this process.

### **IMPLEMENTATION OF THE POLICY:**

#### **Procedures**

- All Committee members will agree to treat discussions and documentation as confidential.
- Committee meetings will be held as required.
- If any member has a conflict of interest with any research proposal presented they must declare such interest as soon as possible. The member shall not participate in any discussions related to the proposal and should withdraw from the meeting while such discussion occurs. All declarations must be documented in the meeting minutes.
- Minutes of previous meetings will be distributed within two weeks of the meeting date.
- Research proposals requiring ethical approval will be provided to members at least two (2) days in advance of the meeting.

### **Submission of research proposal**

- It is a researcher's responsibility to submit all the required documentation to obtain ethical approval prior to commencing the research.
- The required documentation includes: Research proposal, consent form, and Ethics Application – High Risk (including required supporting documentation outlined in the application form).
- Six (6) copies of the application documentation must be included.
- Applications must be submitted by the published due dates. No extensions will be provided for any application.

### **Review process**

- Research that has not been presented to and approved by the Committee cannot be undertaken.
- Researchers must submit all the required documentation for ethical review. Insufficient information in the participant application is grounds for refusing or delaying ethical approval.
- The Committee may request additional information, as necessary to make an informed decision of the approval of the ethical aspects of the research proposed.
- Applications submitted to the Committee are filed and held in a secure area in the Office of the Chairperson. All documentation related to the research application shall be kept on file.
- The researcher is responsible for addressing all the recommendations made by the Committee. Ethics approval is only provided once written review of any recommendations has been completed.
- At completion of the research the researcher must notify in writing that the research is finalized. The file is then closed and archived for five (5) years.

### **Outcomes of the review process**

- The Committee may approve, require amendment of, or reject a proposal on ethical grounds.
- Decisions on approval of an ethics proposal presented to the Committee will be provided to the applicant within one (1) week of the scheduled meeting.
- A majority vote is required by the Committee members to provide ethical approval for a research proposal.
- The outcome of the review process should be reached by consensus where possible.
- The researcher can commence the research only upon receipt of written notification of the approval.
- If ethical approval is not granted, the Chairperson will communicate the reasons for ethical approval not being granted to the applicant.
- If revisions are required before granting ethics approval, these will be submitted for further review. Depending on the Committee recommendation the revisions will be submitted to the Chairperson for review and approval or alternatively to the Committee.
- If consensus is not achieved on the outcome of the ethical review, a researcher will be required to address the areas of concern before the full Committee. A decision will be made following this presentation and a majority vote will be used to decide on the outcome.

### **Recording of decisions**

- The Committee will record and maintain records of all research proposals received and reviewed including:
  - Organization of principal investigator
  - Principal investigator and co-investigators
  - Title of the project
  - Outcome of the ethical review and date
  - Any special requirements for the research



### **Interpreters**

- If the proposed research involves participants not familiar with the English language the Committee must ensure that:
  - The participant information sheet has been translated to the participant's language;
  - An interpreter is available to translate the participant information sheet and the consent form;
  - The interpreter is not a family member; and
  - The interpreter is independent of the research activity

### **Monitoring**

- EAHM and the Committee have a responsibility to ensure that research conducted is monitored according to the documented ethical requirements presented in the ethics application.
- The Committee may request to review the data collected, signed consent forms, or other information as appropriate to the research.
- A condition of ethics approval is that the following circumstances/events are reported immediately
  - Changes to the research design;
  - Any new event that potentially influences the ethical approval granted; and/or
  - Any adverse event suffered by a research participant

### **Complaints**

- EAHM has in place the following mechanism to address any complaint associated with research that has been granted ethics approval by the Committee:
  - The Chairperson shall address complaints in the first instance and, where appropriate, attempt to resolve the issue;
  - The Chairperson shall refer any complaint of a serious nature to the legal representative of the Committee for further review and consideration;
  - The researcher must be informed of any complaint and provided the opportunity to review the complaint and provide feedback on the matter;
  - If resolution of the complaint cannot be achieved, the complaint must be referred to the EAHM Academic Board;
  - If a researcher has a complaint about any matter pertaining to the ethical approval of her/his research, s/he must first refer the complaint in writing to the Chairperson for further discussions. If a resolution of the complaint cannot be resolved, the researcher will be referred to the Managing Director.

### **Suspension or discontinuation of research**

- The Committee may withdraw ethical approval from any study if the study is not conducted in accordance with the ethical requirements of the approved protocol.
- If a researcher discontinues the research s/he must formally notify the Committee in writing of the discontinuance and justification for this action.

### **Reference Document**

National Health and Medical Research Council, Australian Research Council & Australian Vice-chancellor's Committee. (2007). *National statement on ethical conduct in human research*. Canberra, Australia: Australian government.

As non-conformance with this policy could endanger the reputation of EAHM, Jumeirah and the UAE, sanctions for wilfully disregarding this policy could include disciplinary action for gross professional misconduct.

### **ASSOCIATED DOCUMENTS:**

- Ethics Application Form
- EA/RES/001 Teaching, Research and Scholarship Committee Terms of Reference

- EA/RES/004 EAHM Human Research Ethics Committee Terms of Reference

**MENTIONS:**

- Catalogue
- Faculty Handbook
- Research Course syllabi

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	
Policy Name:	<b>EA/RES/002, Research Ethics</b>
Policy Committee:	May 2013
Final approval:	May 2013
Reviewed/Updated:	July 2014
Reviewed/Updated:	July 2015
Reviewed/Updated:	July 2016
Reviewed/Updated:	7 August 2018
Reviewed/Updated:	1 September 2020

Policy <b>EAHM HUMAN RESEARCH ETHICS COMMITTEE TERMS OF REFERENCE</b>		
Number <b>EA/RES/004, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>TRASC COMMITTEE CHAIR</b>		
Target audience: <b>EAHM FACULTY AND STUDENTS</b>		

**PURPOSE:**

The following terms of reference outline the operational requirements for the Emirates Academy of Hospitality Management Human Research Ethics Committee. The EAHM Teaching, Research and Scholarship Committee (TRASC) serves as the Human Research Ethics Committee. This committee will review research proposals involving human subjects and outlines procedures for ethical consideration, and approval, of research conducted under the auspices of The Emirates Academy of Hospitality Management (EAHM). The principles of ethical conduct considered in the ethical review include: respect for persons, beneficence and justice; informed consent; research merit and safety; and conduct of research.

**SCOPE:**

**Scope of The Emirates Academy Human Research Ethics Committee**

- 1.1. The committee will only review and make decisions on the ethical aspects of proposals presented for faculty and enrolled students of EAHM.
- 1.2. All research proposals involving human participants must be reviewed by the committee which is established by EAHM.
- 1.3. Type of research reviewed by the committee must involve no more than low risk (research is low risk where the only foreseeable risk is one of discomfort).
- 1.4. Type of research NOT reviewed by the committee
  - 1.4.1. Research involving persons with an intellectual or mental impairment
  - 1.4.2. Research involving persons who may be involved in illegal activities
  - 1.4.3. Research involving persons highly dependent on medical care
  - 1.4.4. Medical research (for example clinical trials)
  - 1.4.5. Research involving deception of participants, concealment or covert observation.

**DEFINITIONS:**

N/A

**POLICY STATEMENT:**

**1. Accountability of the Committee**

- 1.1 The Committee is accountable to EAHM Board of Governors in the conduct of its business.
- 1.2 The Chair will submit an annual report to the Board of Governors.

**2. Functions**

- 2.1 The committee shall ensure that presented research proposals conform to generally accepted ethical principles of research.

2.2 The function of the Committee is to independently examine all research proposals, submitted by the faculty or students of the EAHM, and determine if ethics approval will be granted to enable the study to proceed.

### **3. Objectives**

3.1 To facilitate ethical research conducted by the faculty and students of EAHM

3.2 To review ethical standards of research practice referred to it for consideration.

3.3 To protect research participants' and safety.

### **4. Legal reference**

1.1 In reviewing the ethical considerations of a research proposal the Committee will consider Sharia law, applicable European and English law, and guidance on ethical standards issued by local authoritative bodies.

### **5. Committee membership**

2.1 Membership - As per EAHM Teaching, Research and Scholarship Committee Terms of Reference

### **RESPONSIBILITY:**

The Chair of the EAHM Teaching, Research and Scholarship Committee is responsible for implementing this policy and for ensuring that the policy is reviewed regularly and kept up-to-date.

### **IMPLEMENTATION OF THE POLICY:**

#### **1. Procedures**

1.1 All committee members will sign a confidentiality statement for both the content of research proposals and committee proceedings at commencement of the term of their participation on the committee.

1.2 Committee meetings will be held a minimum of every six (6) months and as required.

1.3 If any member has a conflict of interest with any research proposal present they must declare such interest as soon as possible. The member shall not participate in any discussions related to the proposal and should withdraw from the meeting while such discussion occurs. All declarations must be documented in the meeting minutes.

1.4 The meeting agenda will be provided to members at least two (2) weeks in advance of the scheduled meeting.

1.5 Minutes of previous meetings will be distributed within two weeks of the meeting date.

1.6 Presentation of research proposals will be provided to members at least three (3) weeks in advance of the meeting.

#### **2. Submission of research proposal**

2.1 It is a researcher's responsibility to submit all the required documentation to obtain ethical approval prior to commencing the research.

2.2 The required documentation includes: Research proposal, consent form, plain language statement, ethics application form.

2.3 Eight (8) copies of the application documentation must be included.

2.4 Applications must be submitted by the published due dates. No extensions will be provided for any application.

### **3. Review process**

- 3.1 Research that has not been presented to and approved by the Committee cannot be undertaken.
- 3.2 Researchers must submit all the required documentation for ethical review. Insufficient information in the participant application is grounds for refusing or delaying ethical approval.
- 3.3 The Committee may request additional information, as necessary to make an informed decision of the approval of the ethical aspects of the research proposed.
- 3.4 Applications submitted to the committee are filed and held in a secure area in the Office of the Chairperson. All documentation related to the research application shall be kept on file.
- 3.5 The researcher is responsible for addressing all the recommendations made by the committee. Ethics approval is only provided once written review of any recommendations has been completed.
- 3.6 At completion of the research the researcher must notify in writing that the research is finalized. The file is then closed and archived for five (5) years.

### **4. Outcomes of the review process**

- 4.1 The Committee may approve, require amendment of or reject a proposal on ethical grounds.
- 4.2 Decisions on approval of an ethics proposal presented to the committee will be provided to the applicant within one (1) week of the scheduled meeting.
- 4.3 A majority vote is required by the Committee members to provide ethical approval for a research proposal.
- 4.4 The outcome of the review process should be reached by consensus where possible.
- 4.5 The researcher can only commence the research upon receipt of written notification of the approval.
- 4.6 If ethical approval is not granted the Chairperson will communicate the reasons for ethical approval not being granted to the applicant.
- 4.7 If revisions are required before granting ethics approval these will be submitted for further review. Depending on the Committee recommendation the revisions will be submitted to the Committee Chairperson for review and approval or alternatively to the Committee.
- 4.8 If consensus is not achieved on the outcome of the ethical review a researcher will be required to present the areas of concern to the full committee. A decision will be made following this presentation and a majority vote will be used to decide on the outcome.

### **5. Recording of decisions**

- 5.1 The committee will record and maintain records of all research proposals received and reviewed including:
  - Application number
  - Organization of principal investigator
  - Principal investigator and co-investigators
  - Title of the project
  - Outcome of the ethical review and date
  - Any special requirements for the research

- Type of review, ie expedited review

## **6. Interpreters**

6.1 If the proposed research involves participants not familiar with the English language the committee must ensure that:

- The participant information sheet has been translated to the participant's language
- An interpreter is available to translate the participant information sheet and the consent form
- The interpreter is not a family member
- The interpreter is independent of the research activity

## **7. Expedited review for minimal risk research**

7.1 A subcommittee, Chaired by the Chairperson of the Committee, will be responsible for reviewing minimal risk research.

7.2 The subcommittee will include a least three members from the main committee.

7.3 If the Chairperson deems that the research may have any departure from a minimal risk proposal or includes research that explores sensitive personal or cultural issues the proposal cannot be dealt with by expedited review.

## **8. Monitoring**

8.1 The Emirates Academy of Hospitality Management and the Committee have a responsibility to ensure that research conducted is monitored according to the documented ethical requirements presented in the ethics application.

8.2 An annual report on the research should be presented by the researcher to the committee including:

- Progress of study
- Reported outcomes
- Maintenance of records
- Compliance with the approved proposal
- Compliance with the conditions of approval

8.3 The committee may request to review the data collected, signed consent forms or other information as appropriate to the research.

8.4 A condition of ethics approval is that the following circumstances/events are reported immediately

- Changes to the research design
- Any new event that potentially influences the ethical approval granted
- Any adverse event suffered by a research participant

## **9. Complaints**

9.1 The organization has in place a mechanism to deal with any complaint associated with a research programme granted ethics approval by the committee.

9.2 The Chairperson of the Committee shall deal with complaints in the first instance and where appropriate attempt to resolve the issue

9.3 The Chairperson should refer any complaint of a serious nature to the legal representative of the Committee for further review and consideration

9.4 The researcher must be informed of any complaint and provided the opportunity to review the complaint and provide feedback on the case

9.5 If resolution of the complaint cannot be achieved the complaint MUST be referred to the Board of Directors of EAHM.

9.6 If a researcher has a complaint about the any matter pertaining to the ethical approval of their research they must first refer this in writing to the Chairperson of the Committee for further discussions.

#### **10.Suspension or discontinuation of research**

10.1 The Committee may withdraw ethical approval from any study if the study is not conducted in accordance with the ethical requirements of the approved protocol.

10.2 If researcher discontinues their research they must formally notify the Committee in writing of the discontinuance and justification for this action.

#### **11.Amendment to the committee terms of reference**

11.1 Amendments to the terms of reference may be presented in writing by any Committee member

11.2 All members must consider the written amendment.

11.3 The amendment shall be adopted only if five (5) or more of the members agree to the amendment. One representative must include the legal member of the committee.

#### **Reference Document**

National Health and Medical Research Council, Australian Research Council & Australian Vice-chancellor's Committee. (2007). *National statement on ethical conduct in human research*. Canberra, Australia: Australian government.

#### **ASSOCIATED DOCUMENTS:**

- Staff & Faculty Handbook
- Research Course syllabi (DISS490, DISS901, RESH301 AND RESH901)

#### **MENTIONS:**


- EA/RES/001, Teaching, Research and Scholarship Committee Terms of Reference
- Staff & Faculty Handbook

#### **DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy Name:	<b>EA/RES/004, EAHM HUMAN RESEARCH ETHICS COMMITTEE TERMS OF REFERENCE</b>
Policy Committee:	April 2018
Final approval:	May 2018
Reviewed/Updated:	7 August 2018
Reviewed/Updated:	February 2019
Reviewed/Updated:	June 2019
Reviewed/Updated:	1 September 2021



<b>Policy</b> <b>BULLYING AND HARASSMENT</b>		
<b>Number</b> <b>EA/STU/001,</b> <b>Issue 1</b>	<b>Reviewed/Revised</b> <b>23 September 2020</b>	
<b>Responsible</b> <b>STUDENT SUPPORT OFFICER</b>		
<b>Target Audience</b> <b>STUDY ABROAD, FULL-TIME AND PART-TIME STUDENTS (UNDERGRADUATE &amp; POSTGRADUATE), FULL-TIME, ADJUNCT &amp; VISITING FACULTY</b>		

#### **PURPOSE:**

In the multicultural environment of Dubai and the global hospitality industry in general, tolerance, open-mindedness and respect for others are essential. The Emirates Academy of Hospitality Management (EAHM) strives to provide a model environment for future hospitality industry professionals, where diversity and tolerance are highly valued and all community members may live without fear of bullying and intimidation. This purpose of this policy is to

- affirm EAHM’s commitment to a zero-tolerance approach to harassment and bullying
- clearly define and describe unacceptable conduct
- provide a procedure for dealing with cases of harassment and bullying

#### **SCOPE:**

The policy covers all EAHM students, including full-time, part-time and temporary (exchange) students. It covers bullying and harassment of students by students, of faculty or staff by students, and of students by faculty or staff.

The policy applies in all EAHM contexts, including but not limited to internships, student events and field trips, as well as academic activities. The policy covers all locations where EAHM students work, live, and socialize, including all campus locations and anywhere off campus where students gather or meet.

Bullying or harassment of EAHM employees by employees will be dealt with under Human Resources regulations.

#### **DEFINITIONS:**

Bullying and harassment are very similar. The victims of both are singled out for repeated, unwelcome attacks of a verbal, physical, or indirect nature. Both bullying and harassment may create an atmosphere that is hostile, threatening, or degrading for the target, to the extent that his or her academic performance or work suffers.

“Bullying is repeated, intentional oppression, psychological or physical, of a less powerful person by a more powerful person.”<sup>3</sup>

Examples of bullying include, but are not limited to,

- using offensive nicknames in front of others with the intent of belittling or degrading someone

<sup>3</sup> Rigby, K. (n.d.). Defining bullying: A new look at an old concept. Retrieved 16 August 2007, from <http://www.education.unisa.edu.au/bullying/>

- excluding someone from group activities in a very public way
- spreading malicious and unfounded rumours
- ridiculing, insulting, and trivializing someone's actions or words
- "picking on" someone and criticizing them in front of others
- threatening someone, for example, with abusive telephone calls or e-mails
- using physical violence such as shoving, pushing, or hitting with thrown objects

While bullying clearly targets victims who are perceived to be weak in some way, harassment usually targets a person or group with certain characteristics. For example, sexual harassment involves "unwanted sexual attention, which emphasizes sexual status over status of an individual, colleague, or student."<sup>4</sup>

Examples of sexual harassment include

- suggestive looks
- sexist put-downs or insults
- inappropriately intimate inquiries
- provocative invitations
- offensive language
- display of sexually explicit pictures publicly or sending them to someone via email
- unwelcome touching or closeness
- spreading unfounded rumours about someone's sexual history

These and other behaviours can be considered harassment when they are uninvited and unwelcome and when they create a hostile or offensive atmosphere. This applies even if harassment was not intended.

Sexual harassment can be perpetrated by men targeting women, by women targeting men, or by an individual targeting someone of the same gender.

Sexual harassment is particularly serious when someone feels they must endure the behaviour in order to keep their job or get good grades, or when such conduct interferes with the person's academic performance or work because of the hostile and threatening environment created.

Harassment can also target:

- culture or national origin or ethnicity
- age
- appearance (e.g. obesity, shortness in men, etc.)
- disability
- religion
- any other feature of an individual that may be seen to set him or her apart from others

Examples of this type of harassment include:

- derogatory remarks, teasing, jokes, pranks, or insults about a person's ethnicity, appearance, etc.
- sending an e-mail joke or message that makes fun of an individual or group's physical characteristics (for example, a joke about fat people)

As with sexual harassment, these and other behaviours can be considered harassment when they are uninvited and unwelcome, and when they create a hostile or offensive atmosphere, even if harassment was not intended.

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<sup>4</sup> University of Dundee. (2006). Harassment and bullying policy statement and guidelines. Retrieved 10 August 2007, from [www.somis.dundee.ac.uk/hr/policies/hb.html](http://www.somis.dundee.ac.uk/hr/policies/hb.html)

## **POLICY STATEMENT**

The Emirates Academy of Hospitality Management does not tolerate bullying or harassment. Complaints will be taken very seriously, and disciplinary action will ensue when an offense is proven. Someone who witnesses bullying or harassment but does not report it, or someone who encourages bullying or harassment without taking part in it, may also be subject to disciplinary action.

This policy prohibits retaliation against students or others who complain about harassment or bullying or who act as witnesses for someone else. Retaliation is also subject to disciplinary action.

### **RESPONSIBILITY:**

All faculty members and EAHM staff are responsible for being alert to the possibility of bullying or harassment among their students and for taking prompt action when it is identified. Faculty, in particular, are responsible for modelling a zero-tolerance attitude towards this type of behaviour.

The Student Support Officer is responsible for ensuring that the policy is reviewed regularly and kept updated.

### **IMPLEMENTATION OF THE POLICY:**

Students are encouraged, if it is appropriate and possible, to try to resolve complaints of bullying or harassment informally, by firmly informing the perpetrator that his or her behaviour is not acceptable.

If it is not possible for the student to speak with the perpetrator, or if the perpetrator will not listen, then the student may confide in his or her personal tutor, or a trusted faculty member or the Student Support Officer. They will help the complainant try to solve the problem and may mediate with the perpetrator.

If the informal route is unsuccessful, or if the issue is too serious to be resolved informally, the student may submit a formal written complaint to the Operations Manager, who is responsible for implementing the formal disciplinary procedures for non-academic offenses.

The complaint must be submitted in writing, giving as much information as possible, including the names of any witnesses. Complaints will not be accepted if they are received more than twenty (20) working days after the latest incident, unless there is a very compelling reason for the delay.

The Operations Manager will convene the Disciplinary Committee, which will hold a hearing within five working days of receipt of the violation report and will tender its decision within two (2) working days of the hearing.

The complainant will supply evidence of the bullying or harassment, including witness statements if possible. The accused may produce his or her own evidence and witnesses and may be accompanied by a proponent from within EAHM (a friend, personal tutor, etc.). The Disciplinary Committee will make a decision and will assign sanctions if the accused is found to be guilty. Sanctions for bullying and harassment may include one or more of the following or other appropriate penalties:

- A warning letter added to the student's file
- Probation status, meaning that subsequent misdemeanours of any type will receive full sanctions

- A formal apology to the complainant
- Mandatory cultural sensitivity training, if relevant
- Temporary loss of certain privileges
- A mandatory visit or visits to EAHM's Student Support Officer and/or to a local mental health professional
- Suspension for a trimester
- Expulsion

Penalties for harassment of students by faculty or staff members are covered in EAHM and Jumeirah human resources policies.

The accused has the right to appeal the committee's decision and/or sanctions once. A written appeal must be submitted to the Dean within ten (10) working days of receipt of the Disciplinary Committee decision.

The Dean or Managing Director will consider a written appeal and will make a final decision.

The disciplinary process is described in detail in EAHM policy **EA/STU/002, Non-academic discipline.**

**ASSOCIATED DOCUMENTS:**

- Student Code of Conduct Violation Report Form
- Jumeirah and EAHM HR policies
- Policy EA/STU/002, Non-academic discipline


**MENTIONS:**

- Student Handbook

**DATE OF NEXT REVIEW:**

This document should be reviewed by September 2022.

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy name:	<b>EA/STU/001, Bullying &amp; harassment</b>
Policy Committee:	20 September 2007
Final approval:	October 2007
Reviewed/Updated:	September 2009
Reviewed/Updated:	September 2012
Reviewed/Updated:	31 July 2014
Reviewed/Updated:	31 July 2015
Reviewed/Updated:	31 July 2016
Reviewed/Updated:	5 August 2018
Reviewed/Updated:	24 February 2020
Reviewed/Updated:	23 September 2020

Policy <b>NON-ACADEMIC DISCIPLINE</b>		
Number <b>EA/STU/002, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>DIRECTOR OF OPERATIONS</b>		
Target audience: <b>STUDY ABROAD, FULL-TIME AND PART-TIME STUDENTS (UNDERGRADUATE &amp; POSTGRADUATE)</b>		

**PURPOSE:**

The purpose of this policy is to set out a framework for dealing with instances of non-academic misconduct.

**SCOPE:**

This policy covers all non-academic offenses committed and alleged to have been committed by students and/or their guests on campus.

The policy for dealing with academic offenses is covered in the Catalogue.

Some Faculty offenses are covered in the Faculty handbook, and staff and Faculty offenses are covered in Jumeirah and The Emirates Academy of Hospitality Management (EAHM) HR policy documents.

**DEFINITIONS:**

Non-academic offenses include anything that falls under the Student Code of Conduct (refer to pages 9 to 27 of the Student Handbook) and related policies.

**POLICY STATEMENT:**

Rules and regulations are enforced so an atmosphere conducive to learning and personal development for all can be maintained on campus. Alleged violations of the rules for non-academic conduct will be subject to prompt, consistent and fair disciplinary action.

No disciplinary sanctions will be imposed upon students or their guests without fair and due process being followed.

Each student has a duty to understand and follow the rules and regulations set forth by EAHM. Ignorance of a rule or regulation shall not be an acceptable defense.

**RESPONSIBILITY:**

The Director of Operations is responsible for implementing the disciplinary procedures for non-academic offenses.

The Director of Operations is responsible for ensuring that the policy is up to date and reviewed according to the agreed schedule.

**IMPLEMENTATION OF THE POLICY:**

**How to report a violation**

Actions and behaviors that may constitute *crimes* must be reported immediately to the 24-hour security guards at the gatehouse. Such actions would include any behavior that threatened the safety of other people or of the perpetrator him or herself, or that could cause

serious damage to campus property. Also included would be anything that violated the laws of the UAE, for example, use or selling of drugs, or use of alcohol in student accommodation.

In all cases where security is called, an incident report will automatically be filed with the Director of Operations, and will be followed up. Students who are named in the report will be asked for further information as required. However, students who witness or are involved in an incident of misconduct are urged to submit a complaint even if security was called.

A student may file a complaint in writing to the Director of Operations as soon as possible after the incident, ideally within five (5) working days. Complaints will not be accepted if they are received more than 20 working days after the incident, unless there is a very compelling reason for the delay. However, all complaints will be logged, and may be referred to if the same thing happens again.

### **The process**

The Director of Operations or his designate will review the incident reports and complaints daily. There are three possible routes for handling Student Code of Conduct violations.

- a) A negotiated solution between the Director of Operations or his designate and the student
  - b) A full Disciplinary Committee hearing
  - c) Criminal proceedings handled by the police and judicial system of the UAE, possibly followed by disciplinary proceedings at EAHM
1. The first option will be preferred for minor violations where the student is a first-time offender and has admitted guilt. Sanctions may include one or more of the following:
    - A verbal warning to the student
    - A warning letter to the student's file
    - Apologies as warranted, e.g. to neighbors who were disturbed by loud music
    - Restitution, for example, paying for repair of minor damages to campus property
  2. For cases deemed to be more serious (e.g. when the accused is a repeat offender), but where the police have not been involved, a Disciplinary Committee will be convened by the Director of Operations. It will comprise one Faculty member, the Student Affairs Officer and the Director of Operations. The Committee will be convened within five working days of receipt of the violation report, and will tender its decision within 2 working days of the hearing.

The complainant will produce witnesses and evidence as required. In cases where the complainant does not want to appear (for an example a bullying case where the complainant fears retribution), the Committee will hear the case without him or her. In cases where there is no complainant (the hearing is based on a report from security), the Committee will seek witnesses and evidence.

### **Rights of the accused**

The student or students who have been accused have the right

- To receive notice of the hearing at least 2 days in advance, to allow for preparation of a defense
- To produce witnesses and evidence in their defense
- To be accompanied to the hearing by an advisor from within EAHM community (friend, personal tutor)
- To receive a decision within two (2) working days of the hearing
- To appeal the decision

Sanctions may include one or more of the following

- A warning letter to the student's file
- Probation status, meaning that subsequent misdemeanors will receive full sanctions
- Restitution, for example, paying for repair of damages to campus property
- "Community service", as specified by the Disciplinary Committee
- Temporary loss of privileges, e.g. not allowed to have a car on campus; not allowed access to EAHM IT network
- Exclusion from certain campus areas, e.g. the gymnasium, pool or clubhouse
- A mandatory visit or visits to EAHM's student support officer and/or to a local mental health or addiction counsellor
- Eviction from student accommodation
- Suspension for a Trimester or a year
- Expulsion

Sanctions will be assigned taking into consideration

- Whether it is a first offense
- Whether there was damage or injury (including psychological and financial injury)
- The extent to which the student's behavior was a real or potential threat to the safety and wellbeing of others and him or herself
- The impact on EAHM's reputation and business, e.g. if a student has been running his or her own business using EAHM logo and name

3. When the police are involved, and criminal proceedings will be held, EAHM will postpone its disciplinary hearing until the verdict is in. If the student is found to be not guilty of the charge, EAHM will not proceed with a hearing. If however the student is found guilty, and if we are informed of this verdict, the Director of Operations will convene a Disciplinary Committee within 5 days of the verdict being announced. If the student is incarcerated, the hearing will be held without him or her.

Sanctions may include one or more of the following

- Expulsion
- Suspension for one or more trimesters
- Eviction from student accommodation
- Restitution
- Probation status, meaning that subsequent misdemeanors will receive full sanctions

Sanctions will be assigned taking into consideration

- Whether the student was convicted
- What the official sanctions were (e.g. incarceration followed by deportation would usually result in expulsion, although EAHM may opt not to expel in order to keep the student's record clear if he or she applies to universities elsewhere)
- In rare cases a student will unintentionally commit a crime (e.g. running over a pedestrian with a car when the pedestrian ran out suddenly from the curb). In such a case, EAHM may waive sanctions.

### **Appeals**

A student may appeal the Disciplinary Committee's decision on one or more of these grounds only:

- Lack of substantial evidence to back up the sanctions imposed



- Sanctions not commensurate with the offense
- Unfairness or irregularities in the proceedings
- Newly discovered significant evidence not known at the time of the hearing

An appeal should be filed in writing within 10 days of the announcement of the Disciplinary Committee's decision. All appeals should be addressed to the Dean, and should include a detailed description of the grounds upon which the appeal is being made.

Either the Dean or the Managing Director will review the appeal and decide what action will be taken. Only written evidence will be considered at this point. The reviewer will determine whether

- The decision and recommended sanctions from the original hearing should be upheld
- The decision should be upheld but the sanctions reduced or changed
- There should be another hearing (usually with at least 2 different committee members)
- The case should be dropped and no sanctions imposed

The reviewer will make a decision within 10 working days of the appeal being received. His decision will be final and no further appeal will be possible.

**ASSOCIATED DOCUMENTS:**


- Table of indicative sanctions for non-academic offenses (See Appendix A)
- Offenses by category (See Appendix B)
- Student code of conduct violation report (See Appendix C)
- Student handbook
- Faculty handbook
- Jumeirah and EAHM HR policies

**MENTIONS:**

Student Handbook

**DATE OF NEXT REVIEW:**

The next review date for this policy is in September 2022

<b>POLICY APPROVALS RECORD</b>	<p style="text-align: right;"> <b>THE EMIRATES ACADEMY</b>  OF HOSPITALITY MANAGEMENT  </p>
Policy name:	<b>EA/STU/002, Non-academic discipline</b>
Policy Committee:	20 September 2007
Final approval:	October 2007
Reviewed/Updated:	September 2009
Reviewed/Updated:	30 September 2012
Reviewed/Updated:	31 July 2014
Reviewed/Updated:	31 July 2015
Reviewed/Updated:	15 August 2016
Reviewed/Updated:	5 August 2018
Reviewed/Updated:	1 September 2020

**APPENDIX A: TABLE OF INDICATIVE PENALTIES FOR NON-ACADEMIC OFFENSES**

OFFENSE	SANCTIONS		
	1 <sup>st</sup> offense	2 <sup>nd</sup> offense	3 <sup>rd</sup> offense
Categories 10 to 14	Warning to student's file	2 <sup>nd</sup> warning to student's file	3 <sup>rd</sup> warning to student's file
	Restitution if relevant, e.g. pay for damaged library book, lost ID card	Restitution if relevant, e.g. pay for damaged library book, lost ID card	Restitution if relevant, e.g. pay for damaged library book, lost ID card
		Loss of privileges for a period of time, e.g. borrowing from the library, use of laptop and Academy network	Possible permanent loss of privileges, e.g. use of laptop and Academy network
Categories 5 to 9	Warning to student's file	2 <sup>nd</sup> warning to student's file	Suspension for the trimester, with the possibility of returning under strictly controlled conditions (no privileges, learning contract, regular meetings with tutor, etc.)
	"Probation" status for the trimester	Suspension for the trimester	Expulsion
	Restitution if relevant, e.g. payment for damaged or stolen property	Restitution if relevant, e.g. payment for damaged or stolen property	Restitution if relevant, e.g. payment for damaged or stolen property
	Community service, as assigned by the Disciplinary Committee	If no suspension, loss of privileges, e.g. may not use clubhouse; evicted from accommodation	
	Possible referral to a counselor or mental health professional	Referral to a counselor or mental health professional	

<b>OFFENSE</b>			
<b>SANCTIONS</b>			
	<b>1<sup>st</sup> offense</b>	<b>2<sup>nd</sup> offense</b>	<b>3<sup>rd</sup> offense</b>
Categories 1 to 4* *except drug-related offenses	Suspension for the trimester, with the possibility of returning under strictly controlled conditions (no privileges, conduct contract, regular meetings with tutor, etc.)	Immediate expulsion	
Category 1, drug-related offenses	Immediate expulsion		
(Sanctions depend on the criminal charges levied, if any)	Expulsion		
	Restitution		

## **APPENDIX B: OFFENSES BY CATEGORY**

### **Offenses that are eligible for criminal proceedings in the UAE justice system**

1. Alcohol & drug-related offenses
  - Possession, use, dealing in drugs
  - Possession, use of alcohol in student accommodation, making alcohol available to others with or without license
2. Assault
  - Sexual assault
  - Assault causing injury
  - Use or threatened use of weapons
3. Property damage
  - Substantive damage incurred while driving on campus
  - Substantive damage to campus buildings, equipment, furniture or fittings, caused intentionally or unintentionally
  - Vandalism
  - Theft of The Emirates Academy of Hospitality Management (EAHM) property or personal property of members of the EAHM community
4. Security violations
  - Negligence causing a fire or other serious hazard to community safety and wellbeing

### **Offenses that *may* be handled internally**

5. Incidents involving violence to people
  - Assault
  - Shoving, pushing, hitting
  - Fighting
  - Restraining someone or preventing them physically from going somewhere; forcing someone to go somewhere
6. Bullying & harassment
7. Disorderly & disruptive behavior
  - Drunkenness
  - Loud, crude, uncontrolled behavior
  - Excessive noise outside permitted times
  - Inappropriate behavior outside EAHM (reported)
8. Property misuse/damage (minor or limited)
  - Vandalism
  - Littering
  - Theft
  - Damage
  - Unauthorized use of EAHM property including logo or name
9. Security violations
  - Fire safety
  - Reckless driving
  - Obstructions
  - Unauthorized or unreported visitors
10. Copyright infringement

- Photocopying
  - Unauthorized downloading of video, music, images, text, using EAHM equipment and/or network
11. Violation of IT regulations
    - Acceptable use
    - Misuse of hardware or EAHM network/software
  12. Library offenses
    - Overdues, damaged items, lost items
    - Third-party loans
    - Disruptive behavior, non-compliance with staff directives
    - Misuse of mobile phones, noise
    - Drinking, eating
    - Littering, spilling, damaging furniture or equipment
    - Misuse of licensed resources
  13. Administrative offenses
    - Name tags, ID cards
    - Using classrooms or other campus spaces without permission
    - Posting
    - Parking
    - Smoking
  14. "Demeanor" offenses
    - Dress code
    - Behavior outside EAHM
  15. Failure to comply

**Appendix C – Student Code of Conduct Violation Report**



**STUDENT CODE OF CONDUCT VIOLATION REPORT**

**PERSON MAKING THE COMPLAINT:**

**MOBILE NUMBER:** \_\_\_\_\_

**NAME/S OF ACCUSED:** \_\_\_\_\_

**NAME/S OF WITNESSES:** \_\_\_\_\_

**DATE OF INCIDENT:** \_\_\_\_\_

**TIME:** \_\_\_\_\_

**LOCATION OF INCIDENT:** \_\_\_\_\_

**DESCRIBE WHAT HAPPENED:**

(continue on back if necessary)

**LIST EVIDENCE & WITNESS:** \_\_\_\_\_

**STATEMENTS YOU WILL PROVIDE:** \_\_\_\_\_

---

**COMPLAINANT'S  
SIGNATURE:**

**DATE:**

---

**HEARING DATE:**

**COMMITTEE MEMBERS:**

---


**DECISION:**

**SANCTIONS:**

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**COMMITTEE  
SIGNATURES:**



Policy <b>ILLEGAL &amp; CONTROLLED SUBSTANCES</b>		
Number <b>EA/STU/004, Issue 1</b>	Reviewed/Revised <b>24 February 2020</b>	
Responsible <b>STUDENT SUPPORT OFFICER</b>		
Target audience: <b>STUDY ABROAD, FULL-TIME AND PART-TIME STUDENTS (UNDERGRADUATE &amp; POSTGRADUATE)</b>		

#### **PURPOSE:**

The United Arab Emirates (UAE) laws on illegal and controlled substances are strict and are rigorously enforced. EAHM students may come from countries where the laws are more lenient, or the penalties are less severe.

The purpose of this policy is a) to ensure that all members of The Emirates Academy of Hospitality Management (EAHM) community know the details of the relevant UAE laws on illegal and controlled substances and to delineate the policies of EAHM that relate to these laws.

#### **SCOPE:**

This policy covers all EAHM students, both full- and part-time, and temporary (exchange) students.

The regulations for EAHM staff regarding illegal and controlled substances are covered in Jumeirah HR policies.

#### **DEFINITIONS:**

**Controlled substance:** In the UAE, a controlled substance is one that an individual may only legally obtain and consume after acquiring a government-issued license or other official "permission" (e.g. a doctor's prescription). The examples relevant to this policy are alcoholic beverages and prescription drugs.

**Illegal substance:** a substance prohibited by law. In the UAE, all "recreational" or narcotic drugs (marijuana, cocaine, heroin, ecstasy, etc) are prohibited by law. This means that they may not be bought, sold, gifted, consumed, possessed, or created by anyone.

#### **POLICY STATEMENT:**

##### **ALCOHOL**

**Precedence** - In all cases regarding the purchase, consumption, storage, and transport of alcoholic drinks, *current UAE Federal law and The Emirate of Dubai Law* **will take precedence** over local policies and/or regulations. Federal and local laws may change from time to time and individuals are responsible for updating themselves on current regulations.

##### **United Arab Emirates – Law Regarding Alcohol**

*Dubai Alcoholic Drinks Law 1972 (and amendments to it)*

UAE Federal Law and the Emirate of Dubai Law forbid the selling of alcohol to or the consumption of alcohol by anyone without an Alcohol License. The legal age limit for the procurement of an Alcohol License is 21 years.

No Muslim can obtain an Alcohol License or be served alcoholic drinks.

No married woman can obtain an Alcohol License without the written permission of her husband.

Most international hotels in Dubai are licensed to sell alcoholic drinks to guests and to the residents of Dubai who hold a current alcohol license.

The purchase of alcoholic drinks for personal use can only be made from licensed retailers, such as African & Eastern (A&E) and Maritime & Mercantile Intl (MMI); purchases made from any other vendor are illegal. In order to purchase alcohol, a valid liquor license needs to be provided.

During religious holidays, the serving of alcoholic drinks is banned. Students will be informed of the dates and times the bans are enforced.

There is a zero-tolerance policy regarding drinking and driving.

### **EAHM Alcohol Regulations**

Studio Accommodation - Alcohol is not permitted in the studio apartments or any part of the accommodation blocks under any circumstances, irrespective of whether a student holds a valid Alcohol License. Students found in possession of alcoholic drinks in the accommodation blocks will be subject to disciplinary action. Possession of alcoholic drinks also includes reasonable evidence of alcoholic drinks being present, such as empty alcoholic drink containers, bottles, or glasses. Students judged to have been in possession of alcohol in the accommodation blocks will be subject to disciplinary action, even if the alcoholic drinks are no longer present, or the student was not found drinking alcohol.

EAHM Premises - Alcohol is not permitted in EAHM in any part of EAHM's buildings or grounds unless authorized by EAHM as part of an official event, function, or educational program and under the continual direct supervision of a member of the senior EAHM staff. Alcohol may not be stored in EAHM except immediately prior to and after an official event, function, or educational program where its use has been authorized and safe storage is provided.

Alcohol License - Students over the age of 21 years may be permitted to apply for an Alcohol License. Alcohol licenses are issued by the Office of the Director General, Department of Criminal Investigation, and a refusal to issue a license cannot be appealed.

Alcohol Consumption - The consumption of alcohol must remain within reasonable limits. Drinking to the point of intoxication is forbidden. EAHM will take disciplinary action against any student who is judged to have broken these regulations or the UAE law regarding alcohol.

### **DRUGS**

**Precedence** - In all cases regarding the purchase, consumption, selling, gifting, growing, or creating of narcotic drugs, *current UAE Federal law and The Emirate of Dubai Law* **will take precedence** over local policies and/or regulations. Federal and local laws may change from time to time and individuals are responsible for updating themselves on current regulations.

### **United Arab Emirates Law Regarding Drugs**

**United Arab Emirates.** Ministerial Decision No. 1686 of 1995 [on the regulation and control of substances frequently used in the illicit manufacture of narcotic drugs and psychotropic substances]. Dated 27 June 1995.

**United Arab Emirates.** Federal Law No. 14 of 1995 on the countermeasures against narcotic drugs and psychotropic substances. Dated 19 September 1995

## **EAHM Drug Regulations**

Drugs are forbidden by UAE national law with no distinction being made between "soft" and "hard" drugs. The consumption, possession, buying, selling, gifting, growing, or creating of any such substances, inside or outside EAHM, are strictly prohibited. This applies to the whole period of the programme, including internship. Students guilty of breaking this rule are subject to immediate expulsion from EAHM and may be subject to legal action by the authorities.

***Punishments for drug offences are extremely severe in the UAE.***

## **MEDICATION**

Medical substances must be taken with care. Several drugs normally taken under a doctor's supervision in some countries are classified as narcotics in the UAE. A doctor's prescription should be carried along with any medication that is brought into the country. Students are advised to keep prescription medication in its original packaging, with the pharmacy label attached.

Disciplinary action may be taken in cases of abuse of medication. Students are advised to consult the Student Support Officer for referrals to counsellors if they have a prescription drug dependence problem.

## **RESPONSIBILITY:**

All students are responsible for knowing and understanding the current UAE/Dubai laws and EAHM's policy.

All faculty and staff are responsible for upholding the regulations both personally and regarding students (e.g. by not serving alcohol to or procuring alcohol for students under 21/without an Alcohol License), and for promptly reporting instances or suspected instances of violation of the policy.

The Student Support Officer is responsible for ensuring that the policy is reviewed regularly and kept updated.

## **IMPLEMENTATION OF THE POLICY:**

The Director of Operations is responsible for implementing the disciplinary procedures for non-academic offenses.

The disciplinary process is described in EAHM policy **EA/STU/002, Non-academic discipline**.

## **Sanctions for Violations of the Policy**

### **Alcohol offenses**

First Offence - Any student who is judged to have broken the above regulations will, on the first occasion, receive a formal written warning regarding their conduct. A record will be placed in their student file and will remain there for the duration of their enrolment. In cases judged to be gross misconduct, the student may be evicted from the student accommodation and/or expelled from EAHM; a record will be permanently held in their student file.

Second Offence - Any second offence relating to this policy may result in eviction from the accommodation and/or instant expulsion from EAHM. A record will be permanently held in their student file.

Further Offence - Any further offence WILL result in expulsion from EAHM. A record will be permanently held in their student file.

Appeals - A student who has been accused of any offence contrary to these regulations may appeal the decision as described in EAHM policy **EA/STU/002, Non-academic discipline**.

**Drug offenses**

Any student who violates the UAE laws on use of illegal substances is subject to immediate expulsion from EAHM and may face legal action by the UAE authorities.

**ASSOCIATED DOCUMENTS:**

EAHM policy EA/STU/002, Non-academic discipline


**MENTIONS:**

- Catalogue
- Student Handbook
- Accommodation Policy

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2022

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy name:	<b>EA/STU/004, Illegal and controlled substances</b>
Policy Committee:	20 September 2007
Final approval:	October 2007
Reviewed/Updated:	September 2009
Reviewed/Updated:	September 2012
Reviewed/Updated:	31 July 2014
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Reviewed/Updated:	31 July 2016
Reviewed/Updated:	5 August 2018
Reviewed/Updated:	24 February 2020

Policy <b>DRESS CODE</b>		
Number <b>EA/STU/005, Issue 1</b>	Reviewed/Revised <b>24 February 2020</b>	
Responsible <b>STUDENT SUPPORT OFFICER</b>		
Target audience: <b>STUDY ABROAD, FULL-TIME AND PART-TIME STUDENTS (UNDERGRADUATE &amp; POST-GRADUATE)</b>		

### **PURPOSE:**

While at EAHM, students will be required to follow the dress and grooming standards prevalent in the hospitality industry, where appearance is an important element in career success. The purpose of this policy is to describe the required standards in detail so that there is no room for doubt regarding expectations.

### **SCOPE:**

The policy covers full- and part-time undergraduate students of EAHM in all programs, as well as visiting or temporary students. It also covers, in a separate statement, the dress and grooming requirements for post-graduate students.

### **DEFINITIONS:**

**Academy Premises:** all areas of the two academic buildings, including the reception areas, the courtyards, the library, Attibassi Café, and the lunch buffet café

**Weekdays:** Sunday to Thursday from 0800hrs till 1800hrs each day

**Holidays:** official holidays when classes are not held, as confirmed by the Administration Office

### **POLICY STATEMENT:**

Full- and part-time Undergraduate students attending EAHM must wear professional business attire and adhere to the general grooming guidelines while they are on EAHM premises during weekdays.

Postgraduate students are required to wear business attire to class while they are on EAHM premises during weekdays and smart casual clothing after 1800hrs on weekdays or on weekends when they do not have classes. They are also expected to follow the general grooming guidelines below. Emirati students may wear full national dress as described below.

During evenings, on weekends, and on holidays, students may wear smart casual clothing (as defined in this document) on EAHM premises.

### **Attire do's and don'ts:**

- Clothes should be clean and freshly pressed
- Shirts must always be kept buttoned-up
- Gentlemen must wear ties in a smart knot; the tie knot must not hang loosely, away from the shirt collar.
- Suits do not always need to be worn by students but must be accessible when required.
- A student name badge must always be worn as an integral part of the uniform.
- Complete UAE national dress may be worn as a substitute to the EAHM uniform; men may wear a dish dash/kandorah and women an abaya. However, if the abaya is such

that it shows any part of the clothing underneath, then it must be worn over an EAHM uniform.

- The wearing of caps or hats is not permitted, nor is the wearing of sunglasses inside the academic buildings. Head coverings that are part of UAE national dress are permitted, as are those which are part of religious observance.

### **Summer Uniform Guidelines:**

When announced by the Dean (usually sometime in June), students may follow the summer uniform guidelines:

- Jackets and ties do not have to be worn by men.
- Jackets do not have to be worn by women.
- Long-sleeved shirts must be worn but can be open at the neck.
- All other elements of the uniform and grooming standards must be followed.

### **Smart Casual Clothing Guidelines:**

After 1800hrs on weekdays, and all day on weekends, smart casual dress may be substituted for professional attire in all academic buildings on campus. This applies to both Undergraduate and Postgraduate students.

The best way to describe smart casual clothing is to define what it is NOT:

- Casual does NOT mean sloppy.
- NOT all casual clothing is appropriate within the scope of **smart casual** clothing.

Clothes that we might wear to bed, to the gym, to the beach, to clean the garage, or to work in the yard most certainly do not fit within the framework of smart casual clothing.

The following are some examples of inappropriate clothing when smart casuals are required:

- Faded and/or tattered/torn jeans
- Faded and/or tattered/torn shorts, shorts which are *too short*, gym shorts, multi-coloured shorts – however a single-coloured, well-kept pair of Bermuda shorts is acceptable
- Faded and/or misshapen T-shirts
- Garments displaying excessive advertising or writing
- Jogging suits
- Tank tops
- Clothing with spaghetti straps; clothing revealing bare backs, midriffs or shoulders, or any other revealing/provocative clothing
- Slippers/flip-flops

### **Grooming Standards**

Students must adhere to the general grooming guidelines below even with their smart casual dress.

#### **General Grooming Standards for Gentlemen:**

- Cleanliness: You must shower/bathe at least once a day. Use of mild deodorants is highly recommended.
- Hair styles: Hair should be well-kept and clean; hair must be short and cut above the ears and collar on a regular basis. Avoid extreme hair colouring (purple, blue, green), knotted/matted hair or designs cut into hair.
- Facial hair: Gentlemen ideally should be clean-shaven and must shave daily before coming on campus; no beard/moustache growing time is allowed during the academic trimester; existing beards/moustaches must be kept well-trimmed at all times; the length of sideburns must be kept above the top of the ear lobes.

- Fingernails: Clean, short, and well-trimmed fingernails are a must.
- Cologne/Deodorant/After-shave: Daily usage of a mild body deodorant or an antiperspirant is recommended. Highly perfumed/strong smelling colognes, after-shaves, body sprays, and hair sprays should be avoided.
- Body piercings and tattoos: Gentlemen should not have any visible body piercings or tattoos.

### **Grooming Standards for Emirati Gentlemen in National Dress:**

#### **Uniform –**

- Clean and pressed Kandorah with tarboosh
- Agal
- Ghutra
- Cap (Gafia)
- Salwar
- Baniyan

#### **Hair –** If not covered by Ghutra (head cloth)

- Hair not longer than neckline
- Beards, sideburns, and moustaches neatly trimmed

#### **Jewellery –**

- No earrings
- One neck chain, but must be concealed
- Wedding band only

#### **Nails –**

- Clean and short

#### **Shoes –**

- Black sandals in clean and good condition

These grooming standards are mentioned as guidelines. Students might be required to adhere to more specific grooming standards while in Food & Beverage Service and Production areas on campus and during on-the-job training in various hotel units.

### **General Grooming Standards for Ladies:**

- Cleanliness: You must shower/bathe at least once a day. Use of mild deodorants is highly recommended.
- Hair styles: Hair should always be well-kept and clean; shoulder length and longer hair must be neatly tied back, away from the face. Avoid extreme hair colouring (purple, blue, green), knotted/matted hair or designs cut into hair.
- Fingernails: Fingernails must be kept at a moderate length; clean, well-trimmed fingernails are a must.
- Jewellery: Has to be appropriate at all times and in accordance with your overall professional image and may include no more than a single pair of earrings, no longer than 1 cm, one neck chain, one bracelet, and one ring on each hand.
- Make-up: Be conservative with the use of cosmetics, avoiding dark and extreme colours.



- Perfume/Deodorant: Daily usage of a mild body deodorant or an antiperspirant is recommended. Strong smelling perfumes, body sprays, and hair sprays should be avoided.
- Tattoos: Tattoos should not be visible.

### **Grooming Standards for Emirati Ladies in National Dress:**

#### **Uniform –**

- Plain, closed abaya
- Black shayla

#### **Shoes –**

- Closed black shoes
- Clean and polished at all times

#### **Make-up –**

- Subtle and natural
- Henna is acceptable

#### **Hair – (If not covered by scarf)**

- Must always be off the face
- If it is longer than shoulder length, it must be tied back by a hair clip or band

#### **Jewellery –**

- A single pair of earrings, no longer than 1 cm
- One neck chain
- One bracelet
- One ring on each hand

#### **Nails –**

- Clean, short, and well-manicured
- F & B colleagues are not allowed nail polish at all
- Chipped nail polish is not acceptable

These grooming standards are mentioned as guidelines. Students might be required to adhere to more specific grooming standards whilst in Food & Beverage Service and Production areas on campus and during on-the-job training in various hotel units.

### **RESPONSIBILITY:**

Each student is responsible for knowing and complying with EAHM dress code and grooming policy.

Faculty and staff members are responsible for modelling the standards advocated in the policy in their own dress and for monitoring student compliance with the policy. Faculty and staff are required to ask undergraduate students to leave a class, the library, the café, or other EAHM spaces if they are not dressed according to the code.

The Student Support Officer is responsible for ensuring that the policy is reviewed regularly and kept updated.

### **IMPLEMENTATION OF THE POLICY:**

Any student who is deemed to be inappropriately attired or groomed will be asked by a faculty or staff member to return home to make the required changes to their appearance. They will

not be allowed to do this after a class or event is over; the dress and grooming standards are prerequisites for attending Undergraduate / EFL classes, and events at EAHM.

A Postgraduate student deemed to be inappropriately dressed or groomed will be warned but not asked to leave class; he or she will be expected to come to the next class in full compliance with the rules for post-graduate attire and grooming.

Consistent failure to meet with the dress code and/or the grooming standards will lead to the initiation of stronger disciplinary action and sanctions.

Students may be referred to their personal tutors if they have been found to be non-compliant with the dress code and/or grooming standards on several occasions. If they are persistent in ignoring the code, a Disciplinary Committee will hear the case, as described in EAHM Policy EA/STU/002, Non-academic discipline.

Sanctions may include:

- Barring the student from attending scheduled classes and other EAHM events. for a specified period
- A written warning in the student's file
- "Community service", as specified by the committee
- Compulsory counselling

**ASSOCIATED DOCUMENTS:**


EAHM Policy EA/STU/002, Non-academic discipline


**MENTIONS:**

- Catalogue
- Student Handbook
- EA/STU/007, Student Code of Conduct
- Dress to Impress: Student Attire Guidelines

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy name:	<b>EA/STU/005, Dress code</b>
Policy Committee:	20 September 2007
Final approval:	October 2007
Reviewed/Updated:	September 2009
Reviewed/Updated:	September 2012
Reviewed/Updated:	31 July 2014
Reviewed/Updated:	31 July 2015
Reviewed/Updated:	31 July 2016
Reviewed/Updated:	5 August 2018
Reviewed/Updated:	24 February 2020

Policy <b>EXTRACURRICULAR ACTIVITIES</b>		
Number <b>EA/STU/006, Issue 1</b>	Reviewed/Revised <b>23 September 2020</b>	
Responsible <b>STUDENT SUPPORT OFFICER &amp; STUDENT COUNCIL LIAISON MANAGER</b>		
Target audience: <b>ALL STUDENTS</b>		

### **PURPOSE:**

At its best, university life offers both a stimulating academic environment and exposure to a wide range of edifying non-academic experiences. The Emirates Academy of Hospitality Management (EAHM) believes that successful hospitality and tourism professionals are well-rounded individuals who have had a variety of opportunities to develop their social, leadership, and organizational skills. Thus, extracurricular activities are encouraged and welcomed. This policy is designed to provide a framework for extra-curricular student activities held under the auspices of EAHM.

### **SCOPE:**

The policy covers all activities as described in "Definitions" below. It does not cover activities organized by individual students or groups of students for non-class time if EAHM is not formally involved (for example, an informal party or barbeque for resident students). Note however that any activity held on campus must comply with the Student Code of Conduct and other EAHM policies.

### **DEFINITIONS:**

"Extracurricular activities" are events and activities for EAHM students that are authorized, organized and/or sponsored and supervised under the auspices of EAHM but that do not fall within the scope of the regular EAHM curricula.

Students do not receive credit for extracurricular activities.

Extra-curricular activities may be organized by the Student Council, the Student Support Officer, the Student Council Liaison Manager/s, Operations Manager or any other section or member of EAHM community.

Extracurricular activities may be held on campus or elsewhere.

### **POLICY STATEMENT:**

We support development of a close and active EAHM community through shared events and activities. EAHM will provide financial assistance for at least two community-wide non-academic events a semester (usually Student Council events) and will consider any number of proposals with no financial implications. Establishment of ongoing clubs and sports activities is especially encouraged.

No alcohol will be served at any event on campus involving students.

## **RESPONSIBILITY:**

The Student Council Liaison Manager/s and Operations Manager or designate will be the first line of contact for any proposed extracurricular activity. He / she will also be responsible for assisting Student Council Members with any financial transactions related to an event, including raising PRs, producing supporting documentation, etc. The Student Council Liaison Manager/s is / are responsible for ensuring that EAHM Alumni and the entire study body and staff are invited to all relevant activities.

The Student Council has a mandate to organize student events. When an activity proposed by the Student Council is approved, the Council will assume responsibility for organising it, promoting it, and cleaning up after it, and for keeping the Student Council Liaison Manager/s and Operations Manager informed at all stages.

For Non-Student Council activities (a club or workshop, for example), one person must be designated to take responsibility for ensuring EAHM policies and procedures are followed and for communicating with the Student Council Liaison Manager/s regarding the activity.

The Student Council Liaison Manager/s is / are responsible for ensuring that this policy is up-to-date and reviewed according to the agreed schedule.

## **IMPLEMENTATION OF THE POLICY:**

Any student, Faculty member or EAHM colleague may propose an activity by completing an Extracurricular Activity Proposal form (See Appendix A) and submitting it to the Student Council Liaison Manager/s.

The Student Council Liaison Manager/s is responsible for assessing proposals for the following types of activities and submitting her recommendations to the Managing Director for approval:

- Clubs
- Recreational activities like sports competitions, movie nights, barbeques, etc.
- Funding-raising events or drives for charity
- Non-course-related tours or field trips
- Non-credit short courses or workshops on non-academic subjects like photography, chess, tai chi, etc.

Note that any event involving publicity and/or interaction with an outside body must comply with Jumeirah and EAHM rules and regulations regarding media relations etc. They should contact the Director of Marketing & Enrolment at EAHM for further direction.

The Student Council Liaison Manager/s will forward proposals for the following types of activities to the Dean:

- Non-credit short courses or workshops on academic or professional topics
- Events involving guest speakers

Each proposal will be assessed on the following criteria:

- The justification provided in the proposal
- Student commitment to organizing the event
- The estimated number of students / others who will participate
- The cost implications for EAHM (although this will not disqualify a good idea)
- The feasibility and ease of implementing the idea

- The health and safety and insurance implications

Once approved, the Extracurricular Activity Proposal form will be signed by either the Student Council Liaison Manager/s or the Dean and filed in the Student Council Liaison Manager/s Office/s. A copy will be returned to the proposer.

The student responsible for the Club or other event/activity may be supported by other departments such as the Marketing Department and the Media Club and must conform to all policies and procedures as mentioned in the Student Handbook and this Policies and Procedures Handbook. If a 'Club' is made up of more than one student, a 'terms of reference' document must be produced and approved by TRASC and any publication related documents such as flyers/posters and newsletters or email invitations must be pre-approved by Student Council Liaison Manager/s and/or Student Council President.

All Extracurricular Activities should be included along with Student Council related activities when Student Council presents the yearly Student Council updates in any governance related meetings or at Campus Update presentations.

**ASSOCIATED DOCUMENTS:**

- Extracurricular Activity Proposal form
- Student Council Constitution
- Posting and Publication policy
- Student Code of Conduct

**MENTIONS:**

- Catalogue
- Student Handbook

**DATE OF NEXT REVIEW:**

This document will be reviewed by December 2021.

<b>POLICY APPROVALS RECORD</b>	<p style="text-align: right;"> <b>THE EMIRATES ACADEMY</b>  OF HOSPITALITY MANAGEMENT  </p>
Policy name:	<b>EA/STU/006, Extracurricular activities</b>
Policy Committee:	12 March 2008
Final approval:	April 2008
Reviewed/Updated:	September 2010
Reviewed/Updated:	September 2012
Reviewed/Updated:	31 July 2014
Reviewed/Updated:	31 July 2015
Reviewed/Updated:	31 July 2016
Reviewed/Updated:	5 August 2018
Reviewed/Updated:	June 2019
Reviewed/Updated:	1 September 2020

**Appendix A – Extracurricular Activity Proposal Form**

**EXTRACURRICULAR ACTIVITY  
PROPOSAL**



**TITLE & BRIEF  
DESCRIPTION OF THE  
ACTIVITY:**

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**PROPOSED DATE/S:**

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**PROPOSED VENUE:**  
(specific location, e.g. pool  
bar)

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**ESTIMATED NUMBER OF  
PARTICIPANTS:**

**STUDENTS:**

**OTHERS (specify):**

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**JUSTIFICATION FOR THE  
ACTIVITY:**  
(expected benefit or rationale)

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**WHO (INDIVIDUAL/S OR  
GROUP) WILL ORGANISE  
THE EVENT?**

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**ESTIMATED COSTS:**

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---


**SIGNATURE OF PROPOSER:**

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**APPROVED BY & DATE:**

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Policy <b>STUDENT CODE OF CONDUCT ('NON-ACADEMIC')</b>		
Number <b>EA/STU/007, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>DIRECTOR OF OPERATIONS</b>		
Target audience: <b>STUDY ABROAD, FULL-TIME AND PART-TIME STUDENTS; VISITING, ADJUNCT, FULL-TIME AND PART-TIME FACULTY; STAFF</b>		

#### **PURPOSE:**

The Student Code of Conduct compiles and abbreviates all non-academic policies related to students and campus life. It is intended to be a quick reference for students.

The purpose of the Code of Conduct is to foster development of a safe, harmonious environment conducive to learning and personal growth for all. When the conduct of an individual or group interferes with the teaching or administrative activities of EAHM, or adversely affects other members of EAHM community, then disciplinary procedures will be followed as described below and in EAHM's other policy documents (available on the Intranet).

In addition to the Code of Conduct, students are obliged to comply with all UAE and Dubai laws and regulations.

#### **STUDENT RIGHTS AND RESPONSIBILITIES:**

All students of EAHM have the right to consistent and fair treatment. It is the policy of The Emirates Academy of Hospitality Management not to discriminate against any member of EAHM community on the basis of national or ethnic origin, political or religious opinion or affiliation, age, gender or disability, in the recruitment or admission of students, or in the administration of the university's educational policies, admissions policies, and university activities and programs.

No member of EAHM community shall be deprived of academic freedoms, personal rights or liberties without due and fair processes of applicable EAHM regulations.

No disciplinary sanctions may be imposed upon any member of EAHM community without fair and due process being provided.

Each student has a duty to understand and follow the rules and regulations set forth by EAHM. Ignorance of a rule or regulation shall not be an acceptable defense.

#### **THE CODE**

Non-academic EAHM rules, regulations and policies are listed in alphabetical order below. For more details, see the full policies referred to under some entries. Where no policy appears below an entry, consider the entry to be the full, formal statement of policy on the subject, in conjunction with all other entries in the code of conduct. The full policies are posted on the Intranet (Moodle) for all members of EAHM community to consult. Policies related to student accommodation are taken from the Student Accommodation Lease, also available on the Intranet (Moodle). Refer also to the academic regulations in the **Catalogue**.

All students joining EAHM are also required to read, understand and sign a 'academic' code of conduct (20191 onwards) and student contract (student admitted prior to 20191), which summarises these regulations.

The disciplinary process is described in section IV below.

A

## **ACCOMMODATION ON CAMPUS**

### **Alcohol**

Alcohol is not permitted in the studio apartments or any part of the accommodation areas under any circumstances, irrespective of whether a student holds a valid Alcohol License. Students found in possession of alcoholic drinks in the accommodation areas will be subject to disciplinary procedures. Possession of alcoholic drinks also includes reasonable evidence of alcoholic drinks being present, such as empty alcoholic drink containers, bottles or glasses. Students judged to be in possession of alcohol in the accommodation will be subject to disciplinary procedures. Random checks without prior notice will be carried out by security and authorised EAHM officials should suspicion of misconduct arise.

### **Cleanliness**

Accommodation staff cleans the outside and internal areas of the accommodation blocks but studio apartments are the responsibility of the student. All rooms are to be kept clean and tidy at all times. Studios are subject to random inspections without prior notice, should EAHM Management suspect the cleanliness requirement is being violated.

### **Gender segregation**

In accordance with the laws of the UAE, unmarried men and women are not permitted to share rooms in the accommodation blocks. Sanctions will be imposed upon male and female students found to be sharing a room. Male students may not visit the women's accommodation block and female students may not visit the men's accommodation block. This includes visits for study purposes.

### **Hazardous materials**

Candles, tea lights and any sources of open flame are prohibited in or around the campus area, including the accommodation studios. Other hazardous items such as fairy lights and electric blankets are also banned. In addition, no hazardous liquids or gases may be stored in or around the campus.

### **Noise**

Excessive noise is disturbing for students who wish to study or sleep. The Accommodation Management and security guards have the authority to deal with such issues if required. Loud and disturbing noises are not acceptable and all radios, televisions etc must be set at low volume at all times. Between **2300hrs and 0700hrs**, headphones must be used. Students who repeatedly disturb others will be evicted from their accommodation.

### **Obstructions**

Marked fire exits, stairwells, doorways and halls must never be blocked by items of furniture or boxes or gatherings of people that would make it difficult for residents to pass by or exit quickly in case of emergencies.

### **Telephones**

Each studio has a telephone with direct dial facility for local calls and a high speed internet connection. International calls are barred from the student accommodation phones. Pre-paid cards for mobiles are widely available in Dubai.

### **Smoking**

No smoking is allowed within the accommodation blocks. Any student who smokes inside the accommodation block, or who allows others to smoke within his/her studio will be subject to a fine and/or disciplinary action.

**[See Accommodation Lease Agreement](#)**

**ALCOHOL**

United Arab Emirates law forbids the selling of alcohol to, or the consumption of alcohol by, anyone without an Alcohol License. The legal age limit for the procurement of an Alcohol License is 21 years. Action will be taken in cases of breach of the UAE law. Possession and consumption of alcohol in the student accommodation is strictly forbidden.

**[See EAHM policy EA/STU/004, Illegal and controlled substances](#)**  
**[See also Accommodation on campus \(above\)](#)**  
**[See also Drugs \(below\)](#)**

B

**BEHAVIOR OUTSIDE EAHM**

The reputation of EAHM is communicated by the behaviour, attitude and cultural sensitivity of students outside the campus. Students are therefore expected to behave appropriately when off EAHM's grounds and on social media.

Remarks or complaints about a student's behaviour made by persons outside EAHM or inside EAHM, if verified, may lead to disciplinary action.

Misrepresenting oneself on social media or by using a borrowed ID card, or loaning an ID card/nametag to someone else, are both examples of behaviour that reflects badly on EAHM and either offense may incur disciplinary action.

**[See also Identity fraud \(below\)](#)**  
**[See EAHM policy, EA/IT/002, Publications & Social Media](#)**

**BULLYING**

Bullying is when one person or a group of people targets an individual for persistent, unwelcome attention that degrades and threatens the target individual. Bullying may be verbal, written or physical, or it may involve excluding the person from activities, or spreading rumours about him or her. Bullying can make someone lose confidence in him or herself and can interfere with academic performance and health.

Bullying among students is prohibited and will lead to disciplinary action.

**[See EAHM policy EA/STU/001, Bullying & Harassment](#)**  
**[See also Harassment \(below\)](#)**

C

**CLASSROOM USE OUTSIDE SCHEDULED CLASS TIMES**

All class- and lecture-rooms in Phase I and Phase II of EAHM are reserved for scheduled courses as a first priority. Access to a classroom for a group-work session must be requested and booked in advance. In the evenings and during weekends, classrooms will remain closed in order to keep them clean and prepared for the next class. However, students wishing to use the facilities outside normal working hours may do so by contacting the Student Services Centre to make a booking, which will be entered into the timetable.

**COPYRIGHT**

According to the Copyright law of the UAE, it is forbidden to reproduce copyright-protected information materials. This means that students may not photocopy entire books, magazines or other information resources. Provision is made in the law for photocopying of *one chapter* of a book or *one article* from an issue of a magazine, for personal academic use.

The same law also stipulates that DVDs, videos, audio cassettes and CDs may not be copied. Students may not borrow a DVD or video from the library and copy it to have their own copy.

Finally, the law states that films and music may not be downloaded from the internet, except from authorised sites (usually requiring payment). This means that you may not copy illegally onto laptops leased from EAHM.

EAHM reserves the right to restrict access to sites which allow the breaching of copyright law.

**See EAHM policy EA/ACA/004, Copyright Compliance**  
**See EAHM policy EA/IT/001, Use of Communications Systems**

D

### **DAMAGE TO EAHM PREMISES, EQUIPMENT OR FITTINGS**

Anyone wilfully damaging premises or equipment will be held responsible legally and/or financially. Vandalism or wilfully damaging the property of EAHM is grave misconduct and may lead to dismissal from academic programs and/or eviction from campus accommodation.

If students notice damage to premises, equipment or furniture, or malfunctioning equipment, or if they unintentionally damage something themselves, they should notify the Operations Department or IT Department promptly.

### **DISORDERLY OR DISRUPTIVE CONDUCT**

Behaviour that interferes with or obstructs the functions of EAHM or impinges on the interests of other EAHM and Jumeirah Village community members is prohibited. Such behaviour includes but is not limited to noise, intoxication, obstructing entrances and exits, using excessive force or physical violence, posting inappropriate content on social media and foul language.

### **DRESS CODE**

All students must be formally dressed in business attire in compliance with the requirements of a management position in any public or private work environment. This dress code applies during working days from Sunday to Thursday (and including Friday/Saturday if a student is scheduled for classes), from the start of the working day at 8 am until the end of all classes at 6 pm (dress code applies to Postgraduate classes or other academic classes held in the evenings as well).

During evenings (after 6 pm and weekends (unless banquets or other special events are organised) students may wear **smart casual** clothing. No trainers, shorts (except neat knee-length Bermuda shorts), or sleeveless shirts are permitted at any time in academic buildings. Dressing properly, whether in everyday or professional clothes, includes the wearing of clean and pressed clothing, polished or cleaned shoes and paying attention to the style and colour.

The wearing of non-uniform caps or hats is not permitted, nor is wearing sunglasses inside the buildings. Head coverings as part of UAE national dress or religious observance are acceptable.

During practical classes in kitchen and service, the professional kitchen or service outfits will be worn as per the instructions of the Kitchen and Restaurant Instructors. Uniforms are a visible sign of professionalism and should be worn with pride and enthusiasm.

Personal hygiene is essential in service professions and it requires continual attention especially during schedule class hours, when moving around the academic buildings and when going for interviews or other academic events. Hair must be well groomed.

EAHM Faculty and staff are empowered to ban you from entering academic buildings if not dressed or groomed appropriately and mark you absent from classes.

**See EAHM policy EA/STU/005, Dress Code.**  
**See Arrival Guide.**

## **DRIVING**

The speed limit on campus is 5 km/h “dead slow” and it is strictly enforced to prevent accidents and harm to children, pets and pedestrians around the campus. Accidents on campus will be referred to the police.

**See also Parking (below).**

## **DRUGS**

Possession, use and selling of drugs are forbidden by UAE national law with no distinction being made between “soft” and “hard” drugs. While studying at EAHM, students must abide by this law. This applies to the whole period of the programme including the internship. Students guilty of breaking these rules are subject to immediate expulsion from EAHM and may be subject to legal action by the authorities. **Punishments for drug offences are extremely severe in the UAE.**

### ***Prescribed drugs***

Medical substances must be taken with care. A number of drugs normally taken under a doctor's supervision in some countries are classified as narcotics in the UAE. A doctor's prescription should be carried along with any medication that is brought into the country. Students are advised to keep prescription medication in its original packaging, with the pharmacy label attached.

Disciplinary action may be taken in cases of abuse of medication. Students are advised to consult the Student Support Officer for referrals to counsellors.

**See EAHM policy EA/STU/004, Illegal and Controlled Substances**  
**See also Alcohol (above).**

## **DUBAI / UAE LAWS**

Students should be aware that the following activities and behaviours (among others) are illegal in the UAE and may be subject to harsh penalties—

- Possession, use or selling of narcotic drugs
- Possession or use of alcohol without an Alcohol License, and under the age of 21
- Driving with any alcohol at all in your system
- Gambling
- Sharing accommodation with a person of the opposite sex who is not your spouse or an immediate relative
- Public displays of affection such as kissing

- Homosexual behaviour

E

## **EMAIL AND INTERNET: ACCEPTABLE USE**

Internet access and email have been provided to students for academic purposes and personal communication. All users must observe the following regulations:

- Students may not use the internet or email for purposes that are illegal, unethical, or harmful to EAHM or Jumeirah.
- Students may not send or forward chain emails, or disseminate large files (such as photos or videos) to lists of recipients, thus slowing down the system.
- Students may not conduct personal business using EAHM's computer resources, telephones or fax machines.
- File downloads from the Internet to EAHM-owned laptops and PCs are not permitted unless specifically authorized by the I.T. Manager.
- Online gambling is prohibited and is punishable.
- Any suspicious emails received should be reported to the IT department.

Students or employees must not use any of the digital media including social media for maligning, criticizing or in any way threatening the reputation of EAHM, its offices and other students.

Students are reminded that digital media such as Facebook, YouTube and other mediums are often assessed by HR Departments prior to making job or internship offers. It is therefore essential that only professional messages and images are posted.

**See EAHM policy EA/IT/001, Use of Communications Systems**

**See EAHM policy EA/IT/002, Publications & Social Media**

**See also IT policies (below)**

## **ENVIRONMENTAL AWARENESS**

The Emirates Academy of Hospitality Management provides garbage bins at the entrances/exits of E&F block Ground Floor. All students are requested to dispose their garbage in these containers. It is strictly prohibited to leave or dispose any garbage in hallways, staircases or the laundry rooms. Offenders will be liable to pay a fine and a note to their respective student files. Repeat offenders may be asked to vacate their accommodation.

Intentional littering – that is disposing of trash anywhere but in the designated bins - on the campus grounds or in the buildings will incur disciplinary action.

## **EVENING CLOSING TIMES**

Since EAHM's campus also houses residences, some security measures are necessary to prevent the entry of unauthorized individuals, particularly during the night. The main entrance to the campus grounds is via the security gate at the south side of the Campus; staffed at all times by security personnel. Resident students have free access in and out of the grounds on production of their student identity card. EAHM is however closed at 2100hrs each night unless evening programs are being held or students request late access to the facilities. Security holds all relevant forms required for late access and the procedures will be communicated to students during their orientation session. Security personnel have been advised to grant no exceptions. Forceful or unauthorised entry to EAHM compound will lead to prosecution.

## F

### **FAILURE TO COMPLY**

When security officials, EAHM Faculty or staff members tell a student to cease an activity or behaviour, he or she must comply with immediate effect, or disciplinary action will be taken.

### **FIRE SAFETY**

When a fire alarm rings, students must follow the directions of the fire wardens in that section of the building. If directed to vacate the building and when the fire alarms rings for the second time, students must do so promptly. Failure to do so will result in disciplinary action.

Tampering with fire safety equipment such as extinguishers, fire alarms, sprinklers, etc., is prohibited, as is setting off a fire alarm with no threat of fire. Disciplinary or even legal action may be taken against offenders.

**Candles, tea lights and any sources of open flame** are prohibited in or around the campus area, including the accommodation studios. Other hazardous items such as fairy lights and electric blankets are also banned.

Students are expected to take reasonable care on EAHM premises and grounds, and in student accommodation, to avoid starting fires. Starting a fire through carelessness may incur disciplinary action; maliciously setting a fire or damaging fire safety equipment **will** incur EAHM disciplinary procedures and the police will be called as well. In the latter case the sanctions will be harsh.

Fire safety training, including emergency evacuation procedures, will be given during Orientation.

**See EAHM Health & Safety Handbook**

**See SOP EA/A&AS/003 Fire and Emergency Evacuation**

## G

### **GROOMING STANDARDS**

As well as wearing business attire, students are required to adhere to professional standards of grooming, Jewellery and perfume/after-shave are to be discreet. Fingernails must be clean and short; hair should be clean and neatly styled, with no unusual colourings or designs. Tattoos must not be visible. Clothing must be clean and pressed at all times.

**See EAHM policy EA/STU/005, Dress Code**

**See also Dress code (above)**

**See Arrival Guide**

### **GYMNASIUM**

The gym on campus is open 24 hours a day for the use of EAHM resident students and staff, as well as the Jumeirah staff living on campus. No children or pets are allowed.

Access to the Gym is controlled via a key card entry system. Key cards must not be loaned to anyone and in particular to anyone who is ineligible to use the facilities, including friends and visiting family of residents. Abuse of the entry policy may lead to withdrawal of Gym privileges and to disciplinary action.

EAHM is not liable for injuries suffered while using the equipment or gym space, so users are advised to take due care.

Please note that due to COVID-19 situation, the gym is closed until further notice.

**See also Pool (below).**

**See EAHM SOP EA/A&SS/007, Gym Access and Usage**

H

## **HARASSMENT**

For purposes of the Student Code of Conduct, harassment is defined as the targeting of a person or group for persistent, unwelcome and uninvited attention based on specific personal characteristics of that person or group. Harassment can be based on race, ethnic or national origin, religion, gender, sexual orientation, appearance, disability, age or any other feature of an individual that may be seen by some to set him or her apart from others.

Harassment may involve insults, jokes, spreading rumours about someone, criticizing or belittling someone publicly, physically threatening someone, or any action that is repeated and is unacceptable to the recipient. Sexual harassment involves any unwelcome attention of a sexual nature, such as making suggestive remarks or sending pornographic photos by e-mail to someone, or simply standing too close or touching someone without consent.

Harassment creates a hostile, intimidating atmosphere for the target and may interfere with their academic performance and health. It is absolutely prohibited in any form and strong disciplinary action will be taken.

**See EAHM policy EA/STU/001, Bullying & Harassment**

I

## **ID CARDS**

Students are required to ensure the safe-keeping of their EAHM Student Identity Card. Students must immediately report the loss or damage of their identity card to the Registrar's Office team located in the Student Services Centre. In cases where a student has not reported an identity card lost or stolen, and an abuse, for example. If fraudulent discount-taking is reported, the student will be responsible for all charges accrued.

Students may not loan their cards to anyone else.

Identity cards remain the property of The Emirates Academy of Hospitality Management and at the end of the study program and/or when leaving EAHM, the ID Card must be returned to the Student Services Centre as part of the clearance process.

**See EAHM policy EA/STU/013, Student ID Card**

## **IDENTITY FRAUD**

EAHM Student identity cards and key cards for room and facilities access are issued to individuals for their sole use. Loaning an ID card or key card to another person, or borrowing someone else's ID or key card for any purpose, is considered identity fraud, a serious offense which will incur disciplinary action. Some examples of identity fraud are:



- Using someone else's ID card, or loaning your ID card to someone, in order to take advantage of Jumeirah discounts, travel on the Jumeirah buses or to gain any other restricted benefit (for example, loaning your ID card to a non-EAHM friend so he or she can enter the Wild Wadi at discount rates)
- Using someone else's ID card, or loaning your ID card to someone, so you or they can order alcoholic drinks while underage
- Loaning your key card to someone, so they can access parts of the EAHM only (for example, the gymnasium).
- Using someone else's ID card, or loaning your ID card to someone, so you or they can use any discounts or benefits provided by ISIC (International Student ID Card).

Never loan your ID card or key card to friends, family or other students for any reason. Someone who loans their card will be considered just as guilty as the person who used it fraudulently and will be subject to disciplinary action. For example, if someone used your ID card to receive a discount at a Jumeirah restaurant, you will be responsible for any charges incurred and you will also face disciplinary action for abetting identity fraud.

**See EAHM policy EA/STU/013, Student ID Card**

### **INTRANET BULLETIN BOARD (MOODLE)**

Information regarding studies, life within EAHM and the various events organised by the staff and students will be communicated via the Intranet and e-mail. Students are therefore responsible for checking their email every day.

### **IT POLICIES AND THE USE OF IT FACILITIES**

IT policies and guidelines for the acceptable use of IT facilities and equipment are posted on EAHM's Intranet. Students should note that laptops that are leased or borrowed to them remain the property of EAHM. Students wishing to take their leased or borrowed laptop out of the country or off-campus must obtain written permission from the IT Department and pay an additional deposit to EAHM.

IT resources are provided for the sole purpose of furthering the mission of EAHM, therefore the following types of resources cannot be placed on its computer systems or any system connected to EAHM's network:

- Resources that contain abusive or sexually offensive text or images.
- Pirated software, destructive software, pornographic material or copyrighted images and information.
- Information that may lead to a lawsuit or criminal charges.
- Music files (wma, mp3rma etc...)
- EXE files.
- Peer to Peer files sharing.
- Movie files.

Licensing agreements forbid copying EAHM's licensed software and for the same reason, students are not allowed to install other software on EAHM's equipment. The use of established IT procedures which will be described in computer classes or exams should be strictly followed to allow everyone to use this equipment and maintain it in the best condition. Students are required to refrain from modifying the configurations or parameters of any of EAHM's computers.

Equipment is available for individual use in the Library lab in Phase II, including computers, printers, photocopiers, scanners. Respect for such equipment is vital. Students are requested

to report all malfunctions immediately to help ensure that the IT equipment remains functional at all times.

**See EAHM policy EA/IT/001, Use of Communications Systems**

**See also Email and Internet: Acceptable Use (above)**

**See also Library (below)**

K

### **KEY CARDS**

No one may loan their key card/s to another person. If anyone but the owner of a key card is found in possession of it, or is found using it for access to restricted Jumeirah Village facilities, the owner of the card will incur disciplinary action. If the *borrower* of the key card is a student, he or she will also face disciplinary action. A visitor to Jumeirah Village found using the card of a resident may be asked to leave the campus and may be blacklisted.

All lost/missing/stolen keys/cards must be reported immediately to the Operations Office at the Student Services Centre or to Security.

When a student graduates, intercalates or leaves EAHM, all EAHM key cards issued to that individual must be returned to the Operations Office or Welcome Centre.

L

### **LAUNDRY FACILITIES**

Washing machines and dryers for personal laundry are provided in the accommodation blocks. Students are asked to show respect for other residents when using these facilities. Remove your clothes promptly when a wash or dry cycle is finished, so others may use the machines. Do not remove someone else's clothes from a washer and leave them lying in a heap; place them in a dryer. Do not remove the knobs from any machines. Keep the room tidy and clean. The laundry rooms are secured by a keyless entry system and your room key is programmed to open the laundry area in your block.

Items of professional attire may be washed or dry-cleaned via the central laundry service. The laundry drop-off and pick-up is located in F-block (F030). A maximum of five pieces will be accepted at any one time. Personal laundry such as under-garments are not accepted by the Laundry. Items are accepted for dry-cleaning at a specified cost. Please contact the Welcome Centre for further information about dry-cleaning costs.

Students may not approach the central laundry facility in the FMS compound directly.

### **LIBRARY**

The Library provides space for both individual and group work. There are clearly designated "quiet zones" which must be respected. Eating and drinking (other than water) are not permitted in the Library.

Library books, DVDs and other information resources are available for loan. One borrower may not pass a book on to another borrower; each loan must be made through the library.

If loaned items are returned past the due date, a fine will be charged for every working day each item is late. If items are damaged or soiled in use, the recorded borrower is responsible and must pay a non-negotiable fine specified by library staff.

If fines or replacement charges are not paid promptly, a borrower may have his or her library privileges revoked until all amounts owing are paid in full. At the end of the year, grades may not be released until all library fines and charges are cleared.

The Library provides access to licensed subscription databases of journal articles and other information resources. Our licenses with the suppliers specify that these resources are for use of EAHM students and Faculty only. Passwords and login details may not be shared with anyone outside EAHM.

**See EAHM policy EA/LIB/001, Library Privileges**  
**See EAHM policy EA/LIB/002, Library Loan Rules**  
**See EAHM policy EA/LIB/003, Library Collection Development**  
**See also Email and Internet: Acceptable Use (above)**  
**See also IT Policies and the use of IT Facilities (above).**

## **LOCKERS**

Keys for lockers are obtained from the Operations Office. Lockers are limited and are issued on a first come, first served basis to students who live off campus. They are provided for the duration of the study programme. All locker keys must be returned to the Operations Office as part of the clearance process, or else a replacement fee will be levied.

Students may not loan their keys to anyone else.

Students are responsible for keeping these keys safe from theft or loss. The loss of a key requires a lock change which will be charged to the student.

Lockers for kitchen/restaurant use are located in Phase I and only given to students registering for relevant courses. General lockers are located in Phase II near the Lecture Theatres.

**See EAHM policy EA/STU/002, Non-Academic Discipline**  
**See EAHM SOP EA/A&SS/011, Lockers and Keys**

## **LOST OR STOLEN PROPERTY**

All missing or stolen items are to be reported immediately to the Operations Office. Details will be recorded on a *Lost or Stolen Property Form / Log Book* and each case will be investigated by the Director of Operations and if necessary will be referred to security officials within Jumeirah.

Found items should be taken to the Security Office. Jumeirah Group's Lost and Found policy, in accordance with Dubai Police, prevails.

**See EAHM SOP EA/A&SS/005, Lost and Found**

## **M**

### **MEDICAL CERTIFICATES**

One of the prerequisites of our demanding profession is sound health. The students must submit a medical form as part of the application process. If required the student will be asked to submit a 'fit to work/study' letter from a doctor or further information/reports required, verifying the physical and mental health status and the ability to follow EAHM's demanding activities without restriction. It is an offence not to notify EAHM of any pre-existing medical

condition that may cause harm to the student (including academic progress), other students, staff and/or visitors. Non-disclosure may result in registration being withdrawn.

**See EAHM Student Contract**

## **MOBILE TELEPHONE USE**

All mobile telephones are to be switched off when in taught classes, and set on "silent" in the Library or any of the self-study areas. Failure to follow this rule may result in mobile telephones being confiscated and the student may face disciplinary action.

N

## **NAME BADGES**

Students are required to wear their personalised EAHM name badge during normal class hours, during their internships and work placements, and when representing EAHM at internal or external events.

No one may loan their name badge to another person or wear another student's name badge. This is considered identity fraud. If a student is found wearing the name badge of another student, both will face disciplinary action. If a student loans their name badge to someone outside EAHM, the student will face disciplinary action.

Students must immediately report the loss or damage of their name badge to the EAHM Student Services Centre. If a name badge is damaged or lost, the student will need to pay a replacement fee. All name badges remain the property of the EAHM.

**See also ID cards (above)**

**See also ID fraud (above)**

**See EAHM SOP EA/A&SS/010, Name Badges**

P

## **PARKING**

Day students may park their vehicles in the limited parking spaces inside the gates in front of the building, or outside the gates on the side of the street. Signs restricting parking (such as those painted on the ground in some paces) must be observed.

Students in residence may park their vehicles within the Jumeirah Village compound provided they obtain parking permits/permission from the Operations Office. Vehicles without valid parking permits will not be allowed to enter the compound.

## **PART-TIME WORK**

Many students supplement their income and gain valuable work experience by taking part-time jobs during the academic terms. EAHM is highly supportive of its students working part-time but reserves the right to limit or stop full-time students working during the academic trimesters if, in the opinion of a student's academic advisor, a student's academic performance is being adversely affected. Full-time students are not permitted to work past the hour of midnight except on Thursday and Friday nights without the prior consent of EAHM. All part-time jobs must be approved by the Director of Industry Relations & International Office if a student is under EAHM/Jumeirah visa sponsorship.

## **PETS**

Students may not keep pets in the studios or anywhere else in the accommodation blocks, or anywhere on campus.

## **PHOTOCOPYING**

**See Copyright (above).**

## **POOL**

The pool is for the use of all Jumeirah Village residents, including EAHM students and staff. Up to two guests may use the pool in the presence of their student host. A lifeguard is on duty from 0800hrs to 1830hrs daily and use of the pool is strictly forbidden outside of those times or at any other time if a lifeguard is not on duty.

**See also Gymnasium (above).**

**See EAHM SOP EA/A&SS/008, Swimming Pool Usage and Access**

## **POSTING FLIERS, ETC.**

Any student or student group wishing to post a flier or advertisement, or any other document, on public bulletin boards in EAHM buildings or accommodation blocks, must seek approval from the Operations Department. Documents may only be posted on bulletin boards, not walls or doors.

It is the responsibility of the student who posted the flier to remove it within 24 hours of the event it describes.

Distributing advertising fliers to individual villas and rooms in accommodation blocks in Jumeirah Village is prohibited unless preapproved by the Director of Operations.

**See EAHM policy EA/ADM/002, Posting.**

## **S**

### **SMOKING**

EAHM is a non-smoking environment. Smoking is only permitted in the designated smoking area behind Phase II. Smoking in the accommodation studios is strictly prohibited.

### **SOCIAL AND CULTURAL ACTIVITIES**

Individual or group initiatives to organise activities are welcomed and provision is made for students to organise special or external activities, subject to prior approval being obtained from the Operations Office and Student Council Liaison Manager/s. EAHM has in the past sponsored activities and an early approach is advised.

**See EAHM policy EA/STU/006, Extracurricular Activities.**

## **STORAGE OF PERSONAL BELONGINGS**

EAHM does not provide storage facilities for personal belongings. Students are advised to seek external facilities for storage during internships and summer breaks. The Operations Department can provide names of providers.

T

## **TELEPHONES**

**See Telephones under ACCOMMODATION (above).**

## **THEFT**

EAHM accepts no liability for theft from studios, lockers, classrooms or anywhere else on campus and students are advised to obtain private insurance covering theft of personal property.

Any report of theft on campus will be referred to Security and the Dubai police.

## **TRAFFIC ACCIDENTS ON CAMPUS**

Campus security must be notified immediately to handle any traffic accidents on campus causing personal injury or damage to another vehicle or to campus property. Campus security may involve Dubai Police.

**See also Driving (above).**

**See EAHM SOP EA/A&SS/002, Accident/ Incident Report**

**See EAHM SOP EA/A&SS/001, Campus Security**

U

## **UNAUTHORISED USE OF EAHM PROPERTY**

Students may not use EAHM property such as telephones, laptops, photocopiers, scanners, letterhead paper, etc. for the purpose of running a personal business, or for any purposes other than study and personal communication.

V

## **VISITORS**

Your guests, including parents, family and friends are most welcome at EAHM and the clubhouse during the day and early evening. However, for security reasons, it is essential that they are announced beforehand if you plan to show them around EAHM. Up to two guests may use the clubhouse facilities when accompanied by the student. However, the gymnasium is for use of Jumeirah Village residents only. All visitors and non-resident students must leave the campus by 2300hrs at the latest.

EAHM does have a limited number of studios that are available for rent by visiting friends and family. These can be booked via the Welcome Centre.

Please note that due to COVID-19 situation, all visitors and non-resident students are not allowed inside the premises until further notice.

**See also Evening closing times**

**RESPONSIBILITY:**

The Head of Registry & Admissions is responsible for the disciplinary procedures for academic offenses and the Director of Operations is responsible for implementing the disciplinary procedures for non-academic offenses and register these in the offense register.

**Refer to DOCUMENTS:**

- EA/STU/002, Non-academic discipline + appendices
- Accommodation lease
- Table of indicative sanctions for non-academic offenses
- Student code of conduct violation report
- Student contract
- Student code of conduct (academic)

**MENTIONS:**


- Student Handbook
- Catalogue

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	<p style="text-align: right;"> <b>THE EMIRATES ACADEMY</b>  OF HOSPITALITY MANAGEMENT  </p>
Policy name:	<b>EA/STU/007, Student code of conduct (non-academic)</b>
Policy Committee:	20 September 2007
Final approval:	October 2007
Reviewed/Updated:	30 September 2009
Reviewed/Updated:	30 September 2012
Reviewed/Updated:	31 July 2014
Reviewed/Updated:	31 July 2015
Reviewed/Updated:	15 August 2016
Reviewed/Updated:	5 August 2018
Reviewed/Updated:	June 2019
Reviewed/Updated:	1 September 2020



Policy <b>STUDENT GRIEVANCE RESOLUTION</b>		
Number <b>EA/STU/008, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>DEAN / STUDENT SUPPORT OFFICER</b>		
Target audience: <b>ALL STUDENTS</b>		

### **PURPOSE:**

The purpose of this policy is to ensure that students have recourse to an impartial, consistent review process in the event of a decision or action taken by a member of The Emirates Academy of Hospitality Management (EAHM) Faculty or administration that is perceived to be contrary to EAHM's policy, procedure or conventional practice. The policy aims to protect the rights of both students and EAHM's Faculty and staff when disagreements arise.

### **SCOPE:**

The policy is intended for use after other relevant academic or non-academic policies and procedures have been implemented, where the student feels that unfair, unjust or discriminatory decisions or actions have not been adequately dealt with by the process.

The policy covers interactions, decisions or actions between a student and EAHM Faculty or staff. It does not cover grievances between students, as those are covered elsewhere, for example, in the Non-academic Discipline and Bullying & Harassment policies.

This policy does not cover grievances with organisations outside EAHM, e.g. problems encountered with an employer during an internship. The Director of Industry Relations & International Office is the first line of contact for this type of problem.

A student may not use this policy to take issue with the *content* of a policy or procedure, only the application of it. Comments and suggestions related to the content of published policies and procedures, or the lack of policies on particular issues, may be submitted to the Quality, Institutional Effectiveness & Risk Office and Dean or Managing Director.

### **DEFINITIONS:**

A **grievance** is the written submission of a student's perception of unfairness, injustice or prejudice in the application of EAHM policy, procedure or practice.

The **grievant** is the student submitting the grievance.

The **respondent** is the accused individual or department, or EAHM as a whole.

### **POLICY STATEMENT:**

Students with an academic or administrative complaint have the right to a full and fair process to resolve the issue. The Emirates Academy of Hospitality Management treats all grievances seriously and investigates each one fully with the aim of finding a resolution satisfactory to

all parties. We believe it is in everyone's best interests to make every attempt to resolve a difference informally before turning to more official methods.

A formal grievance must be filed within one month of the incident or issue that lead to the complaint and preferably as soon after the incident as possible. Anonymous complaints will not be investigated.

Grievances judged to be frivolous or malicious will be dismissed and may incur disciplinary action.

Confidentiality will be maintained throughout and after the resolution process; only the people who are directly involved in the grievance will have access to the records about it. Grievance records will be kept for four years after resolution, in a separate file in the Dean's office. No record of a grievance will be stored in the student's file in the Registrar's office or in the personal file of a Faculty or staff member.

The grievant, or anyone participating in the grievance process, will not suffer reprisals, retaliation or disadvantage within EAHM as a result of his or her action.

#### **RESPONSIBILITY:**

While the Dean has final responsibility for implementing this policy, in practice the Student Support Officer will be the first line of contact for students who wish to initiate a grievance procedure.

It is the responsibility of all the parties involved in both informal and formal grievance procedures to enter into the process with the intention of finding a solution acceptable to all.

It is the responsibility of all parties involved in discussions regarding a complaint to ensure that a full written record of the deliberations at each stage is kept, so there is a concrete record of the attempts made to resolve the issue.

The Student Support Officer is responsible for ensuring that the policy is up-to-date and reviewed according to the agreed schedule.

#### **IMPLEMENTATION OF THE POLICY:**

A student who is considering filing a grievance is advised to consult the Student Support Officer, who will explain the process and advise on the student's particular case. The Student Support Officer remains neutral and will not serve as the student's intermediary or advocate in any formal meetings or hearings regarding the issue.

A student who has a grievance must first try to resolve it directly with the party or parties involved, through informal discussion.

If informal resolution is not initially successful, or if the student feels unable to confront the person alone, the student may request an arbitrator. The arbitrator (a neutral individual from within EAHM) will mediate at a meeting between the two parties. The student may suggest a particular individual be the arbitrator, as long as that person is part of the EAHM community. The arbitrator is neutral and makes no judgment.

If informal resolution with or without arbitration is not initially successful, the student should take the issue to the respondent's line manager for informal resolution at that level (e.g. the Dean for all Faculty; for non-academic matters, the relevant line manager, for example the IT Manager, the Director of Operations, Director of Marketing & Enrolment etc.). However, the student is strongly advised to inform the respondent of his or her intentions in advance.

If informal means are not successful in resolving the issue, the student should submit a written grievance to the Dean, including a history of resolution attempts to date. The Student Grievance Form should be used for this purpose (Appendix A), with all relevant documentation appended. The Student Support Officer can help in the process of submitting a grievance.

The Dean will review the written records and will collect further information through discussions with the two parties and any relevant witnesses. The Dean will then determine if the complaint is substantive, and if so, he will convene an ad hoc Student Grievance Committee within two working weeks of receipt of the written complaint.

Student Grievance Committee membership will vary depending on the nature of the grievance but will typically include three neutral individuals from within EAHM (i.e. no one directly involved in the decisions or actions leading to the complaint). The student can request for the President or the Student Council or the Presidents nominee to be part of the ad hoc committee.

The ad hoc Student Grievance Committee will meet and will review all the written records to date. Within one week of the convening of the Committee, a hearing will be held, at which both parties will present their cases to the Committee. Both the grievant and the respondent may have an advocate from within EAHM to accompany them during the hearing. The grievant may request an advocate from the Student Council to attend the hearing as support. This Student Council member cannot be the same Student Council member who is part of the ad hoc committee.

The Committee will give its verdict within two working days of the hearing, along with its recommendations for action. Its decision will be recorded on the Student Grievance Record (Appendix B). This decision cannot be appealed.

If a grievance is resolved formally, a complete set of records will be kept in a separate file in the Dean's office for a period of four years from the date of the decision. If an informal agreement is reached, no records will be kept.

**ASSOCIATED DOCUMENTS:**

- Student grievance form
- Student grievance record

The procedures related to the following policies must be implemented in full before a grievance may be initiated—

- Academic policies as outlined in the Catalogue (for grade appeals, e.g.)
- Academic integrity
- Non-academic discipline
- Student code of conduct

**MENTIONS:**

- Catalogue
- Student Handbook
- Staff and Faculty Handbook

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy Name:	EA/STU/008, Issue 1, Student Grievance Resolution
Policy Committee:	September 2007
Final approval:	October 2007
Reviewed/Updated:	September 2009
Reviewed/Updated:	September 2012
Reviewed/Updated:	31 July 2014
Reviewed/Updated:	31 July 2015
Reviewed/Updated:	31 July 2016
Reviewed/Updated:	5 August 2018
Reviewed/Updated:	20 May 2019
Reviewed/Updated:	1 September 2020

**Appendix A – Student Grievance Form**



**STUDENT GRIEVANCE FORM**

The Student Support Officer can offer assistance in completing this form. When you have completed it in full, and attached all the relevant documentation, submit it to the Student Support Officer.

<b>Student name:</b>			
<b>Student signature:</b>			
<b>Student number:</b>		<b>Mobile phone number:</b>	
<b>Email address:</b>			
<b>GRIEVANCE AGAINST:</b>			
<b>Name:</b>			
<b>Department:</b>			
<b>Specific allegation/s:</b>			
<b>1.</b>			
<b>2.</b>			
<b>3.</b>			

Describe each allegation in detail, including dates, witnesses, etc. Use a separate sheet as necessary. Attach records of informal attempts to resolve the issue.

<b>Remedy sought:</b>	
(the result you want from the grievance process)	

## Appendix B – Student Grievance Record

### STUDENT GRIEVANCE RECORD

To be completed by the Chair of the Student Grievance Committee.

<b>Student name:</b>			
<b>Student number:</b>		<b>Mobile phone number:</b>	
<b>Email address:</b>			
<b>GRIEVANCE AGAINST:</b>			
<b>Name:</b>			
<b>Informal steps taken: (with dates)</b>			
(Attach all records of meetings)			
<b>Hearing date:</b>			
<b>Committee members:</b>	1.		
	2.		
	3.		
<b>Committee decision:</b>			
<b>Further action required:</b>			

Policy <b>STUDENT COUNCIL CONSTITUTION</b>		
Number <b>EA/STU/010, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>DEAN; STUDENT COUNCIL PRESIDENT; STUDENT COUNCIL LIAISON MANAGER; STUDENT SUPPORT OFFICER</b>		
Target audience: <b>FULL- TIME AND PART-TIME STUDENTS; STUDY ABROAD</b>		

### **Article I – Name.**

The name of the organization shall be The Emirates Academy of Hospitality Management Student Council, henceforth to be referred as Student Council.

### **Article II – Purpose.**

The purpose of the Student Council shall be to serve the student body of The Emirates Academy of Hospitality Management (EAHM). The main responsibilities of the Student Council are:

- To plan and organize social events for students.
- To coordinate and/or support student projects and activities.
- To support students, when in need for academic/social/professional support.
- To sustain and increase the Student Council funds.

### **Article III – Powers Vested in Student Council.**

#### Section 1: Student Council Liaison

The Student Council will report to the Student Council Liaison for financial, operational and general day-to-day matters. The Student Council Liaison, in turn, has the responsibility to support all Student Council activities and efforts. It is the Student Council's responsibility to ensure the Student Council Liaison has seen and approved any and all forms of material and communiques.

### **Article IV – Membership.**

#### Section I: Membership Term and Criteria.

Criteria for Student Council membership:

- Members must have been a Student Council volunteer for one trimester at EAHM
- Members of the Student Council must familiarize themselves with the Student Council constitution and with Robert's Rules of Order. <http://www.robertsrules.org/>
- Members of the Student Council must currently have and maintain during their tenure in office at least a 2.5 accumulated grade point average.
  - Members of the Student Council must be available and willing to work on Student Council activities after academic hours.
  - Members of the Student Council should be present at the major Academy events such as the Recognition Day event, the graduation ceremony, or any other major events at the request of the Dean or the Managing Director.
  - Members of the Student Council have to be currently enrolled in the BBA, ABA or MBA programmes at EAHM. Study Abroad students may become volunteers.
  - Students on internship during their second year are excluded from the above rule and from all responsibilities during the internship at it is part of the EAHM curriculum.
  - Members of the Student Council who have been dishonorably discharged from the Student Council cannot attempt to rejoin the Student Council.
  - Members of the Student Council should notify the Student Council fourteen (14) days before resignation, within the academic trimester.

- All information distributed or communicated within the Student Council is to be confidential until officially announced.
- Members of the Student Council have to sign a copy of the Student Council constitution by the end of the second week after being elected.

*Section II: Handover Period.*

In Trimester 5, the second year students must be voted into their future positions of President/Vice-President/Secretary/Treasurer (Please refer to Article VI for a list of relevant positions). While performing their existing duties, they shall also shadow the existing President and Vice-President in order to facilitate a smooth transition.

*Section III: Meetings.*

Meetings should be conducted a minimum of once a week with all members of the Student Council present. Additional meetings may be held for special occasions and/or events, if necessary, henceforth referred to as sub-committee meetings. Only relevant members need attend. The President, Vice President and Secretary must be informed of these meetings and of the outcome.

An agenda for all meetings should be distributed to all members at least one (1) day prior to the meeting. Meeting minutes should be distributed to all members no more than two (2) days after any meeting. In the case of sub-committee meetings, only the required members and the President, Vice President, and Secretary need to receive the agenda and meeting minutes.

All Student Council and sub-committee meetings are confidential. Meetings and Student Council operations can only be discussed among current Student Council members (and volunteers if necessary), the Student Council Liaison, the Director of Finance, the Dean, or the Managing Director.

Attendance at meetings is compulsory for all members (except in the case of sub-committee meetings, where attendance is only compulsory for the required members). Any member unable to attend a meeting must inform the President, Vice President or Secretary immediately.

**Article V – Student Council Nomination and Elections.**

***Nomination for Student Council Volunteer:***

Any member of the student body of EAHM can run for a position in the Student Council as long as he or she has the required criteria for Student Council membership mentioned in Article IV of the EAHM Student Council constitution. Students willing to participate in the elections should present their candidature using the EAHM e-mail channel, including; full name, student identification number, mobile phone number, recent photo and a maximum hundred (100) word introduction.

***Joining the Student Council:***

Any individual wishing to join the Student Council should first be a Student Council Volunteer for at least one (1) trimester. Upon completion of this one (1) trimester as a Volunteer, the Student Council will assess if the individual's performance, attendance, behavior, and grooming are becoming of a Student Council member, and meet the requirements specified in Section I. Acceptance on the Student Council will then be recommended and must be approved by a majority vote.

If an individual is not accepted for a position on the Student Council, they will not be allowed to participate in the volunteer program until the start of the following academic year.



Section V: Internal Election Process.

- Internal elections are applicable for the position of President, Vice President and Secretary.
- Every Student Council member should be present for the internal elections, being quorate at 80% (7 members).
- Every Student Council member present should vote for all positions.
- Every Student Council member absent from the elections should officially give up their right to vote.
- Every Student Council member should present a thirty (30) second pitch when running for President, Vice-President and Secretary.

Section VI: Unusual cases.

The nomination and election process can sometimes have an unexpected result.

- If only one (1) to three (3) students nominate themselves for elections, they would win by default.
- If a draw occurs during the elections, a new election will be held until definitive results are obtained.

**Article VI – Duties and Responsibilities.**

The President:

The President of the Student Council shall be a second or third year student by the time they fill the position. He or she will have the main responsibility of directing the meetings, ensuring a smooth transition between topics, and keep the council in harmony. The President also will have to break the vote in case a draw occurs. The President is elected through closed ballot and all final year members must nominate themselves. At the beginning of each trimester, the President has the responsibility of distributing a Student Council recap of the previous trimester to EAHM and to the Student Council members. The President must also meet the Student Council Liaison at least once a week to brief the Student Council Liaison regarding Student Council activities.

The Vice-President:

The Vice-President of the Student Council shall be a second or third year student by the time they fill the position. He or she will have the main responsibility of acting as President if the President is absent and will then have the same responsibilities.

The Secretary:

The Secretary of the Student Council is usually a second or third year member as the first year members will be too inexperienced in the main tasks that have to be fulfilled. The Secretary is responsible for taking minutes during the meeting, preparing an agenda, and sending out meeting requests and Student Council related information to students and faculty. Both minutes and agendas should be available in electronic format for archive purposes on the Student Council drive. Refer to Article VIII: Documentation concerning the procedures of archiving files.

The Treasurer:

The Treasurer of the Student Council is usually a second or third year member as the first and members will be too inexperienced in the main tasks that have to be fulfilled. The Treasurer will have to keep record (both softcopy and hardcopy) of the Student Council funds and issue money for projects if required, alongside the President. The Treasurer has to file and present a monthly consolidated record of the funds to the President. All financial forms; IOUs, account statements, expense claim forms etc. are to be archived under the terms stipulated in Article VIII. The Treasurer should liaise with the Secretary and the Student Council Liaison to complete this task.

Marketing Coordinator:

The Marketing Coordinator is required to manage the Student Council's merchandise, noticeboard, social media and online presence, including, but not limited to: Facebook, Instagram and the Student Council page on SIS and The Academy's website. This activity will require communication with the Student Council Liaison and the Head of Registry & Admission. All material created by the Marketing Coordinator must adhere to the Corporate Guidelines of Jumeirah and EAHM.

Events Coordinator:

The Events Coordinator will take on the responsibility of coordinating all the details required to ensure an event runs smoothly and successfully. He or she will be the main point of contact and responsible for the organization and direction of any Student Council events. Any proposed events will be approved by the Student Council before it is allowed to proceed. All events must have a BEO (Banquet Event Order) created and distributed at least 14 days prior to the event to the Director of Operations for approval. When approval is received, the BEO should be sent to the EAHM Staff mailing list and Security to raise awareness and to request help in identifying any possible conflicting situations. All events with outside catering should receive approval from the Director of Operations before confirming with the caterers. After all events a documented post-event briefing should be held by the Student Council to highlight the events' successes, failures, stakeholder concerns (i.e. staff or student thoughts), and ideas for future improvement. Some key minimum time frames have been highlighted below:

- 4 weeks prior to proposed event, planning should commence
- 14 days prior to event, approval should be sought from the Director of Operations
- 10 days prior to event, Social Media posts and e-mail communiques should be distributed
- 7 days prior to event, reminder emails and posters should be distributed
- In case Alumni are being invited, they should be requested to RSVP 7 days prior to event

Student Council Volunteers:

Any student currently enrolled at EAHM may assist the Student Council as a Student Council Volunteer. Volunteers may be requested to attend Student Council meetings; however, no Student Council Volunteer will receive voting or veto power. Additionally, being a Student Council Volunteer will not guarantee an individual's membership on the Student Council, or their position on the Student Council should they wish to join. Volunteers are reminded that all discussions during Student Council meetings are confidential. While being a Student Council Volunteer, all individuals must adhere to all articles stated within the Student Council constitution, and demonstrate behavior and an attitude befitting a Student Council member.

**Article VII – Financial Responsibilities.**

Any student or Student Council member can have his or her project funded by the Student Council if the project has been accepted by all the Student Council members. However, the individual will become liable for the funds and will be committed to fully cover the funds if the money/receipts are lost/ misplaced or if the project is dropped or cancelled.

**Article VIII – Documentation.**

All documents pertaining to the Student Council should be backed up electronically with a Soft Copy and a Hard Copy. Electronic copies are to be saved on the Student Council file on The Academy network. All documents produced by or submitted to the Student Council

should be saved accordingly. All material created by the Student Council must adhere to the Corporate Guidelines of Jumeirah EAHM. All documentation created by the Student Council must be approved by the Student Council Liaison prior to distribution or use.

### **Article IX – Resignation.**

Any member of the Student Council is allowed to resign from his or her duties without any justification. However, a two (2) week (14 day) notice must be presented so that the Student Council can cover the individual's current duties.

### **Article X – Warnings and Discharge.**

Any member of the Student Council may be removed from the council if he or she is put on academic probation or if a major violation has been committed and that will require immediate discharge. As a general rule, every member is entitled for two (2) warnings per trimester. If an offense is committed after having received their second (2<sup>nd</sup>) warning, the individual will be terminated from the Student Council. A warning can only be issued with approval from the Student Council Executive Committee (President, Vice President or Secretary). The list of violations that could lead to a warning are:

- The individual was absent from a meeting without prior notice.
- The individual was repeatedly late to four (4) meetings without prior notice.
- The individual is lacking in his or her responsibilities according to the constitution.
- The individual failed to complete allocated tasks distributed in the Student Council meetings.
- The individual received an academic warning from EAHM.
- The individual has not kept an accumulated grade point average above 2.5.
- The individual has damaged the reputation of the Student Council and/or EAHM and/or Jumeirah

### **Article XI – Online Communication.**

#### Section I: E-mail

All forms of electronic and physical communication must be approved by the Student Council Liaison prior to distribution.

#### ***Student Council E-mail account***

- Shall only be accessed by the President, Vice-President and Secretary of the Student Council. All official Student Council communication should use this account.
- Shall be used for forwarding of E-mails received by students and faculty.
- Shall be used to announce election results, events and activities organized by the Student Council.
- Shall be used to communicate any issues concerning lost and found items.
- Shall be used for official communication purposes only.
- Shall be used for creating formal meeting requests with Student Council members, EAHM students and faculty.
- Shall be used only in an ethically, legally and morally correct way.
- Shall be used to formally communicate with external parties.
- All official e-mails should be saved to be filed in accordance with Article VIII.
- Any form of research on a topic the Student Council wishes to collect information on should receive approval from the Institutional Effectiveness Research Officer
- Shall not be used to communicate items for sale or part time job offers.

#### ***Student Council E-mail signature***

Every Student Council member is only to use "*Student Council Representative*" in their E-mail signatures and should follow the guidelines laid down by EAHM. Signatures must also be kept up-to-date with the appropriate e-mail banner etc. inserted. Any updates to The Academy's signature will be communicated by the Student Council Liaison to the Student Council. After vacating a Student Council position, students should remove 'Student Council Representative' from their email signature.

Section II: Social Media

- Only the President, Vice President, Secretary and Marketing Coordinator will have access to the Student Council's Social Media and rights to post comments, photos etc.
- All communication on Social Media must follow the guidelines of EAHM Management and/or Jumeirah.

**Article XII – Student Council logo**

- The Emirates Academy of Hospitality Management student body logo is the EAHM Student Council.
- The logo is only to be used by the Student Council members.
- The logo is only to be used for official purposes.
- The EAHM Student Council logo is mainly supposed to be used for merchandising purposes and administrative purposes.

**ASSOCIATED DOCUMENTS:**

- Appendix A: ELECTION TABLE
- Appendix B: FUND REQUEST FORM
- Appendix C: WARNING FORM

**MENTIONS:**

- Student Handbook
- Catalogue

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy name:	<b>EA/STU/010, Student council constitution</b>
Policy Committee:	September 2010
Final approval:	October 2010
Reviewed/Updated:	September 2012
Reviewed/Updated:	31 July 2014
Reviewed/Updated:	31 July 2015
Reviewed/Updated:	31 July 2016
Reviewed/Updated:	5 August 2018
Reviewed/Updated:	1 September 2020





## APPENDIX B: FUND REQUEST FORM

The Student Council of The Emirates Academy of Hospitality Management hereby request **amount in letters (amount in numbers) DHS only**. To be delivered from the Student Council funds to Mr./Ms./Mrs. **Full name (Student ID number if available)**.

The concerned individual hereby agrees to have read and accepted the terms mentioned in article VI (Financial Responsibilities) of the Student Council Constitution.

Approved by:

Treasurer Name:

ID Number:

Signature:

President Name:

ID number:

Signature:

Received by:

Name:

ID number (if available):

Signature:

**APPENDIX C: WARNING FORM**

The Student Council of The Emirates Academy of Hospitality Management hereby issues this warning letter to Mr./Ms./Mrs. **Full name (ID number)** based on the following reason(s):

- The individual was late two (2) consecutive times from a meeting without prior notice
- The individual was repeatedly late to meetings without prior notice
- The individual is lacking in his or her responsibilities
- The individual received a warning from the academy
- The individual has damaged the reputation of the Student Council and/or The Emirates Academy of Hospitality management and/or Jumeirah

This warning letter has been issued after a general consent within the Student Council.

Best regards,

President Name:

ID number:


Signature:

Vice-President Name:

ID number:

Signature:



<b>Policy</b> <b>STUDENT ACADEMIC PUBLICATIONS</b>		
Number <b>EA/STU/012, Issue 1</b>	Reviewed/Revised <b>25 February 2020</b>	
Responsible <b>THE DEAN, ASSOCIATE DEAN &amp; DIRECTOR OF RESEARCH AND INNOVATION</b>		
Target audience: <b>STUDENTS AND FACULTY</b>		

### **PURPOSE:**

The rationale for this policy is to clarify the criteria for Student Publications and for Joint Publications between Students and Faculty or any other authority employed by The Emirates Academy of Hospitality Management (EAHM). This includes visiting and part-time Faculty.

### **SCOPE:**

EAHM is committed to facilitating all forms of academic output including publications in refereed journals and non-academic outputs. This policy relates to any academic and research related publication of any form that identifies EAHM or a member of EAHM as the author. This policy does not include any reference to social media related content.

### **DEFINITIONS:**

A **Publication** is defined as any written or visual offering that is presented for wider distribution outside of EAHM.

This includes, but is not restricted to the following types of publication:

- Academic Articles
- Newspaper Articles
- Published Interviews
- Conference Papers
- Book Chapters
- Conference Poster Presentations
- Conference Presentations
- Etc.

### **POLICY STATEMENT:**

EAHM is committed to facilitating Undergraduate and Postgraduate students publishing their work. We facilitate this for all students through our website where a selection of students' thesis and dissertation abstracts are shown. Many members of Faculty are also keen to work with students to transform their work (or elements of their work into academic publications).

Joint publications by a student and Faculty member must be shown as joint publications where both authors' names are listed in alphabetical order. In the case of supervised dissertations, which have later been transformed into research publications, students should always be listed as first authors. Where the publication is derived solely from the student's own work, they may of course publish this under their own name, but they should acknowledge the supervision they have received.

All publications that identify the student as a member of EAHM (e.g. hotel school or university in Dubai), or which identify Jumeirah must be approved before submission. Normally this approval will be granted by the student's research supervisor.

If the publication is derived from non-supervised research the Dean or the Associate Dean must approve the material as suitable for publication.

In considering if the material is suitable for publication the following questions will be asked:

- Is the publication well developed and written?
- Is the content appropriately referenced, truthful and accurate?
- Will the publication harm the reputation of EAHM, Jumeirah or the UAE?
- Does the publication contain any culturally sensitive information?
- Has the research upon which the publication is based, received ethical clearance?

**RESPONSIBILITY:**

The Dean, Associate Dean and Director of Research and Innovation will ensure this policy is implemented on a day to day basis and they will monitor and update the policy.


**IMPLEMENTATION OF THE POLICY:**

As described above.

Should a student feel that they have the right to publish their work despite not gaining approval, they have the right to appeal this decision. The Dean and Director of Research and Innovation will review the publication and discuss the implications of the publications with relevant experts (possibly from Jumeirah's legal department or from another University or with a member of the Commission for Academic Accreditation). Their decision will be final.

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	<p style="text-align: right;"> <b>THE EMIRATES ACADEMY</b>  OF HOSPITALITY MANAGEMENT  </p>
Policy Name:	<b>EA/STU/012, Student Academic Publications</b>
Policy Committee:	May 2013
Final approval:	May 2013
Reviewed/Updated:	31 July 2014
Reviewed/Updated:	31 July 2015
Reviewed/Updated:	31 July 2016
Reviewed/Updated:	5 August 2018
Reviewed/Updated:	25 February 2020

Policy <b>STUDENT IDENTIFICATION CARD</b>		
Number <b>EA/STU/013, Issue 1</b>	Last revision <b>24 February 2020</b>	
Responsible <b>HEAD OF REGISTRY &amp; ADMISSION</b>		
Target audience: <b>STUDENTS</b>		

### **PURPOSE:**

The EAHM Student Identification Card identifies the owner as a current student of The Emirates Academy of Hospitality Management (EAHM). This policy aims to describe the correct use of the ID Card, the consequences of misusing it, and the process for reporting lost ID Cards and for obtaining a new one.

### **SCOPE:**

This policy applies to all enrolled students of The Emirates Academy of Hospitality Management including Undergraduate, Postgraduate, Study Abroad and EFL Students.

### **DEFINITIONS:**

N/A.

### **POLICY STATEMENT:**

Each student will be issued with a Student ID card. It will contain individual student information as well as the student's photograph. The EAHM Student ID card is issued to a specific student and it is not transferrable, nor may it be given or lent to another student or person.

The Student ID card must be presented when requested by any member of staff of EAHM including but not limited to the security staff, library staff, Registrar's Office staff, Administration staff and Faculty.

EAHM students may be entitled to some benefits from the Jumeirah Group. It is the responsibility of the student to produce their valid Student ID card in order to avail of these entitlements.

## **1. Obtaining the Student ID Card**

### **1.1 New Students**

Students will be issued with a unique Student ID card during the first two weeks of the Trimester. The validity of the Student ID card will be one year. This ID card will be issued without charge.

### **1.2 Returning Students**

The Student ID card will be issued prior to the start of the new academic year. Students must settle their Trimester fees before they can obtain the ID card. The validity of the Student ID card will be for one academic year. This ID card will be issued without charge.

## **2. Lost or Missing Student ID Card**

When a student ID card is lost or missing, the student must report it immediately to the Registrar's Office.

### **3. Replacement**

The student needs to complete the Student ID Card Replacement Form (See Appendix A) in order to obtain a replacement for a damaged, broken, lost or missing Student ID card. The form needs to be submitted to the Registrar's Office. Upon obtaining the approval from the Registrar's Office, the student must settle the ID card replacement fee in the Finance Office before the replacement card will be issued. It will take at least two (2) working days for the new ID card to be printed and made available for collection.

### **4. Maintenance and Care**

The student is responsible for the care and safekeeping of their Student ID Card. The card should be protected and carried at all times. The student should not cover the card with stickers, or punch holes in or affix any items on the ID card. It should be kept away from magnetic fields in order to protect the magnetically encoded information.

### **5. Misuse of the Student ID Card**

The Student ID card must not be altered, falsified or forged. Fraudulent or illegal use of the Student ID card may result in disciplinary action which could result in dismissal from EAHM or in criminal or civil charges being made by the local authorities.

### **6. Returning the Student ID Card**

The Student ID card will remain the property of EAHM. The card must be returned to the Registrar's Office when a student completes their program of study or suspends their studies. The return of the Student ID Card is listed in the Clearance Form which must be completed before official documents including transcripts will be issued, and which must be completed before the deposit is refunded.

### **7. Invalid and Expired Student ID Card**


The Registrar's Office will dispose of any invalid ID cards and expired ID cards must be returned to the registry where they will be placed on the student's file.

#### **ASSOCIATED DOCUMENTS:**

- Catalogue
- Clearance Form
- EAHM Student Discounts Overview
- Schedule of Fees & Expenses

#### **DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.

<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> OF HOSPITALITY MANAGEMENT 
Policy Name:	EA/STU/013, Student ID Card
Policy Committee:	July 2013
Final approval:	July 2013
Reviewed/Updated:	31 July 2014
Reviewed/Updated:	31 July 2015
Reviewed/Updated:	31 July 2016
Reviewed/Updated:	31 July 2017
Reviewed/Updated:	31 July 2018
Reviewed/Updated:	24 February 2020

Policy <b>CAREER SERVICES</b>		
Number <b>EA/STU/014, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>INDUSTRY RELATIONS AND INTERNATIONAL OFFICE</b>		
Target audience: <b>EAHM STAFF, STUDENTS AND EMPLOYERS</b>		

**PURPOSE:**

To define the meaning of and procedures around career services at EAHM.

**SCOPE:**

EAHM seeks to build the required human resource capacity for the regional and international industry by providing the highest possible standards of business, hospitality and tourism education, combined with the transfer of applied knowledge from industry, and access to high quality internship experiences.

The Industry Relations & International Office manages the EAHM links with the industry, the employment portals and the related social media page postings / updates. The role includes establishing quality assured internships and short work experience exposure and the placement of the graduates in their first jobs. This office also organizes the annual Career Fair that attracts companies all seeking to employ the EAHM graduates.

This policy explains EAHM’s general approach to offering career services to students, prospective graduates and Alumni of EAHM.

**DEFINITIONS:**

**Career Services at EAHM** can be defined as the act of providing guidance, support and information to help students choose a suitable career path/employer and to help the student prepare themselves for a variety of jobs.

**POLICY STATEMENT:**

As an international university, our students and graduates have opportunities to join the hospitality or related industries for their internships and employment post-graduation. To prepare them for employment, the Industry Relations & International Office is tasked to ensure the following:

- Arrange Industry Presentations on throughout the year
- Offer CV writing workshops and CV review consultations
- Run Professional Dress, Grooming and Appearance classes
- Organize Internship Skills and Interview Skills sessions
- Arrange career fair/s at the beginning of the year
- Have one to one meetings with students, graduates and Alumni who are looking for employment (casual jobs, internships and full-time employment)
- Conduct career related development workshops
- Provide references for students seeking employment (if suitable and applicable)
- List job openings on the EAHM job portal for students to apply for
- Schedule on-campus and off-campus interviews

- Facilitate internship opportunities to students across all degrees (mandatory for Undergraduate students)
- Assist student and graduates with job application processes and provide relevant advice
- Provide the Quality Institutional Effectiveness & Risk department with up to date internship related career information
- Manage the reputation of EAHM students in the hospitality industry
- Network and connect within the hotel, event, sport, entertainment, consulting and financial establishments as well as luxury businesses to establish, maintain and increase the number of placement opportunities for the students and graduates
- Develop, maintain and establish long lasting and fruitful relationships and partnerships with the industry in the travel, tourism, hospitality and service sector

**RESPONSIBILITY:**

The Director of Industry Relations and International Office will ensure that this policy is implemented and will monitor and update the policy on an annual basis.

**IMPLEMENTATION OF THE POLICY:**

See Policy section.

**ASSOCIATED DOCUMENTS:**

- Internship syllabus
- Internship handbook
- Career Development and Industry Presentations syllabus
- Student Handbook
- Student Contract
- Catalogue

**MENTIONS:**


N/A

**DATE OF NEXT REVIEW:**

The next review date for this policy is in December 2021.



<b>POLICY APPROVALS RECORD</b>	<b>THE EMIRATES ACADEMY</b> <b>OF HOSPITALITY MANAGEMENT</b> 
Policy name:	<b>EA/STU/014, CAREER SERVICES</b>
Policy Committee:	January 2019
Final approval:	February 2019
Reviewed/Updated:	1 September 2020
Reviewed/Updated:	
Reviewed/Updated:	
Reviewed/Updated:	
Reviewed/Updated:	

Standard Operating Procedure <b>Campus Security</b>		
Number <b>EA/A&amp;SS/001, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>DIRECTOR OF OPERATIONS</b>		
Target audience: <b>STUDY ABROAD, FULL-TIME AND PART-TIME STUDENTS (UNDERGRADUATE &amp; POSTGRADUATE)</b>		

### **BACKGROUND:**

This document is done to establish a standard for the Accommodation and Student Services Department of the Emirates Academy of Hospitality Management.

### **PURPOSE:**

The security of the academy building is primarily the responsibility of the Jumeirah Village security staff based in the gatehouse, opposite the Jumeirah Village Club House. However, all academy staff have a responsibility to ensure that the premises are secure at all times when working in the academy and are to report any incidents regarded as a threat to the normal safe environment to the *Director of Operations* or, Dean or Managing Director or in their absence, to the senior member of staff present who will take appropriate action. All missing or stolen items belonging to the academy or its staff and students are to be reported immediately in accordance with the procedures detailed in this document.

### **PROCEDURE:**

#### **Stage 1 –TIMINGS**

- 1.1. Normal Academy Working Hours - Saturday to Thursday - 8.00 am to 6.00 pm
- 1.2. Out of Normal Working Hours – Saturday to Thursday - 6.00 pm to 8.00 am and all day and night on a Friday; and all official holidays as notified by *Jumeirah Human Resources Department*.

#### **Stage 2 –SECURITY ROUTINES & PROCEDURES**

##### **2.1. During Normal Working Hours**

- 2.1.1. During normal working hours the security of the building is the responsibility of the Academy staff. A receptionist will be located in the main entrance to the Academy and will register all visitors, contractors and guests to the Academy. All visitors will be issued with an identity badge which must be worn at all times whilst on the premises.
- 2.1.2. All Academy staff are to inform the Receptionist of any expected visitors, contractors or guests and are to ensure that visitors report to the Receptionist before leaving the premises to return badges and allow the Receptionist to log the visitor out of the Academy.
- 2.1.3. All staff is to ensure that they authenticate the identity of any unescorted visitor(s) they meet in the Academy who are not wearing a visitor badge. Unescorted visitors without badges are to be asked to register with reception. The only exception to this rule is for Jumeirah staff wearing their own *Strategic*

*Business Unit (SBU)* badges. However, all Jumeirah staff must also register their presence with the Receptionist.

## 2.2. **Out of Normal Working Hours**

Out of normal working hours the responsibility for the security of the building is passed to the Jumeirah Village security guards who operate from the gatehouse. Security guards are to secure the Academy as per the procedure laid down.

## 2.3. **Closing Times**

2.3.1. At 18:00, Saturday to Thursday, the security personnel are to lock the two front entrance doors, the two ante-room doors, the rear reception doors of Phase I building and the rear kitchen door. The entrance doors to the Café are to remain open until 8.00pm. Security has to ensure that all students/visitors have left the premises. The rear passageway doors are fitted with a self-locking device which allows access to the building for Academy staff only.

2.3.2. At 21.00, Saturday to Thursday, the security personnel are to lock the remaining doors of Phase II building and the main entrance gate to the academy car park is also to be fully closed and locked (*ref to Para 3.5.1*).

2.3.3. The academy is to remain locked throughout the whole of Friday until 6.00 am on a Saturday morning (*see Para 3.4*).

**Emergency fire escape doors are NEVER to be locked or blocked in any manner at any time, day or night. Any personnel disregarding this regulation may be liable to disciplinary action.**

## 2.4. **Opening Times**

2.4.1. At 6.00 am, Saturday to Thursday, the security personnel are to open all the doors to the academy. This action will allow the cleaners and the catering staff to enter the building and prepare for the working day.

2.4.2. The academy will remain closed on Fridays (*ref to Para 3.6*) and public holidays as notified by *Jumeirah Human Resources Department*.

## 2.5. **Staff Working Out of Normal Working Hours**

2.5.1. Staff working out of normal working hours are required to complete the *Out of Hours Working Form*. Staff who have parked their vehicles in the front car park are to notify the gate house in advance. Staff is to ensure that they notify the gatehouse on leaving the building so that the entrance gates can be locked and, in the event of a fire, security personnel do not put their lives at risk attempting to evacuate staff that they believe may be working late in the building.

2.5.2. Staff leaving the academy out of normal working hours should do so by using one of the four emergency exits or via the rear passageway door which is fitted with a card entry and exit device.

2.5.3. Staff are required to carry their Jumeirah ID cards with them at all times for identification purposes. When working out of normal hours, security personnel are authorized to check the identification of any person in the academy. Staff is to show identity cards if and when requested by the security personnel. Security personnel are to note the details of any member of staff failing to show their

identity card in the security incident book and report the matter to the Director of Operations the following morning.

2.5.4. Staff is responsible for all students on the premises at all times. Staff working out of normal working hours on taught programmes is to ensure that all their students have vacated the building before leaving themselves.

2.5.5. Members of the academy staff who need to enter the academy "out of normal working hours" at short notice may do so via the rear passageway doors by using their electronic access card. Staff wishing to enter the building for short periods is not required to notify the gatehouse or the Director of Operations in advance. However, staff remaining in the academy building for any length of time to work is to notify the security personnel in the Gatehouse of their arrival and departure times.

## 2.6. Use of the Academy for Functions Out of Normal Working Hours

2.6.1. **Saturday to Thursday** – Functions taking place in the academy, Saturday to Thursday, and are out of normal working hours are to be cleared with security personnel by the *Director of Operations* as part of the normal administrative arrangements for any type of event. Staff is to inform the *Director of Operations* of all functions and events at the earliest opportunity.

2.6.2. **Fridays** – Functions taking place in the academy on a Friday are to be registered with the gatehouse security personnel and arrangements made for security staff to open the academy at the required time.

The event co-coordinator is responsible for informing the gatehouse when a function has finished, so that the academy can be locked. If the event has an exact finish time, security can be informed prior to the event and will lock the academy at the designated time. The coordinator is also responsible for ensuring that all guests have vacated the premises and academy car park.

## 2.7. FMS Compound - Security Control

To ensure the security of the FMS Compound the flow of students/staff through the FMS compound by has been restricted.

The criteria are as follows:

Access into the FMS compound:

- Colleagues working in laundry or facilities
- Colleagues depositing or collecting laundry
- Colleagues task to fulfil any official activity within the FMS compound
- Corporate directors
- General Managers
- Confirmed guests / visitors coming to see any FMS based colleagues
- Confirmed contractors with valid work permit and security pass

Students/staff **MUST** provide ID card and the reason for entry in to the FMS premises.

Cars access into the FMS compound:

- Vehicles belonging to any Laundry or Facility colleagues performing duty.
- Contractor vehicles on presenting valid work permit [after searching]
- Trainers at the training center [as per authorized list]
- Any company vehicles for servicing or wash

- Vehicles of corporate directors
- Vehicles of general managers
- Delivery vehicles [after searching and presentation of valid delivery note]

**ALL VEHICLES SHALL BE ELIGIBLE FOR SEARCHING AT RANDOM / NO PRIVATE VEHICLES TO BE PARKED FOR LONGER THAN THE WORKING SHIFT.**

The key for the training center side gate will be with the security manning the FMS. This gate will be unlocked every morning at 07:00 and locked in the evening at 19:00.

**Stage 3 – VISITOR REGISTRATION PROCEDURES**

These procedures have been produced to ensure security of the academy during the normal working day and are to be adhered to in all cases with the exception of pre-arranged visits by VIPs. All pre-arranged visits will be notified to reception staff accordingly.

All visitors are to be booked in and out of the academy for the duration of their stay. This is to ensure that at all times, staff can be aware of the nature of a visitors reason for being in the academy, whether they be visiting academy staff, contractors attending a call out or carrying out maintenance work, or other Jumeirah International staff visiting the academy for any legitimate reason.

At all times discretion is to be used when applying these procedures. The *Director of Operations* is to be contacted for any clarification of these regulations.


**3.1. Procedures**

3.1.1. The receptionist is to book all visitors in to the Academy using the *Visitors Log Sheet*.

3.1.2. The receptionist is to enter the following information;

- Date of visit.
- Name of visitor – obtain a business card if possible and keep it with the *Visitors Log Sheet*.
- Representing – write down the name of the company the visitor represents. If the visitor is representing themselves, write down “self”.
- Reason for Visit – write down the reason for the visit. If visitors are meeting academy staff, write down the name of the staff member. Contractors are to state the work they intend to carry out. This reason must be entered on to the *Visitors Log Sheet*.
- Time In /Out – complete the time the visitor arrived and also the time they left the academy. Ensure that the visitor is aware that they have to book out with reception before leaving.
- Type of Badge – there are 3 types of badges, contractors, visitors and Jumeirah. Ensure that the correct badge is given to a visitor. Jumeirah staff wearing their own *Strategic Business Unit (SBU)* badges do not require a badge but must be entered on to the log sheet.

**Contractors must not be allowed to park in the front car park but are to be directed to the rear service road. Exceptions to this regulation are when a delivery can only be made via the front entrance. Contractors must not use the front entrance as a short cut to the rear of the academy but are to be informed to use the paths around the building.**

Standard Operating Procedure <b>ACCIDENT/ INCIDENT REPORT</b>		
Number <b>EA/A&amp;SS/002, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>DIRECTOR OF OPERATIONS</b>		
Target audience: <b>STUDY ABROAD, FULL-TIME AND PART-TIME STUDENTS (UNDERGRADUATE &amp; POSTGRADUATE), COLLEAGUES &amp; STAFF</b>		

### BACKGROUND:

This document is done to establish a standard for the Accommodation and Student Services Department of the Emirates Academy of Hospitality Management.

### PURPOSE:

The purpose of the Academy's Accident/ Incident reporting procedure is to:

- Ensure that all the accidents and incidents including those which can be designated as "*near misses*" are reported and the information contained within each report collated and, where appropriate, action taken to identify and eliminate dangerous and/ or inappropriate practice and;
- Ensure that the academy meets its pastoral commitment to all students by overseeing student welfare. Part of this requirement is to ensure that all accidents involving students are recorded, appropriate action taken and, if necessary, reported back to the student's next of kin.

### PROCEDURE:

#### Stage 1 – Accidents and "*Near Miss*" Incidents to Be Reported

All accidents and incidents, including those which can be designated as a "*near misses*", are to be reported on the *Accident/ Incident Report Form*.

##### 1.1. Accidents

Accidents to be reported include, but are not limited to, all accidents where a member of staff, student, visitor, or contractor receives an injury of any description. The injury may be a minor cut, abrasion, or bruising or something that requires little or no local treatment; or a traumatic injury such as a burn, scold or serious cut that requires medical treatment.

##### 1.2. "*Near Miss*" Incidents

Incidents to be reported include, but are not limited to, all incidents where a member of staff, student, visitor, or contractor is involved in an incident of any description, that could have resulted in an accident. The incident may be a trip or a fall where there was no injury but could possibly have resulted in something more serious.

Examples of "*near misses*";

- A fall over an item of equipment in a classroom or laboratory or a slip in water left on the floor where no injury occurred.
- An item falling from a height that did not hit anyone.

Both the above examples of "*near miss*" incidents are, when occurring at another time, could result serious injury to a bystander.

1.3. **When in doubt** – report the incident.

## **Stage 2 – ACCIDENT/ INCIDENT REPORTING PROCEDURE**

The procedure for reporting all accidents and incidents is the same in each case, regardless of the severity (or lack) of the injury.

### **2.1 On Campus**

**2.1.1.** All accidents occurring during normal working hours involving an injury to a student, staff, or visitor to the academy where medical treatment is required, must be reported immediately, direct to the **Director of Operations**.

All accidents occurring outside normal working hours involving an injury to a student, staff, or visitor to the academy where medical treatment is required, must also be reported immediately direct to the Director of Operations. If a serious accident occurs during the night hours and the Director of Operations cannot be contacted directly, the accident must be reported to the Jumeirah Village **Security Gatehouse**. The security staff at the gatehouse will contact the Dean, who will arrange to pass on the report to the Principal.

2.1.2. An *Accident/Incident Report Form* must be fully completed by the senior member of staff present at the accident/incident – or called to the accident/incident – or any member of the student body if no member of staff is available – and handed to the Director of Operations at the earliest opportunity, but normally no later than 24 hours after the incident. A new *Accident/Incident Report Form* must be used for every separate accident or incident that occurs within the jurisdiction of the Academy.

2.1.3. The *Administration Office* will allocate a reference number (*Accident Reference Form*) to the *Accident/Incident Report Form* and store centrally in the *Administration Office*.

2.1.4. Reports of accidents which result in medical treatment will, at the discretion of the Administration Manager, be reported to the *Director of Security, Burj Al Arab*. The Director of Operations will also report any incidents which, in his opinion, constitute a danger, or potential danger, to any member of staff, student, Jumeirah colleague or the general public.

2.1.5. All accidents or near misses will also be reported, at the discretion of the Director of Operations, to the Health, Hygiene and Safety Manager, Jumeirah for further action.

### **2.2 Off Campus**

2.2.1 **Work, Study or Internship Related** – All accidents/incidents that could be construed as a “*near miss*” are to be reported to the relevant authorities in the property in which staff or students are working or studying. All accidents/incidents resulting in an injury of any description is also to be reported immediately using the procedure as described in *Para 2.1* - inform the Director of Operations and submit an *Accident/Incident Report Form* on return to the Academy. Staff and student witnesses to accidents where the injured party cannot report the accident themselves are responsible for reporting the accident on behalf of the injured party.

2.2.2 **All other Areas** – All other accidents occurring outside the academy and not related to a programme of study, such as road traffic accidents, accidents in the home or other private properties being visited where an injury requiring medical treatment has occurred, must be reported to the Academy at the earliest opportunity. Staff or student witnesses to accidents where the injured party cannot report the accident themselves are responsible for reporting the accident on behalf of the injured party.

2.2.3 **Emergency Contact Number** - In all cases of serious accident happening off campus, students and staff can, as an alternative to the above procedure, report the accident via the Emergency Number 04 3489613 (JV Security Gatehouse line).

### 2.3 Gatehouse Personnel Action

2.3.1 All reports regarding accidents to the students or staff of the academy are to be immediately passed to the personnel listed in the table below. Should any serious accidents or death be reported to you during the night hours and you cannot contact the Principal on his mobile number, you are to try and contact the next person on the list by first calling the mobile telephone number and then, *only in cases of serious injury or death*, by calling at their villa.

All other reports of a non-serious nature are to be passed on the following morning to the Director of (F&B and) Operations.

Name	Title	Mobile Telephone	Jumeirah Village Villa No
n.a	Managing Director	n.a	n.a
Dr. Frederic Bouchon	Dean	052 104 9169	n.a
Mr. Maximilian Rauch	Director of Operations	055 5009544	4/3

### 2.4 Location of First Aid Boxes

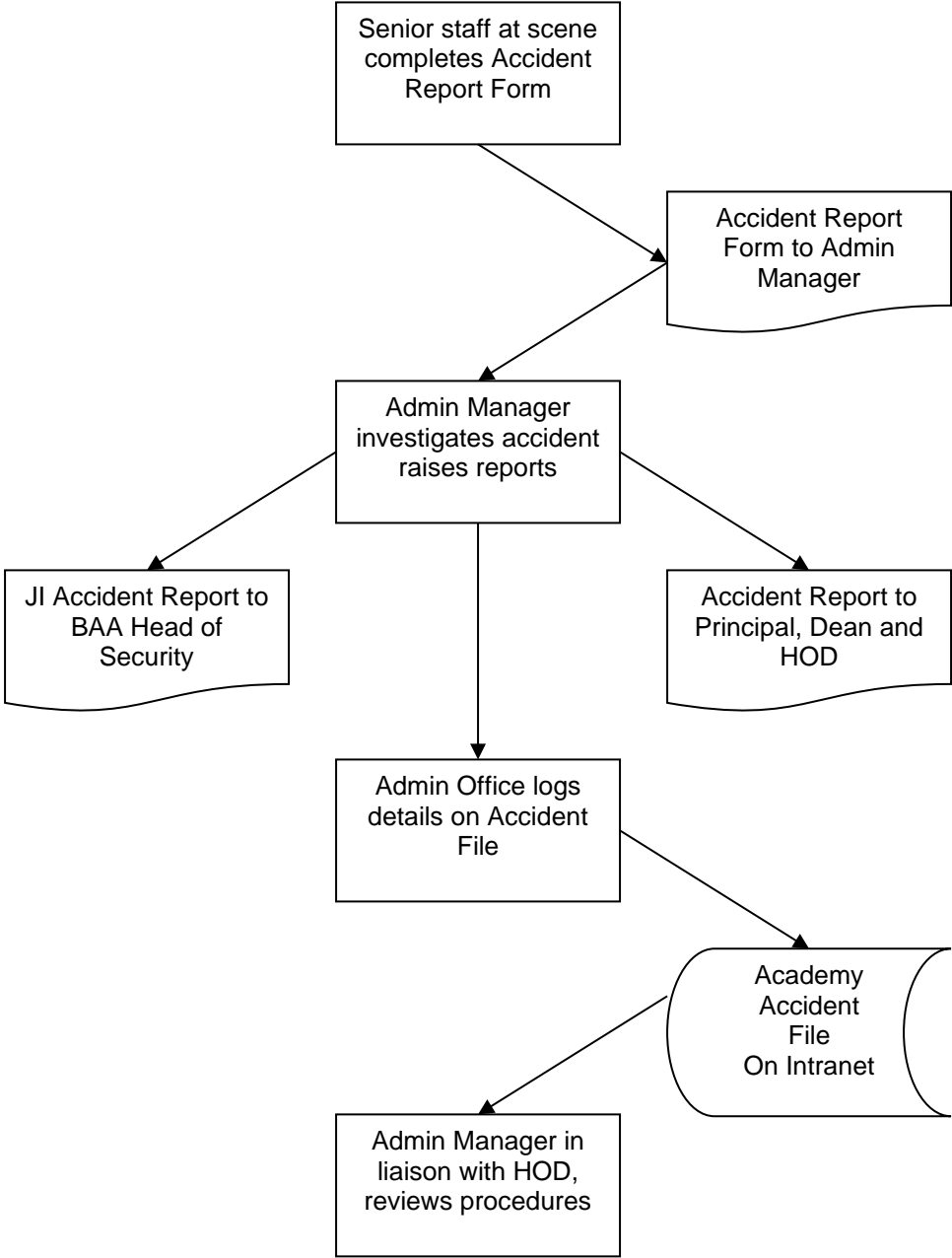
2.4.1 First Aid boxes are kept at strategic locations within the academy. The responsibility for ensuring that each first aid box is maintained and re-supplied with essential items is delegated to the senior members of staff in charge of the location. First Aid boxes are kept in the following locations.


Table 1. Location of First Aid Boxes

FAB-01	RED	J V SECURITY
FAB-02	WHITE	J V WELCOME CENTER
FAB-03	WHITE	TEA POOLBAR
FAB-04	RED	EAHM EX.OFFICE
FAB-05	RED	EAHM ADMIN OFFICE
FAB-06	WHITE	EAHM ADMIN OFFICE
FAB-07	RED	EAHM REGISTRY
FAB-08	WHITE	EAHM LIBRARY



2.5      **Flow Chart**



Standard Operating Procedure <b>FIRE AND EMERGENCY EVACUATION</b>		
Number <b>EA/A&amp;SS/003, Issue 1</b>	Reviewed/Revised <b>25 February 2020</b>	
Responsible <b>DIRECTOR OF OPERATIONS</b>		
Target audience: <b>STUDY ABROAD, FULL-TIME AND PART-TIME STUDENTS (UNDERGRADUATE &amp; POSTGRADUATE), COLLEAGUES &amp; STAFF</b>		

### **BACKGROUND:**

This document is done to establish a standard for the Accommodation and Student Services Department of the Emirates Academy of Hospitality Management.

### **PURPOSE:**

Emergency procedures have been established for the protection of all staff and students of The Emirates Academy

### **PROCEDURE:**

#### **Stage 1 – POLICY STATEMENT**

##### **1.1. General Policy**

Emergency procedures have been established for the protection of all staff and students of The Academy. Staff will receive training with regard to emergency procedures as it is only through regular planned training and awareness programmes that a potential tragedy can be averted. The ultimate goal is to continually ensure a fail-safe protection policy that includes the following:

- Continually updating the fire prevention and evacuation procedures.
- Ensuring that first aid and firefighting equipment are available and properly maintained.
- Maintaining escape route availability at all times.
- Ensuring that fire protection systems are regularly maintained.

This is coupled with life and safety technology that includes the following:

- Manual and automatic fire alarm systems.
- Heat, gas and smoke detectors.
- Fixed and portable extinguishers.
- Centralized alarm panels.
- Exit signage and emergency lighting.

Reacting in a quick and efficient manner can often save needless destruction, avert panic and save lives.

##### **1.2. Summary of Fire Protection Measures**

The building has been generally designed in accordance with the **USA NFPA 101** Life Safety Code and incorporates a comprehensive range of fire protection measures. These provisions are detailed in the *Fire Safety Strategy Document* and as-built drawings, copies of which are held by the *Chief Engineer*.

For ease of reference the main features of the fire safety strategy are summarized below:

- Automatic fire detection system throughout.

- Alarm Sounders.
- Emergency lighting on all escape routes, stairways, corridors.
- Hose reels and wet risers for firefighting purposes.
- Remote connectivity of the Alarm panel to the Jumeirah Village gatehouse.

### 1.3. Fire and Safety Management Structure

The duties of managers and staff are summarized below:

#### 1.3.1. The Managing Director

Ultimate responsibility for ensuring that the fire and safety policy is implemented rests with the **Managing Director**, or in his absence, the **Director of (F&B and) Operations**.

#### 1.3.2. Fire Safety Managers

The *Director of Security, Burj Al Arab* and the *Chief Engineer* are the designated Fire Safety Managers. They are responsible for ensuring that all fire safety procedures are implemented and that fire protection systems are adequately maintained. Additionally, they are responsible for liaison with the Fire Brigade, familiarization with all legal requirements and fire regulations pertaining to the academy and to continually update and organize the fire prevention and fire evacuation programmes.

#### 1.3.3. Heads of Departments

Departmental Managers or academic equivalents are responsible for ensuring that their staff and other faculty in their areas of responsibility are aware of and implement the relevant fire safety procedures.

#### 1.3.4. Assembly Point Marshal

The Academy's Operations Team Leaders will act as the nominated *Assembly Point Marshals*. The *Assembly Point Marshal* will immediately go to the assembly area in the event of a fire or evacuation (*refer to Para 2.1.1*)

#### 1.3.5. Academy Fire Marshals (between 08.00 am and 6.00 pm Sunday to Thursday)

The Academy Fire Marshals will normally include the following personnel due to the strategic locations of their areas of responsibility.

- Dean
- Director of (F&B and) Operations
- Personal Assistant to the Managing Director
- IT Manager
- Senior Lecturers / Executive Chefs
- Librarian

#### 1.3.6. Course Lecturers

In the event of a fire being discovered or an evacuation being called, Course Lecturers are to immediately evacuate the building by the nearest emergency exit door and lead their students to the *Assembly Point*. Course Lecturers are to report the names of themselves and their students to the *Assembly Point Marshal*. Lecturers are to ensure that they account for all the students and staff in their charge and must alert the *Assembly Point marshal* of any missing personnel. They are to ensure that their students remain at the assembly point until given further instructions.

#### 1.3.7. All Other Academy Staff

All staff is to be fully conversant with these regulations and procedures.

*Notwithstanding the instructions detailed hereafter, all academy staff has a responsibility to ensure the safety of themselves, other staff and students and as such are responsible for reporting any infringement of these regulations.*

#### 1.4. Fire Prevention

In order to maintain the highest level of safety, the following inspections are to be carried out on a daily basis by the supervisors and/or managers of respective departments:

- .1.1. All exit doors are unlocked and readily available for use or are capable of being opened in the event of an emergency, without the use of a key.
- .1.2. All escape routes and exit doors (both internally and externally) are clear of any obstructions.
- .1.3. Fire doors are not wedged or propped open.
- .1.4. Correct cleaning methods and designated maintenance programmes are being conscientiously followed especially when dealing with exhaust hoods in Kitchens.
- .1.5. Storage rooms are free from rubbish and unwanted flammable material.

#### 1.5. Fire Extinguisher Maintenance

1.5.1. The *Senior Technician* is to maintain a *Maintenance Log* of all academy fire extinguishers and systems. The *Maintenance Log* is to identify the location, last checked/tested date and next test date.

1.5.2. The *Maintenance Log* is to be retained in the defects book located in the Administration Office.

1.5.3. It is the responsibility of the *Senior Technician* to complete a monthly check of all academy fire extinguishers and note any discrepancies with the *Maintenance Log*. The *Facilities Technician* is to log the date of the monthly check.

1.5.4. It is the responsibility of the *Senior Technician* to ensure that the fire extinguishers are re-tested on or before the stated date. If re-testing cannot be completed by the stated date, the *Senior Technician* is to report the fact to the Director of (F&B and) Operations.

*Any infringements to the above requirements are to be reported immediately to the Director of (F&B and) Operations or, in his absence, to the Director of Operations.*

#### 1.6. Public Relations

Under no circumstances is any employee to discuss an event involving property damage, personal injury or loss of life with anyone, other than reporting this information as outlined to a line manager. Any enquiries by the news media are to be directed to the Managing Director, or in his absence, the Director (of F&B) and Operations.

If necessary, the Managing Director or a Senior Staff should prepare and issue a statement containing essential **FACTS** about the incident. This will cover the time of the incident, location, number of people injured or involved (**NEVER NAMES**) and the nature of the incident (**NEVER SPECULATE AS TO THE CAUSE**). The statement will in no way speculate or state values of losses.

## **Stage 2 – FIRE AND EMERGENCY EVACUATION PROCEDURES**

### **2.1. Actions to Be Taken On Hearing the Fire Alarm Signal**

#### **2.1.1. On Hearing the Alarm Signal**

The Duty Receptionist will mute the alarm on the control panel located in the main entrance foyer of the Academy. The alarm will be muted for a maximum of 3 minutes during which time the zone in which the sensor has been activated will be searched. The Receptionist is to ensure that the Gatehouse is notified of the result of the search within 3 minutes. If the check reveals a fire or other potentially life threatening incident, the alarm sounder will be reactivated and a full evacuation of the Academy must be carried out. If the check reveals a false alarm, no further action will be taken. If the security patrol arrives at the reception, the receptionist is to inform the security patrol of the action being carried out. Do not allow visitors to enter other areas of The Academy. All visitors are to remain in the main reception foyer until an "all clear" is given. If an evacuation is declared, visitors are to be sent to the assembly point, or leave The Academy premises. Do not allow visitors to remain in the front car park.

#### **2.1.2. Area Checks**

All staff are to check their immediate areas for the cause of the alarm and verbally report their findings to the Receptionist. Staff should pay particular attention to the alarm sensors which are located on the ceilings in each of the main areas of The Academy. A constant red light indicates that the sensor has been activated and staff should thoroughly check the surrounding area. If a fire or other life threatening incident is found, staff are to follow the procedure detailed in *Para 2.4*. The location of any activated sensors must be verbally reported to the Receptionist immediately after a check of the surrounding area has been conducted.

### **2.2. Action to Be Taken On Discovering a Fire**

#### **2.2.1. Raise the Alarm**

Staff are to immediately raise the alarm by either activating a fire alarm box (Break Glass Point) or dial the Jumeirah Village Gatehouse (04 3480955) giving the Security Officer the exact location and details of the fire or smoke; and inform as many other staff as possible. If the alarm has already been muted, the alarm can be reactivated by using the Break Glass Point or by notifying the receptionist.

#### **2.2.2. Action**

The person reporting the fire is to remain in the vicinity of the incident to direct the Fire/Emergency Reaction Team to the scene, unless this would endanger personal safety, in which case staff are to evacuate the building. Close all doors and windows when leaving the area of the fire.

- If a fire has been discovered and has not been extinguished, immediately call the Gatehouse Security staff and request the Fire Brigade. Give details of the location of the fire within the academy.
- Ensure that the alarm has been reactivated at the alarm panel in the main reception foyer.
- Take the Assembly Point Marshal's pad and immediately go to the Assembly Point.
- Follow the instructions on the Assembly Point Marshal's pad.

A fire that has been extinguished must be closely watched by a member of staff to ensure that it does not reignite. The Jumeirah Village security staff are to ensure that they cordon off the area and notify the *Director of Security, Burj Al Arab*.

### 2.2.3. Fighting the Fire

Should a member of staff feel confident enough to fight the fire and at least one other person is present; this action is to be carried out. Under no circumstances is this to be done if it endangers personal safety.

Under no circumstances are students allowed to take this action. Staff are to ensure that students are evacuated immediately.

## 2.3. Pre-Evacuation Procedures

### 2.3.1. Closedown Procedure

The purpose of a closedown procedure is to ensure that each department in the Academy is closed down and made safe as quickly as possible in the event of a fire or evacuation.

The primary objective of the procedure is to ensure the safety of students and staff and the secondary objectives are to secure or take out important or valuable documentation. **However, the safety of life is paramount and if there is any doubt, documentation must be left behind.**

### 2.3.2. General Office Closedown

- Upon receiving notice to evacuate the Academy, staff is to collect and take out any essential files, money and documents that are not or cannot be secured in a fireproof safe or cabinet.
- Close all windows.
- The senior person present is to ensure that all members of staff and any students in the vicinity leave the office immediately, remembering to close the door when leaving.
- Go to the Assembly Point.
- Report the names of all staff and students in your party to the *Assembly Point Marshal*.
- Remain at the Assembly Point until given further instructions.
- Do not attempt to re-enter the Academy under any circumstances, unless the Senior Fire Officer on site has given the "all clear".

### 2.3.3. Kitchen Closedown

- Switch off all electrical cooking appliances individually.
- Extinguish all gas cooking appliances and activate the emergency cut-off switch.
- Ensure that all deep fryers are covered with either a fire blanket or that their lids are closed.
- Clear all cooking off salamanders and grills.
- Ensure that doors to freezers and chillers are closed.
- Ensure that all students and other staff have evacuated the kitchen, nearby toilets, changing rooms and stores.
- Go to the Assembly Point.
- Report the names of all staff and students in your party to the *Assembly Point Marshal*.
- Remain at the assembly point until given further instructions.
- Do not attempt to re-enter the Academy under any circumstances, unless the Senior Fire Officer on site has given the all clear.

## 2.4. Evacuation

The evacuation of the Academy might be necessary for a number of emergency situations. This procedure is basically the same for all situations and is as follows:

- A ringing alarm will be activated.
- The alarm may be muted for a period of 3 minutes during which time the zone in which the sensor has activated will be checked. If the check reveals a false alarm, no further action will be taken. If the check reveals a fire or other potentially life threatening incident, the alarm sounder will be reactivated.
- Staff not assigned to specific duties will immediately evacuate the building.
- Special attention is to be given to students and any personnel with physical disabilities, such the blind, deaf or handicapped and all toilets, changing rooms and stores have been checked.
- *Faculty* and *Fire Marshals* are to ensure that their respective areas are secured and all staff and students have left the Academy.
- Staff will proceed to the assembly area which is located on the grass area to the side of the auditorium, once they have completed their specific duties.
- The *Assembly Point Marshal* and *Faculty* are to ensure that all staff members and students are present and accounted for.
- Once members of the Fire Brigade or Emergency Services arrive at the academy, the command of the evacuation is transferred from the Academy management to the Senior Officer on Duty.

#### **2.5. Action to be taken when working "out of normal working hours"**

On hearing the fire alarm or discovering a fire, Academy staff is to follow the same procedures when **working "outside normal working hours" or when "teaching on taught evening programmes"**.

Whilst teaching taught programmes during the evenings, staff to ensure that all students in their charge are safely evacuated.

When working out of normal working hours, staff have the added responsibility of ensuring that they are aware of any students using the Academy's facilities and that should the need arise, that they are also evacuated.

##### **2.5.1 Registering Late Working Hours.**

Staff who intend to work "out of normal working hours" are to comply with the procedures detailed in *The Emirates Academy Security Policy & Procedures*. These procedures require all staff working "out of normal working hours" to register their approximated start and end times with the Gatehouse Security and to notify security personnel when they leave.

##### **2.5.2 Action to Be Taken Upon Hearing the Fire Alarm Signal "Out of Normal Working Hours"**

- Staff are to check their immediate area and surrounding area for the cause of the alarm. Staff should pay particular attention to the alarm sensors which are located on the ceilings in each of the main areas of the academy. A constant red light indicates that the sensor has been activated.
- Staff are to make contact with the Security on patrol at the first opportunity and verbally report their findings, and is to include the location of any activated sensors.
- If the search conducted by staff and security does not reveal a fire or other life threatening incident, a false alarm will be declared and staff may continue to work or teach. The Security on patrol is responsible for informing the Gatehouse of the false alarm.

### 2.5.3 Action to Be Taken On Discovering a Fire

- Raise the Alarm - Staff are to immediately raise the alarm by either activating a fire alarm box (Break Glass Point) or dial the Jumeirah Village Gatehouse (04 3480955) giving the security officer the exact location and details of the fire or smoke; and inform as many other staff as possible. If the alarm has already been muted, the alarm can be reactivated by using the Break Glass Point or by notifying the receptionist.
- The person discovering the fire is to report the location of the fire or incident to the security patrol. Should a member of staff feel confident enough to fight the fire and at least one other person is present; this action is to be carried out.
- Under no circumstances is this to be done if it endangers personal safety.
- Under no circumstances are students allowed to take this action. Staff are to ensure that students are evacuated immediately.
- If the fire or incident cannot be controlled or extinguished, staff are to evacuate themselves and any students present in the academy following the evacuation procedure detailed in *Para 2.4*.
- It is the responsibility of the security patrol to deal with all other actions. Staff are not to re-enter the building and are to ensure that students are kept at the assembly point until given further instructions.

### **Stage 3 – FIRE AND EMERGENCY EVACUATION PROCEDURES FOR JUMEIRAH VILLAGE SECURITY PERSONNEL**

There are three main scenarios, one during the normal working hours of the Academy, one for out of normal working hours when there are no students or personnel on the premises; and one which covers the evenings when taught programmes are in progress.

#### **3.1. During Normal Working Hours (8.00 am - 6.00 pm)**

- When the alarm sounds in the Jumeirah Village Gatehouse the Security Officer on duty will silence the alarm and notify the patrolling security officer to report immediately to the academy reception.
- Should the Security Officer in the Gatehouse not receive confirmation or information indicating that it was a false alarm within three minutes he is to ensure that the alarm for the Academy is reactivated.
- Should he receive confirmation that it was a false alarm he should reset the alarm and note all the details of who informed him and the timing the information was passed to the gatehouse, in the incident book. The patrolling security should re-check the immediate and surrounding areas for reasons why the alarm has been activated.
- Should a fire be confirmed the alarm must be sounded immediately and an evacuation must take place. The Burj Al Arab's control room should also be informed immediately once a fire has been confirmed.



- The Academy *Fire Marshals* and Jumeirah Village Security Officers can attempt to fight the fire according to this policy, *should it be safe to do so*.
- If the fire is of a serious or potentially serious nature the fire brigade has to be called by the Gatehouse Security Officer. The Jumeirah Village Gatehouse Security Officer should notify the *Director of Security, Burj Al Arab* and the *Corporate Director of Security*. The Burj Al Arab paramedics are to be notified in the event that they may be required to assist with any medical casualties during the evacuation.

### 3.2. **Out of Normal Working Hours (6.00 pm - 8.00 am)**

- When the alarm is activated in the Jumeirah Village Gatehouse the Security Officer on duty is to immediately dispatch the patrolling security officers to the Academy to investigate. The Jumeirah Village Gatehouse Security Officer is to check for any Academy staff that has registered to work late. The names and locations of any staff working late is to be immediately passed to the patrolling security guards.
- Should the security officer in the gatehouse not receive confirmation or information about the situation within three minutes he is to let the alarm ring in the Academy and notify the Burj Al Arab control room immediately.
- The patrolling security officers are to locate any Academy staff working late before checking the premises for the cause of the alarm.
- Should the security officers report that it was a false alarm, the alarm is to be cancelled and the patrolling Security Officer should continue checking the immediate and surrounding areas for possible causes for sensors being activated.
- Should the Security Officers find that a fire has broken out in the Academy, they are to immediately notify the Gatehouse and evacuate the Academy building. To assist the officers at the Academy, the Burj Al Arab control room must dispatch two security officers from the Burj Al Arab *Welcome Centre* immediately. They are to be replaced by the Burj Al Arab patrolling security officers. The *Security Supervisor* should join them as soon as possible.
- The Security Officers should attempt to fight the fire *if it is safe to do so* and in accordance with this policy. If the fire is of a serious or potentially serious nature the fire brigade has to be called by the gatehouse security officer.
- In all cases of fire or serious incident, the Jumeirah Village Gatehouse Security Officer is to notify the following personnel;

Managing Director  
 Director of (F&B and) Operations  
 Assistant Security Manager  
 Senior Technician

### 3.3. **During Evenings when Taught Programmes are in Progress (6.00 to 10.00 pm)**

During any "out of normal working hours" when staff are running taught programmes during the evenings, the following procedures apply;

- When the alarm sounds in the Jumeirah Village Gatehouse the Security Officer on duty will silence the alarm and notify the patrolling security officers to report immediately to the Academy and liaise with Academy staff.

- Should the security officer in the gatehouse not receive confirmation or information indicating that it was a false alarm within three minutes he is to ensure that the alarm for the academy is reactivated.
- Should he receive confirmation that it was a false alarm he should reset the alarm and note all the details of who informed him and the timing the information was passed to the gatehouse, in the incident book. The patrolling security should re-check the immediate and surrounding areas for reasons why the alarm has been activated.
- Should a fire be confirmed the alarm must be resounded immediately and an evacuation must take place on site security personnel are to assist staff to evacuate the academy. The Burj Al Arab's control room should also be informed immediately once a fire has been confirmed.
- The security officers can attempt to fight the fire according to this policy, *should it be safe to do so*.
- In the event of a fire, the Jumeirah Village gatehouse security officer should notify the Fire Brigade, the Director of Security -Burj Al Arab, the Academy Principal, the Director of (F&B and) Operations and the Corporate Director of Security. The Burj Al Arab paramedics are to be notified in the event that may be required to assist with any medical casualties during the evacuation.

#### **Stage 4 – BOMB AND EXTORTION THREATS PROCEDURES**

##### **4.1. Bomb Threat**

A bomb-threat warning may be received by anyone in the academy. People making such calls do not normally call anyone in particular and will deliver their message to the first person that answers the telephone. Consequently, it is important that a call of this nature is handled in accordance with an established plan.

##### **4.1.1. Procedures to follow when receiving a Threatening Call**

- Any employee receiving a bomb-threat call should ask the caller to give his message directly to the Director of (F&B and) Operations or his most senior representative.
- If the caller refuses to be transferred, the employee should try to obtain all of the information listed on the *Bomb Threat Check List*. Listen to the precise words of the caller. Ask him/her to repeat messages and any instructions that the caller may give. **Write them down.**
- Try to detect background sounds that may aid in determining the source of the call.

##### **4.1.2. Immediate Action to be taken after receiving a Threatening Call**

- The Director of (F&B and) Operations, the Principal, the Director of Security - Burj Al Arab and Corporate Director of Security should be informed immediately.
- Security is to be directed to the location of a suspected device. They will clear the area and establish a cordon. It must be remembered that when clearing the immediate area, this may also include floors above and below the location of a suspected device.

- Security Staff will liaise with the *Police* on their arrival at the academy. If evacuation is necessary, the Director of (F&B and) Operations, the Principal, the Director of Security - Burj Al Arab or Corporate Director of Security will evacuate the building according to the normal evacuation procedure contained in this document.

#### 4.2. Extortion

A bomb threat may accompany the demand that a sum of money be paid by a certain time. The Director of (F&B and) Operations, the Principal, the Director of Security - Burj Al Arab, Corporate Director of Security and the Group Director of Operations must be notified.

#### 4.3. Search Plan

If required, a coordinated search of the academy will be arranged. Staff involved in the search are to ensure that they report their findings to the person in control of the search.

### Stage 5 – INSTRUCTIONS FOR THE ASSEMBLY POINT MARSHAL

#### 5.1. General

On receiving instructions to evacuate The Academy, you are to immediately go to the *Academy Assembly Point*.

You are to follow the instructions given below but are to concede authority to any member of the Jumeirah Emergency or Security Team, Dubai Fire Brigade, Dubai Police or another senior member of staff.

#### 5.2. Accounting for Personnel

- You are to place a tick next to the name of each member of staff or student as they report to the Assembly Point. You are to ensure that the person reporting the names of personnel in their party to you identifies any missing staff or students. Note the missing or unaccounted staff and/or students on your Missing or Unaccounted List.
- Add the name of any additional personnel who report to the Assembly Point.
- Show the list to the senior Academy person present, usually the Academy Duty Manager or Director of (F&B and) Operations, **ensuring that you tell them the names of any missing or unaccounted for staff or students.**
- Instruct all personnel that they are to remain on the grass at the Assembly Point until they are given further instructions.

#### 5.3. Academy Entrance Guards

- The Assembly Point Marshal, assisted by the senior member of academy staff present at the Assembly Area or the Academy Duty Manager, are to send available JI and EAHM staff to guard all the entrance/exit doors of the academy to stop anyone entering or re-entering the building. Each guard is to be given the instructions for the allocated location (contained in the rear of these instructions)
- The Assembly Point Marshal is to note the names of each member of staff and the entrance/exit point they have been allocated.
- If there are sufficient staff available two members of staff should be allocated to each entrance/exit door.

- Students are not to be allocated this duty and must stay at the Assembly Area under the supervision of the Assembly Point Marshal.

#### 5.4. Safety

If you to consider the Assembly Point is becoming dangerous, for example a fire is burning close to the Assembly Point, you are to move all personnel to the *Jumeirah Village Clubhouse*.

REMEMBER THAT YOUR JOB IS TO ENSURE THAT PERSONNEL ARE ACCOUNTED FOR AND THAT NO-ONE LEAVES THE ASSEMBLY POINT UNTIL YOU ARE GIVEN CLEAR INSTRUCTIONS TO DO SO.

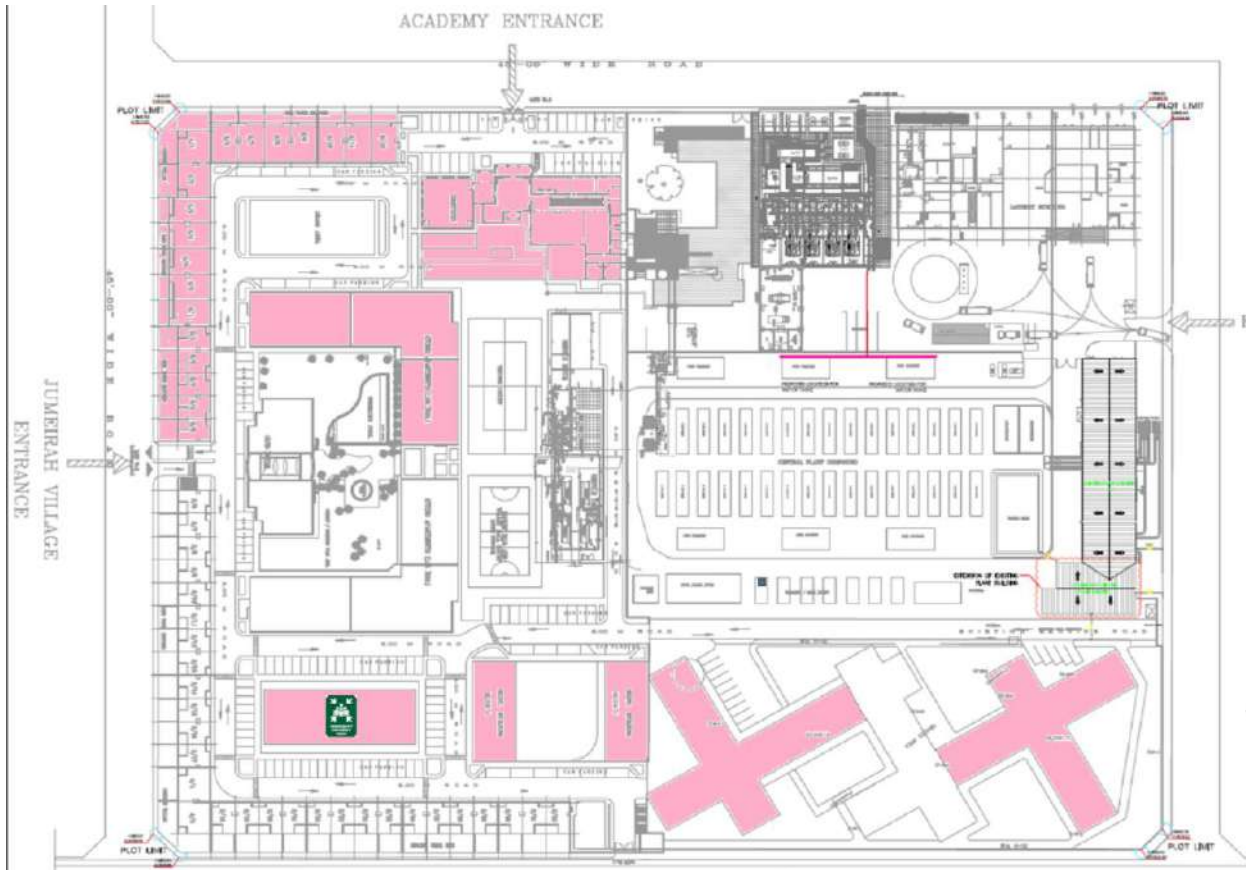
UNDER NO CIRCUMSTANCES ARE YOU TO LEAVE THE ASSEMBLY POINT UNTIL GIVEN INSTRUCTIONS TO DO SO, OR THE EMERGENCY HAS ENDED.

#### 5.5. Missing or Unaccounted for Personnel and Students

Information regarding missing or unaccounted for personnel or students is to be immediately passed to the senior Jumeirah International Security Officer or the Civil Defence Officer in charge of the emergency site. Do not wait until all staff and students have reported to the Assembly Point.

Information regarding any missing or unaccounted for staff or students who are subsequently found or located is to be immediately passed to the same personnel and their name removed from the Missing-Unaccounted Staff & Students list.

#### 5.6. Outline of EAHM and Jumeirah Village



Standard Operating Procedure <b>ALCOHOL AND OTHER DRUGS</b>		
Number <b>EA/A&amp;SS/004, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>DIRECTOR OF OPERATIONS</b>		
Target audience: <b>STUDY ABROAD, FULL-TIME AND PART-TIME STUDENTS (UNDERGRADUATE &amp; POSTGRADUATE), COLLEAGUES &amp; STAFF</b>		

### **BACKGROUND:**

This document is done to establish a standard for the Accommodation and Student Services Department of the Emirates Academy of Hospitality Management.

### **PURPOSE:**

The purpose of this Policy is to: Provide students with a basic knowledge of the UAE laws regarding drugs, alcohol and medication abuse; and provide staff with guidance for decision making related such offences.

### **PROCEDURE:**

#### **Stage 1 – POLICY**

Abuse of substances such as drugs, alcohol and medication is a major problem in some societies and a reality of which the Academy is very aware.

#### **Stage 2 – ALCOHOL**

*Precedence - In all cases regarding the purchase, consumption, storage, and transport of alcoholic drinks, current UAE Federal law and The Emirate of Dubai Law will take precedence over local policies and/or regulations. Federal and local laws may change from time to time and individuals are responsible for updating themselves on current regulations.*

#### **2.1 United Arab Emirates – Law Regarding Alcohol**

*Dubai Alcoholic Drinks Law 1972 (and amendments to it)*

- 2.1.1 UAE Federal Law and the Emirate of Dubai Law forbids the selling of alcohol to, or the consumption of alcohol by, anyone without an Alcohol License. The legal age limit for the procurement of an Alcohol License is 21 years.
- 2.1.2 No Muslim can obtain an Alcohol License or be served alcoholic drinks.
- 2.1.3 No married woman can obtain an Alcohol License without the written permission of her husband.
- 2.1.4 Most international hotels in Dubai are licensed to sell alcoholic drinks to guests and to the residents of Dubai who hold a current alcohol license.
- 2.1.5 The purchase of alcoholic drinks for personal use can only be made from licensed retailers, such as African & Eastern (A&E) and Maritime & Mercantile Intl (MMI); and purchases made from any other vendor are illegal. In order to purchase alcohol a valid liquor license needs to be provided.

- 2.1.6 During religious holidays, the serving of alcoholic drinks is banned. Relevant dates are published in the local media.

## **2.2 The Academy Alcohol Regulations**

- 2.2.1 Studio Accommodation - Alcohol is not permitted in the studio apartments or any part of the accommodation block under any circumstances, irrespective of whether a student holds a valid Alcohol License. Students found in possession of alcoholic drinks in the accommodation blocks will be subject to the disciplinary procedures detailed below. Possession of alcoholic drinks also includes reasonable evidence of alcoholic drinks being present, such as empty alcoholic drink containers, bottles or glasses. Students judged to be in possession of alcohol in the accommodation blocks will be subject to the disciplinary procedures detailed below.
- 2.2.2 The Academy Premises - Alcohol is not permitted in the Academy, any part of the Academy's building or grounds unless authorized by the Academy as part of an official event, function or educational programme and under the continual direct supervision of a member of the Senior Academy staff. Alcohol may not be stored in the Academy except immediately prior to and after an official event; function or educational programme where its use has been authorised and safe storage is provided.
- 2.2.3 Alcohol License - Students over the age of 21 years may be permitted to obtain an Alcohol License. Alcohol Licenses are issued by the Office of the Director General, Department of Criminal Investigation and refusal to issue a license cannot be appealed.

## **2.3 Disciplinary Procedures**

- 2.3.1 First Offence - Any student who is judged to have broken the above regulations will, on the first occasion, receive a formal written warning regarding their conduct. A record will be placed in their student file and will remain on there for the duration of their enrolment. In cases judged to be gross misconduct, the student may be evicted from the student accommodation and/or expelled from the Academy; and a record will be permanently held on their student file.
- 2.3.2 Second Offence - Any second offence relating to this policy may result in eviction from the accommodation and/or instant expulsion from the Academy. A record will be permanently held on their student file.
- 2.3.3 Further Offence - Any further offence WILL result in expulsion from the Academy. A record will be permanently held on their student file.
- 2.3.4 Appeals - A student who has been accused of any offence contrary to these regulations may appeal the decision to the Managing Director. Appeals will only be accepted if supported by evidence not available at the time disciplinary action was taken.

## **2.4 References**

References to the policy regarding alcohol can be found in the following publications;

#### 2.4.1 Catalogue

"UAE federal law and the Emirate of Dubai Law forbid the selling of alcohol to, or the consumption of alcohol by, anyone without an Alcohol License. The legal age limit for the procurement of an Alcohol License is 21 years. Students over the age of 21 years may be permitted to obtain an Alcohol License but the consumption of alcohol must remain within reasonable limits. The Academy will take disciplinary action against anyone who is found to have broken the UAE law."

#### 2.4.2 Accommodation Policy

"Alcohol is not permitted in the studio apartments under any circumstances."

#### 2.4.3 Catalogue

Accommodation Policy - Lease Agreement

"Students must comply with the laws of the UAE in relation to the purchase and consumption of alcohol. Alcohol is strictly forbidden in the studios and accommodation block and students failing to abide by this directive may face disciplinary action and eviction from the accommodation. Serious breaches may result in expulsion from the Academy."

### **Stage 3 – DRUGS**

- 3.1 Since it is the Academy's duty to protect the health of its students, a firm policy is applied where drugs are concerned. Drugs are forbidden by UAE national law with no distinction being made between "soft" and "hard" drugs. The consumption, possession and dealing in any such substances, inside or outside the Academy are strictly prohibited. This applies to the whole period of the programme including the internship. Students guilty of breaking this rule are subject to immediate expulsion from the Academy and may be subject to legal action by the authorities.


*"Punishments for drug offences are extremely severe in the UAE."*

### **Stage 4 – MEDICATION**

- 4.1 Medical substances must be taken with care and following a doctor's prescription, if applicable. Action will be taken in the case of abuse. Please note that the Academy will not issue any medication.

### **Stage 5 – SMOKING ON CAMPUS**

- 5.1 The Academy is a non-smoking environment and smoking is forbidden in all internal areas. Designated external areas are available for those who choose to ignore the health warnings associated with smoking.

Standard Operating Procedure <b>LOST AND FOUND</b>		
Number <b>EA/A&amp;SS/005, Issue 1</b>	Reviewed/Revised <b>25 February 2020</b>	
Responsible <b>DIRECTOR OF OPERATIONS</b>		
Target audience: <b>STUDY ABROAD, FULL-TIME AND PART-TIME STUDENTS (UNDERGRADUATE &amp; POSTGRADUATE), COLLEAGUES &amp; STAFF</b>		

### **BACKGROUND:**

This document is done to establish a standard for the Accommodation and Student Services Department of the Emirates Academy of Hospitality Management.

### **PURPOSE:**

All missing or stolen items belonging to the academy or its staff, students, visitors and guests are to be reported immediately in accordance with the procedures detailed in this document.

### **PROCEDURE:**

#### **Stage 1 – POLICY STATEMENT** *(As per Jumeirah Group Lost & Found Property Policy)*

Statement of Intent:

- 1.1 The Academy does not accept liability for any property which is lost by any person visiting or staying on the premises. Security members must, however, try to retrieve all lost articles, as the result of any loss is normally theft when someone picks the item up and does not hand it in.
- 1.2 All losses must be recorded with full details of which the owner is, where the goods were lost, date, time and a full description of the article and its contents, if it was a bag of some sort. These are very important as we will have to forward all goods that are found or handed in at a later stage to the owners, and identify them first against the description.
- 1.3 When any found property is handed in, it is to be recorded in the found register for that purpose immediately, with the full details as to where it was found and by whom, and to whom it may belong (as and when room numbers can be traced back). All found property must be kept in the security office and handed to the person responsible for that function.
- 1.4 The responsible person receiving all lost and found items must record the items individually in the Lost and Found Register. They must ensure that all items handed in are recorded. Any item recorded in the Security log reports or elsewhere, not presented, must be reported immediately for investigation.
- 1.5 The responsible person receiving the found items must then sign receipt of all items handed in.
- 1.6 After receipt of items, the person responsible must take all possible steps to trace and contact the owner of the item/s and inform him/her that the item/s were found and are in safekeeping.
- 1.7 All lost and found items where the owner is known must be sent to them by courier and the company will bear the cost.



- 1.8 Lost and Found property should be kept for a reasonable length of time as to allow the owner the chance to recover/claim it.
- 1.9 Items with a value less than AED 500.00 must be kept for a period of three calendar months.
- 1.10 Items with a value of AED 500.00 or more must be kept for a period of six calendar months.
- 1.11 Items of an excessive value must be logged in the SBU's Lost and Found Register and send to the Corporate Director of Security for safekeeping. These items will not be handed back to the person who found the item(s).
- 1.12 Following the relevant period, the item(s), if not claimed, will be handed to the person who originally found the item(s). This arrangement is at the discretion of the Corporate Director of Security.

**Stage 2 – LOST & FOUND PROPERTY** (*Reports of mislaid, lost, stolen or found property must be immediately investigated usually in the first instance by the Director of Operations. All found property that cannot be immediately reunited with its owner is to be recorded on the appropriate Found Property Form. All mislaid, lost or stolen property is to be recorded on the Lost or Stolen Property Form.*)

## 2.1 Found Property

2.1.1. Handed Over - Any items that are found on academy property is to be handed in to the *Administration Office* for safe storage until it can be reunited with its owner.

2.1.2. *Found Property Form* – All property handed in to the *Administration Office* is to be recorded on the *Found Property Form*. The completed form is to be filed in the Found Property Book. The property is to be secured in the Administration Office for safe keeping.

2.1.3. Identifying the Owner – The Administration staff are to email all staff and students with a broad description of the found item to try and identify the owner. Specific identification details are not to be advertised.

Example: inform staff and students that a mobile phone has been found but do not give details of the model or make.

2.1.4. Returning the Property to the Owner – Before returning an item to the owner, the Administrator must satisfy themselves that the item does belong to the person claiming the property. This can be achieved by asking some simple questions, and in the case of a mobile phone, ask for some names in the address book.

Once ownership has been proven, the owner must sign for receipt of the property on the *Found Property Form* and the form returned to the Found Property Book.

## 2.2 Lost, Mislaid or Stolen Property

2.2.1 Reporting – All incidents of lost or stolen property belonging to the Academy, members of staff or students are to be reported using the *Lost or Stolen Property Form* to the *Director of Operations*. An initial investigation will be conducted by the *Director of*

*Operations*. If the initial investigation warrants further action, the *Director of Operations* will notify the Director of Security, Housing.

- 2.2.2 Securing and Returning Recovered Property - Any item reported as missing, lost or stolen that is eventually found is to be secured and, if possible, returned to its owner by following the procedure detailed above.
- 2.2.3 Investigations of Stolen Property – The *Director of Operations* will investigate all reports of stolen property at the earliest opportunity and take appropriate action. If warranted, the initial stolen property report, along with the results of the investigation will be sent to the Director of Security, Housing for further action.

Standard Operating Procedure <b>GYM ACCESS AND USAGE</b>		
Number <b>EA/A&amp;SS/007, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>DIRECTOR OF OPERATIONS</b>		
Target audience: <b>STUDY ABROAD, FULL-TIME AND PART-TIME STUDENTS (UNDERGRADUATE &amp; POSTGRADUATE), COLLEAGUES &amp; STAFF</b>		

**BACKGROUND:**

This document is done to establish a standard for the Accommodation and Student Services Department of the Emirates Academy of Hospitality Management.

**PURPOSE:**

The purpose behind this SOP is to streamline the Gym operation procedure of the Emirates Academy of Hospitality Management. This streamlining is done to ensure that should there be a loss of work knowledge, new colleagues would be at ease to step into the role.

**RELATED SOPS:**

Key SOP

**INTRODUCTION:**

The gym is located near the security main gate. Access is granted to all registered students, whether they are a resident or non-resident and Jumeirah Village resident colleagues.

**PROCEDURE:**

**Stage 1 – Gym Access**

- 1.1 Gym access is granted to all Lodging guests and students staying on campus, accessible via the room key card, which can be requested via the Student Service Centre or via the Welcome Centre
- 1.2 EAHM registered students can request a gym card for the student’s sole use only, and the card is programmed to expire upon the projected completion of the degree, and can be requested via the Student Service Centre or the Welcome Centre
- 1.3 Jumeirah Village colleagues can also request gym key cards via the housing department

**Stage 2 – Daily Inspections and checklists**

- 2.1 Daily routine checks should be conducted by the Welcome Center team, in the morning, afternoon and evening
- 2.2 Make sure all machines are clean and in working order, ceiling lights, TV, remote control & battery, music systems are in good working order.
- 2.3 If anything is missing or need maintenance, please take immediate action by informing the Admin coordinator.
- 2.4 Please refer to the Gym check list.


**Stage 3 – Rules and Regulations**

- 3.1 Children under the 16 years of age are not permitted in the Gym without supervision

**RECORDS:**

The documents that we will use to record the data from this procedure are the:

- Gym checklist
- Welcome center checklist

Standard Operating Procedure <b>SWIMMING POOL USAGE AND ACCESS</b>		
Number <b>EA/A&amp;SS/008, Issue 1</b>	Reviewed/Revised <b>25 February 2020</b>	
Responsible <b>DIRECTOR OF OPERATIONS</b>		
Target audience: <b>STUDY ABROAD, FULL-TIME AND PART-TIME STUDENTS (UNDERGRADUATE &amp; POSTGRADUATE), COLLEAGUES &amp; STAFF</b>		

**BACKGROUND:**

This document is done to establish a standard for the Accommodation and Student Services Department of the Emirates Academy of Hospitality Management.

**PURPOSE:**

The purpose behind this SOP is to streamline the Swimming pool usage procedure of the Emirates Academy of Hospitality Management. This streamlining is done to ensure that should there be a loss of work knowledge, new colleagues would be at ease to step into the role.

**RELATED SOPS:**

N/A

**PROCEDURE:**

**Stage 1 – Swimming Pool Operating Hours**

The swimming pool access is granted to all registered students, whether they are a resident or non-resident student of EAHM and Jumeirah Village resident colleagues

- 1.4 The swimming pool is open from 10:00 to 18:00 on a daily basis
- 1.5 The lifeguards are on duty during the Swimming Pool operating hours.


**Stage 2 – Rules and regulations**

- 2.1 Swimming is not permitted outside of the operating hours
- 2.2 Every guest who is using the swimming pool must follow the instructions of the lifeguard at all times
- 2.3 Neither Jumeirah Beach Resort LLC (the “Company”), it’s officers, employees or other representatives accepts responsibility or liability for any loss, injury or damage of any nature whatsoever and howsoever arising out of or in connection with the use of the swimming pool area.

**RECORDS:**

The documents that we will use to record the data from this procedure are the:

- Swimming Pool Rules (Posted around the Swimming Pool Area and available in the Student Handbook).

Standard Operating Procedure <b>TENNIS AND BASKETBALL USAGE</b>		
Number <b>EA/A&amp;SS/009, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>DIRECTOR OF OPERATIONS</b>		
Target audience: <b>STUDY ABROAD, FULL-TIME AND PART-TIME STUDENTS (UNDERGRADUATE &amp; POSTGRADUATE), COLLEAGUES &amp; STAFF</b>		

**BACKGROUND:**

This document is done to establish a standard for the Accommodation and Student Services Department of the Emirates Academy of Hospitality Management.

**PURPOSE:**

The purpose behind this SOP is to streamline the Opening and usage of the tennis and basketball court of the Emirates Academy of Hospitality Management. This streamlining is done to ensure that should there be a loss of work knowledge, new colleagues would be at ease to step into the role.

**RELATED SOPS:**

N/A

**INTRODUCTION:**


The tennis and basketball court are ONLY available to Jumeirah Village residents and Registered Students on Friday and if and when there are not tennis lessons booked by IQ Tennis Academy.

**PROCEDURE:**

**Stage 1 – Use of the Tennis and Basketball Court**

The tennis and basketball court are ONLY available to Jumeirah Village residents and Registered Students on Friday and if and when there are not tennis lessons booked by IQ Tennis Academy.

- 1.6 The tennis and basketball court can be booked through Security or alternatively through the Welcome Centre.
- 1.7 The tennis and basketball court can be use by the above stated Jumeirah Village colleagues, registered Students and Alumni (Alumni requires to be actively taking part).
- 1.8 Should an external guest want to play tennis, will he have to register at the Security gate, who will advise if the court is available. If so, a receipt book is kept at the Welcome Centre where the player can pay the fee of AED 100 (if registered with IQ Tennis Academy) or AED 150 if this is not the case.
- 1.9 Reservation are made on a first come first sever basis, outside of the IQ Tennis Academy timings.
- 1.10 A form of Identification must be presented at the security gate
- 1.11 There is no insurance cover provided from The Emirates Academy of Hospitality Management or Jumeirah side.

Standard Operating Procedure <b>NAME BADGES</b>		
Number <b>EA/A&amp;SS/010, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>DIRECTOR OF OPERATIONS</b>		
Target audience: <b>STUDY ABROAD, FULL-TIME AND PART-TIME STUDENTS (UNDERGRADUATE &amp; POSTGRADUATE)</b>		

**BACKGROUND:**

This document is done to establish a standard for the Accommodation and Student Services Department of the Emirates Academy of Hospitality Management.

**PURPOSE:**

Students are required to wear The Emirates Academy name badge. Students & staff are to immediately report the loss or damage of their Name Badge to the Administration Office. In cases where a student has not reported loss of their name badge, the student will be responsible for all recurring consequences.

All name badges remain the property of The Emirates Academy and as such are to be returned to the Administration office on graduation or earlier completion/withdrawal from a programme.

**RELATED SOPS:**

N/A

**PROCEDURE:**


**Stage 1 – Replacement Card Form**

Students must use the *Loss of Name Badge Form* available from the administration office or printed directly from the relevant Intranet folder. A student must;

- 1.1. Fully complete the form, Sign the form to accept that a fee of *AED 30* may be charged.
- 1.2. Submit the form to the administration office.
- 1.3. Only damaged name badges will be replaced with a new one without any charges upon returning the damaged name badge.

**Stage 2 – Issue of new name badge**

- 2.1. A replacement name badge will normally be produced within one working day and issued to the Student. If payment is required, the student/staff must pay the fee before the replacement name badge can be issued.
- 2.2. A copy of the completed Loss of Name Badge Form is to be retained in the student/staff's personal file.

Standard Operating Procedure <b>LOCKERS AND KEYS</b>		
Number <b>EA/A&amp;SS/011, Issue 1</b>	Reviewed/Revised <b>1 September 2020</b>	
Responsible <b>DIRECTOR OF OPERATIONS</b>		
Target audience: <b>STUDY ABROAD, FULL-TIME AND PART-TIME STUDENTS (UNDERGRADUATE &amp; POSTGRADUATE)</b>		

**BACKGROUND:**

This document is done to establish a standard for the Accommodation and Student Services Department of the Emirates Academy of Hospitality Management.

**PURPOSE:**

The Academy provides 27 male and 27 female lockers in the segregated changing rooms located to the rear of the kitchen passageway. The lockers are provided as secure, temporary storage facilities for students who *do not live on campus* and who require a space to store additional clothing and academic materials. As an addition, there are 148 lockers on the ground floor of Phase II building of the Academy.

**RELATED SOPS:**

N/A

**PROCEDURE:**

**Stage 1 – Availability**

- 1.1. With the limited number of lockers available for use, the lockers will be provided on a *first come first served* basis.

**Stage 2 – Period of Use**

- 2.1 Lockers will be provided for a period of not exceeding one full school year. All locker keys are to be returned to the Administration Office by the last day of the year as published in the Academy’s academic calendar. Exceptionally, students requiring the use of lockers in periods outside the academic semester are to apply in writing to the Administration office for an extension period.

**Stage 3 – Keys**

- 3.1. **Responsibilities** – A student who signs for a locker will;
  - 3.1.1. be responsible for the safety of the key at all times.
  - 3.1.2. will not lend the key to any other person.
  - 3.1.3. will return the key at the end of the loan period
  - 3.1.4. will notify the Administration office immediately if the key is lost.
  - 3.1.5. will make immediate payment for the replacement of the key.
- 3.2. **Signatures** - Keys are to be signed for by individual students. Students may not sign for another student’s locker key.

### 3.3. **Lost or Mislaid Keys**

- 3.3.1. **Lost Keys** - Lost keys are to be reported immediately to the Administration office and a replacement charge of AED 100 must be paid before another key or locker will be issued.
- 3.3.2. **Mislaid Keys** - A student who has mislaid or forgotten a key is not entitled to receive a replacement key until the original key has been found or the replacement key charge has been paid. Students who have forgotten locker keys will under no circumstances be issued the spare key. Administration staff will, at the first opportunity, open and lock the locker for the student with the spare key.
- 3.3.3. **Failure to Return Keys** - Students failing to return keys by the stipulated dates or by the end of the academic semester as published in the academic calendar will be liable to the replacement key charge of AED 100.

### **Stage 4 – Contents of Lockers**

- 4.1. The locker provides storage for academic materials and clothing only. A student may not use the locker to store any unauthorised or harmful material. Students failing to abide by this rule will be required to immediately return the locker key and may face disciplinary action.

### **Stage 5 – Liability**

- 5.1. The Academy accepts no liability for theft and all students are advised to obtain private insurance to cover theft of personal property.