

THE EMIRATES ACADEMY
OF HOSPITALITY MANAGEMENT



STUDENT HANDBOOK

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Table of Contents

LIVING ON CAMPUS (JUMEIRAH VILLAGE).....	3
Student Accommodation.....	3
Essential Services.....	3
Opening hours.....	4
Academic Services.....	5
eMada (Student Information System - SIS)	5
Moodle.....	5
Eating and Gathering Places	6
Recreational Facilities.....	6
Medical and Dental Care for Students.....	7
EAHM Social Traditions.....	8
Student Benefits.....	8
STUDENT AFFAIRS	8
Student Council.....	8
Mission.....	8
Student Ambassador Program.....	10
Alumni Association	10
Student Support Services	10
STUDENT CODE OF CONDUCT (NON-ACADEMIC)	12
Student Rights and Responsibilities.....	12
The Code.....	13
Implementation of the Student Code of Conduct	25
Offenses by Category.....	28
Table of Indicative Penalties	30
Student Grievance Policy.....	31
ACADEMIC POLICIES	31
Academic Integrity Policy and Penalties.....	31
Learning Support.....	31
Student Records.....	32
USEFUL PHONE NUMBERS	32
Internal Only.....	32
Phase I – Ground Floor.....	32
Phase I – First Floor.....	33
Phase II – Ground Floor.....	34
Phase II – First Floor.....	34

STUDENT HANDBOOK

This Handbook is provided to introduce Undergraduate, Postgraduate, Study Abroad and English as a Foreign Language program students to the non-academic aspects of life at The Emirates Academy of Hospitality Management (EAHM). It includes useful information on facilities and services for those living on campus, outlines the Student Code of Conduct and the procedures for enforcing it, and also provides a list of key telephone numbers. For information on life in Dubai, consult the **Arrival Guide**, which you can download from the Student Portal. For academic issues (course descriptions, how the grade point average is calculated, etc.) consult the **Catalogue**. These documents are posted on the Student Portal (Moodle).

LIVING ON CAMPUS (JUMEIRAH VILLAGE)

Student Accommodation

Studios

Each studio offers 25.2m² of living space. Most are for single occupancy but some bunk beds are available. There are two blocks. Block E is for females and Block F is designated for men.

Each studio is equipped with

- Kitchen with utensils, fridge and stove/oven
- Television
- Bed, desk, table, chairs, storage closet
- Ensuite bathroom with shower
- Internet access
- Safe
- Fire Extinguisher/Blanket

Rules

- Due to the current COVID-19 situation, visitors are prohibited until further notice.
- Children under 5 years are not allowed
- No alcohol is allowed
- No loud noise and music after 2300hrs
- Smoking is not allowed inside the accommodation blocks.

Visitor Studios (EAHM Lodging)

You will be pleased to know that over forty-five (45) studios are licensed by the DTCM as a Guest House. These studios can be rented by visiting friends and family. One of these studios is designed for use by 'people of determination' visitors.


Laundry Rooms

Washing machines and dryers can be found on the first and second floor in each accommodation block. Instructions for use can be found on each of the machines. These facilities are for residents only.

Essential Services

Accommodation Office

The Accommodation Office can be found in the Club House, with a separate, external entrance across from the security gatehouse. This office handles studio maintenance, as well as problems like broken air-conditioners.



Opening hours

Saturday – Thursday

0800hrs – 1800hrs (Timings might vary depending on the time of year)

Welcome Centre

The Welcome Centre can be found in the same location as the Accommodation Office, in the Club House. This is where you will receive your room key when you first arrive, collect and return your lease agreements, and this is also where you go when you have locked yourself out of your room. After Accommodation Office opening hours, contact the security at the main gate if you need to collect a key or need someone to open your room. Students can also download the door lock application; which Welcome Centre can assist to set-up. Students can then use their mobile phones to access their rooms.

Opening hours

Saturday – Thursday

0900hrs– 1800hrs (Timings might vary depending on the time of year)

Security Office

The Security Office is located at the Jumeirah Village entrance gate, in the gatehouse. This office is staffed 24 hours a day. Contact security if you need help at any time: for example, if you want to report a crime or instance of student misconduct, if you are being bothered (e.g. by a loud party late at night) or if you become seriously ill and need medical care.

Tel 04-3480955

Please use this landline number – 222 - ONLY in case of emergency

Dry Cleaning

Your business attire, can be laundered or dry-cleaned for a per item charge. You can hand in 5 items per day. The laundry room can be found in room 31 on the ground floor of E-block.

Opening hours

Sunday, Tuesday and Thursday

0800hrs – 1000hrs (Timings might vary depending on the time of year)

Blue Mart

The Mini Market offers a small selection of foods, stationery and toiletries, as well as phone cards.

Opening hours (Timings might vary depending on the time of year):

Sunday – Saturday

1000 - 2300hrs

Mail


To have mail sent to EAHM, the following address should be used:

To: Name of Recipient

The Emirates Academy of Hospitality Management

P.O. Box 29662, Dubai, United Arab Emirates

Student mail is collected from the central post office on a weekly basis and is distributed to the students from the main reception in Phase 1. The Operations Department is not responsible for mail not received within the expected timeframe or received in poor condition. Should parcel notices or



courier deliveries be received, the student will be notified by email. If you would like to have a fax sent to EAHM for you, use the Operations Department fax number and notify Operations personnel.

The Operations Department does not collect parcels for students from the central post office in Karama.

Academic Services

Main Reception Phase I

Sunday - Thursday
0800hrs – 1800hrs

Academic Buildings: Phase I & Phase II (Access through Main Entrance (Phase I) only)

Sunday- Thursday
0800hrs – 1800hrs

Please note that for Health and Safety reasons, students are not permitted to book the classrooms until further notice

Library (from 12 September until further notice)

Sunday to Wednesday, 0800hrs – 2000hrs
Thursday, 0800hrs – 1800hrs
Saturday, 1200hrs – 1800hrs
Friday and Holidays - Closed

Student Services Centre (Finance/Registrar's & Admissions Office/Administration/IT)

Phase I, 1st floor
Sunday - Thursday
0800hrs – 1800hrs

IT Support (change of passwords top SIS/Moodle/Email/Printing & WIFI access)

Visit the Student Services Centre or email: EAHMITHelpdesk@emiratesacademy.edu

For urgent requests only, call the EAHM IT Helpdesk directly on +971-4-315-5111 or +971-55-1000216

Student Information System and Moodle

eMada (Student Information System - SIS)

This SISPortal provides access to student transcripts, instructor and student schedules, grading, registration, course schedules and general administration for students as well as staff and faculty. The SIS is accessible on campus and off campus.

Students should download the EAHM SIS APP for Android and iOS phones.

Moodle

Modular Object-Oriented Dynamic Learning Environment (Moodle), a popular open source Learning Management System (LMS). This simple, light weight platform provides an easy to use menu driven browser interface to the EAHM students, faculty and administration. Course materials and information as well as submission of assessments are facilitated through Moodle. This system is the primary source of information on EAHM announcements and events.

Students should download the Moodle APP for Android and iOS phones.



Eating and Gathering Places

Club House

The Club House and "Barza" is a gathering place for students and other residents of Jumeirah Village. The on-campus restaurant **The Poolbar** is located in the same building. There is also a big plasma screen television to enjoy with friends.

Barza

The students' social hub for relaxation, socializing and after hour studying. Barza is open 24/7 and located next to the Pool Bar. After hours, Barza is available for study purposes and also screens most major sports events. Users of Barza are requested to NOT SMOKE and NOT EAT in the facility and to report any damages immediately to the operations department. Children are not allowed to visit Barza!

The Poolbar

The Poolbar is one of three restaurants on campus. The Poolbar is open 7 days a week and also offers home delivery to Jumeirah Village residents, call 04 3155007.

Opening hours (Timings might vary depending on the time of year)

Saturday – Friday: 1100hrs – 2000hrs

BBQ

Behind The Poolbar there is a designated area for barbequing with grilling pits available for gatherings and events. Please contact the Director of Operations directly or the Welcome Centre to seek approval for an event/gathering (required for health & safety purposes).

The Café

The Café, on the ground floor in Phase I, serves a lunch buffet from 1130hrs – 1430hrs on weekdays. The buffet includes soup, salad, hot meals and desert/fruit. Throughout the day you can also buy sandwiches, yoghurt, hot and cold beverages.

Opening hours (Timings might vary depending on the time of year)

Sunday to Thursday

0730hrs – 1630hrs

Attibassi Café

The Attibassi Café, on the second floor in Phase II, serves coffee and a variety of food and refreshments on weekdays.

Opening hours (Timings might vary depending on the time of year)

Sunday to Thursday, 0830hrs – 1600hrs

Please note that due to the COVID-19 situation, gathering and access to social areas are prohibited until further notice.

Recreational Facilities

Gymnasium

Normally, The gym is open 24 hours a day. Only Jumeirah Village residents and registered EAHM students may use the gym and no children are allowed.



Please note that due to COVID-19 situation, the gym is closed until further notice.

Swimming Pool

The outdoor swimming pool is just beside the Club House. It can only be used when the lifeguard is on duty, which is from 0800hrs – 1830hrs (Timings might vary depending on the time of year), 7 days a week.

Sports Facilities

Besides the gymnasium and pool, there is a tennis and basketball/volleyball/football court. The table tennis table is located next to the pool. To use the tennis court, you can sign up at the Welcome Centre or Security Gate. Should you require any specific sporting equipment, please do not hesitate to visit the Welcome Centre or Security to see what is available for use. EAHM is proud to have IQ Tennis Academy on campus that have discounted tennis lessons available upon request.

Medical and Dental Care for Students

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 Executive 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, Executive 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 is 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.

EAHM Social Traditions

Welcome Back gathering/day/event

During the second week of every term, students from all years, Faculty and staff assemble for a Welcome Back gathering/day/event, to get to know one another and to renew old acquaintances.

Graduation Ceremony & Gala Dinner

Held annually in October/November, the graduation festivities include not only the ceremony itself, but also an evening event that is organised by the Student Council and for which a fee will be charged. The graduation congregation event during the day is organised by the heads of departments.

Movie Night

At least once a year, the Student Council organises a movie night at EAHM. Movies are shown in the auditorium / lecture hall.

EAHM's Got Talent

At least once a year, the Student Council organises a talent show at EAHM in the auditorium.

And new traditions are begun every year.....

Student Benefits

Jumeirah Discounts

All students are allowed a 20% discount at specified Jumeirah Restaurant Outlets. You must present your Student ID and call the outlet before you arrive.

All students can use the Jumeirah discount when entering Wild Wadi. The entrance fee is AED 30 per person, and the student can also bring up to 4 guests who pay AED 50 each. Remember to bring your student ID and to call Wild Wadi before you go.

Students are required to review the updated Jumeirah discount policy on a regular basis which is available on the Notice Board outside the Student Services Centre.

Student Council Liaison Manager/s notifies the Student Council when Block-Out periods apply.

STUDENT AFFAIRS

Student Council


Mission

The mission of the Student Council is to promote students' interests, reflect their concerns, and organize their activities within the framework of the EAHM's rules and regulations. It is run and managed by students reporting to the Director of Operations, Student Council Liaison Manager/s, Student Support Officer and then to the Executive Dean.

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 organise 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.



For full information on the Student Council, please see the published constitution *EA/STU/010 - Student Council Constitution*, which is amended periodically and published in the EAHM Policies & Procedures Handbook located on Moodle.

Participation in EAHM governance

The following activities are examples of governance activities at EAHM which Student Council are part of:

- Student Council Liaison Manager/s to send Student Council meeting minutes to Head of Departments (HODs) for review and to discuss any relevant initiatives/suggested changes/events. President or his/her nominee to attend/present specific requests or council activities at HOD meetings.
- Student Council President or his/her nominee to present at the Board of Governance meeting (twice per year)
- Student Council President or his/her nominee to attend/present at the Industry Advisory Board meeting (twice per year)
- Student Council President or his/her nominee to attend/present at TRASC meeting (once per term) if applicable to agenda – policies/curriculum specific topics
- In case of a student related grievance situation, the student concerned can opt to have a Student Council representative present at any official meetings (see policy *EA/STU/008 – Student Grievance Resolution* in the EAHM Policies & Procedures Handbook on Moodle)

Student Council activities

Student Council activities are planned and/or coordinated by the Student Council. To date, these have included:

- Jumeirah Inter-SBU sports tournaments
- Movie nights
- BBQs
- Graduation Dinner / Yearbook
- EAHM Olympics
- Quiz nights
- EAHM's Got Talent
- Pizza Nights

For information, please refer to the policy *EA/STU/006 – Extracurricular Activities* in the EAHM Policies & Procedures Handbook on Moodle and/or contact the Student Council:

StudentCouncil@emiratesacademy.edu

Any student/s who would like to form a 'Club or Association' which does not form part of the normal Student Council yearly activities, must submit the Extracurricular Activity Proposal form to Student Council Liaison Manager/s for approval (form can be found in the above mentioned policy handbook). The student responsible for the Club or Association may be supported by other departments such as the Marketing Department and the Media Club and must confirm to all policies and procedures as mentioned in the in the above mentioned policy handbook. If the Club or Association 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 of the above listed governance related meetings or at Campus Update presentation.

Student Ambassador Program

This program is designed for highly motivated students who would like to gain work experience.

Each Student Ambassador will be given the opportunity to represent EAHM at official functions and events both on and off campus. In addition, they will also meet and host various stakeholders including prospective students and their families and senior managers from the hospitality industry.

A Student Ambassador volunteers for at least five (5) hours per week to a specific department within EAHM. This can include the following departments: Administration & Operations, Research & Innovation, Library, Finance, Student Council, English Club, F&B, Marketing & Enrolment, and Information Technology.

If you would like to apply to become a Student Ambassador, you must have a cumulative GPA of 2.50 or above and you should contact the Student Support Officer directly.

Alumni Association

The Emirates Academy of Hospitality Management has established an Alumni Association in order to maintain an ongoing, active relationship with graduates for the benefit of both the graduates and EAHM.

Alumni not only promote EAHM programs outside our walls, they may also source internship/full-time jobs for EAHM students and graduates, act as guest speakers, mentor students and generally act as our close partners in the industry.


The Alumni Advisory Board was established in 2019 which meets twice every year and shall:

- (a) promote closer academic/industry collaboration in undergraduate, postgraduate, and post experience education;
- (b) provide recommendations regarding the criteria for the selection of internship placement and students first destination employment;
- (c) assure the industry relevance of the curriculum of all programmes of study;
- (d) promote and plan social and networking events for EAHM Alumni and other Alumni related matters;
- (e) propose content for the upcoming Alumni news update and Alumni portal; and
- (f) promote the funding of scholarships, awards and bursaries for the benefit of EAHM Alumni for further studies or EAHM events.

The Quality, Institutional Effectiveness & Risk (QIR) department is the point of contact for the Alumni Advisory Board (AAB) and for all Alumni Association members. Together with the Executive Dean and Director of Operations, the QIR department publishes an Alumni Activities Plan which outlines when newsletters should be published, when AAB meetings will take place and when Alumni events will take place. This plan is presented to the Heads of Departments before published to the Alumni. The QIR department maintains the database of Alumni contact details as well as the Alumni social media account content. A student becomes a member of the Alumni Association once he/she has completed an accredited degree with EAHM.

Student Support Services

Student Services are an integral function of EAHM. As well as the Student Support Officer, student support of various types may be provided by Personal Tutors, Director of Industry Relations & International Office, Head of Registry & Admissions, the Executive Dean, Director of Operations, Library Staff and the Managing Director. These individuals are responsible for the general welfare of students, catering for academic and non-academic aspects of student life. This support system



provides services and amenities for the well-being of students, so they may fulfill their individual potential, facilitate personal development and achieve high academic standards.

Student Support Officer

The Student Support Officer, is responsible for providing non-academic support in a variety of areas, for all students. One objective of the post is to help students negotiate the complexities of university life – relationships with other students and with Faculty, as well as time management, study skills, etc. - so that personal problems do not have a negative impact on academic performance and personal growth. If the Student Support Officer cannot help with your particular problem, the officer will refer you to others at EAHM or to appropriate outside professionals.

The Student Support Officer can help you interpret EAHM's policies, can act as a mediator in cases of conflict (or can recommend someone else for this role if you prefer), and can help you to initiate complaint or grievance processes if necessary.

The Student Support Officer is available in the designated office within the Library and students should either contact the officer by dropping by her office or sending an email to set up an appointment.

The name, picture and contact details of the Student Support Officer is also posted on Moodle welcome page.

Personal Tutors

All students at EAHM are assigned a Personal Tutor also referred to as Advisor.

If a student wishes to change tutors he or she may apply to the Head of Registry & Admissions, who will decide if a change is needed and if so, who the new tutor will be (may consult Executive Dean).

The role of the personal tutor is to assist students in understanding and meeting the academic requirements of the program of study on which they are registered and also to provide an update in regards to EAHM actions as a response to student feedback. Please see [EAHM Policy EA/ACA/003, Personal Tutors](#), which is maintained in the Policy Handbook on Moodle.

New students will receive the name of their tutor during their Orientation, and each tutor will be introduced to his or her tutees in their first term. Individual meetings may be held with one tutee at the behest of either the tutor or tutee, any time during the trimester. The Quality, Institutional Effectiveness and Risk department will schedule personal tutor meetings with all tutees in a group to gather feedback and for the advisor to also provide feedback every term. It is optional for students to attend these meetings.

Counselling referrals

If you have a problem and need someone to talk with, your personal tutor would be a good person to start with, if you feel comfortable with him or her. Otherwise, approach the Student Support Officer or any trusted lecturer. If outside help is indicated, the Student Support Officer maintains a list of local doctors, psychologists and other counselling professionals so we can refer students to appropriate sources of support. All costs of outside medical and counselling services must be borne by the student.

Internship and career counselling

The Director of Industry Relations & International Office is responsible for assisting students in finding internship placements, and for offering career planning support. This may involve the following:

- providing individual advice or organising workshops on resumé writing, job-search strategy, interviewing skills and reference selection
- organising mock interview sessions with career consultants or industry professionals
- creating and maintaining a database of internship and job opportunities that will be accessible to students.
- holding recruitment and familiarisation events, to which industry partners can come to promote their companies and to conduct preliminary job interviews.
- working with the Alumni Association to mobilise EAHM graduates so they identify potential jobs and internships in their organisations
- offering career development advice to students

Once every year (in the spring) a career fair is held which gives students the opportunity to meet over 30-40 leading hospitality companies.

Many of these companies will hold interviews at the same day for Internships and for jobs. It is recommended that all students attend these fairs and that they bring multiple copies of their CVs with them.

Each week in term 1 of the academic year, normally on a Sunday between 1400–1600hrs, Industry presentations are held. The speakers are either representing one of the leading hospitality companies or they will be leading professionals who speak about their careers and reflections off the industry. It is highly recommended that all students attend these events.

STUDENT CODE OF CONDUCT (NON-ACADEMIC)


The purpose of this 'non-academic' code of conduct is to foster the 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 detailed policy documents (available on Moodle/Student Portal).

The 'non-academic' code of conduct applies to all students; in the small number of cases where the policy differs for different programme students, this is clearly noted below.

In addition to the 'non-academic' code of conduct, all students are required to sign an 'academic code of conduct' which details their obligations to EAHM and the obligations of EAHM to the students. All students are obliged to comply with 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 EAHM not to discriminate against any member of the 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 the 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 defence.

[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 and procedures handbook is posted on the Intranet (Moodle) for all members of EAHM community to consult. 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.

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 polices (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 alarm 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

Implementation of the Student Code of Conduct

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.

How to report a violation?

Actions and behaviours that may constitute *crimes* must be reported immediately to the 24-hour security guards at the gatehouse. Such actions would include any behaviour 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 an incident of misconduct are urged to submit a complaint even if security was called.

A student may file a complaint by submitting a written statement to the Director of Operations as soon as possible after the incident, ideally within 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.

The Process

The Director of Operations or his designate will review the incident reports and violation forms daily. There are three possible routes for handling Student Code of Conduct violations:

- i. A negotiated solution between the Director of Operations or his designate and the student.
- ii. A full Disciplinary Committee hearing.
- iii. 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 warning letter to the student's file.
 - Apologies as warranted, e.g. to neighbours who were disturbed by loud music.
 - Restitution, for example, paying for repair of minor damages to campus property.

- “Community service”, e.g. a specified number of hours helping in the library or working with the cleaners or gardeners.
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 the Director of Operations and the Executive Dean or their nominees. 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 defence, unless the situation is deemed as critical then a meeting may be scheduled immediately.
- To produce witnesses and evidence in their defence.
- To be accompanied to the hearing by an advisor from within EAHM community (friend, personal tutor).
- To receive a decision within 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 misdemeanours will receive full sanctions.
- Restitution, for example, paying for repair of damages to campus property.
- “Community service”, e.g. a specified number of hours helping in the library or working with the cleaners or gardeners.
- 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 behaviour 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, 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 misdemeanours 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 Executive Dean, and should include a detailed description of the grounds upon which the appeal is being made.

Either the Executive 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, even if there is a second hearing.

See also Table of indicative sanctions for non-academic offenses.
See also Student code of conduct violation report.

These documents are available on the Student Portal.

[Offenses by Category](#)

Offenses that is 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 EAHM property or personal property of members of 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 behaviour
 - Drunkenness
 - Loud, crude, uncontrolled behaviour
 - Excessive noise outside permitted times
 - Inappropriate behaviour outside EAHM or on social media (reported)
8. Property misuse/damage (minor or limited)
 - Vandalism
 - Littering
 - Theft
 - Damage
 - Unauthorized use of EAHM property including logo


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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 Academy network/software
 12. Library offenses
 - Misuse of licensed resources
 - Overdues, damaged items, lost items
 - Third-party loans
 - Disruptive behaviour, non-compliance with staff directives
 - Misuse of mobile phones, noise
 - Drinking, eating
 - Littering, spilling, damaging furniture or equipment
 13. Administrative offenses
 - Name tags, ID cards
 - Using classrooms or other campus spaces without permission
 - Posting
 - Parking
 - Smoking
 14. "Demeanour" offenses
 - Dress code
 - Behaviour outside EAHM
 15. Failure to comply

Table of Indicative Penalties

OFFENSE	SANCTIONS		
	1 st offense	2 nd offense	3 rd offense
Categories 10 to 14	Warning to student's file	2 nd warning to student's file	3 rd 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 EAHM network	Possible permanent loss of privileges, e.g. use of laptop and EAHM network
Categories 5 to 9	Warning to student's file	2 nd 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 counsellor or mental health professional	Referral to a counsellor or mental health professional	
Categories 1 to 4*	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 (Sanctions depend on the criminal charges levied, if any)	Immediate expulsion		

[Student Grievance Policy](#)

Students with an academic or administrative complaint have the right to a full and fair process to resolve the issue. The Student Grievance Policy is intended for use *after* recourse to all other policies and processes is deemed by the student to have failed.

Students should consult the Student Support Officer regarding such issues, who will explain the grievance process and help with the submission as necessary. Students will always be advised to try informal means of resolution before a full grievance proceeding is initiated, and if an arbitrator is needed to support face-to-face discussions between the complainant and respondent, the Student Support Officer can help to set up an arbitration meeting with a mediator of the student's choice (from within EAHM).

If this fails, a formal grievance can be submitted to the Executive Dean. The Executive Dean may then convene an ad hoc Student Grievance Committee to hear the arguments and evidence. The Committee will consist of three neutral individuals from within EAHM, one of whom may be a representative from the Student Council. The Committee's verdict is final.

For more information, consult EAHM policy EA/STU/008, Student Grievance Resolution, posted in the policy section of Intranet.

[ACADEMIC POLICIES](#)

[Academic Integrity Policy and Penalties](#)

The Emirates Academy of Hospitality Management believes that learning and practicing academic integrity is an essential part of a university education. The Academic Integrity Policy is designed to make students fully aware of EAHM's expectations regarding integrity in all class work and assessments. It defines different forms of academic misconduct, including cheating on exams and tests, plagiarism, falsifying data, lying for academic gain and collusion. It describes the range of penalties for each type of misconduct, and outlines how the policy will be implemented when academic misconduct is suspected.

The Academic Integrity Policy applies to EAHM students.

Every new student will be required to sign the Student Contract, attesting that they are aware of the expectations regarding their academic behaviour. The contract will be filed in every student's academic file in the Registrar's Office or in alternative secure storage.

For more details, consult Academy Policy EA/ACA/002, Academic Integrity, posted in the policy section of the Student Portal.

[Learning Support](#)

The Emirates Academy of Hospitality Management believes that a student should not be held back by a learning disability from becoming an exemplary hospitality industry professional. We offer a variety of support mechanisms to students with documented learning disabilities such as dyslexia. Support includes but is not limited to: extra time to complete exams, pre-exam explanations by the lecturer, post-exam oral clarification of student answers, and use of a laptop in the exam room.

If you have a learning disability, bring to the Registrar an up-to-date assessment report from a qualified professional. Give a copy to your personal tutor and discuss with him or her, the support you wish to receive. Provide this documentation long before exams or other assessments will be held, as you must be registered with the Registrar's Office before any support will be provided.

For more details, consult Academy Policy EA/ACA/001, Learning Disorders Support, posted in the policy section of the Student Portal.

Student Records

A file for each student is kept in a locked cabinet in the Registrar's Office or in secure fire-proof cabinets in the allocated storage room. It contains all the student's application and registration data, as well as academic transcripts, memos and correspondence relating to awards, warnings and penalties, notes from meetings with personal tutors, etc.

A student may review the academic records within his or her file. Parents, sponsors and legal guardians of a student may be granted access to the student's records and academic progress reports as deemed appropriate by the Registrar and with the students' permission.

Student records may also be made available to

- the student's Personal Tutor
- Faculty members in whose courses the student is currently enrolled
- the Executive Dean or other EAHM officials who are instituting disciplinary procedures related to the student
- the Head of Registry and Academic Staff
- the Senior Manager of Quality, Institutional Effectiveness and Risk
- the Director of Operations
- representatives from the Ministry Education and other authorised government bodies.

For full details, consult Academy Policy EA/ADM/003, Student Records Retention.

NB – EAHM reserves the right to inform a student's parents, guardians or sponsors of the student's academic progress or of any disciplinary or other offences and issues as authorised by the Executive Dean or Managing Director and in case of an emergency.

USEFUL PHONE NUMBERS

The Emirates Academy of Hospitality Management

Name/Location	Extension	Designation
Main	(04) 3155555	
Main Fax	(04) 3155556	
All Other Extensions	(04) 315xxxx	where xxxx is the extension

Internal Only

Reception	0	
External Line	9	

Phase I – Ground Floor

Reception	5555	Phase 1 Lobby
Mr. Jeroen Greven	5150	Managing Director
Ms. Sharleen Alagar	5116	HR Executive / Personal Assistant
Kitchen	5005	
Mr. Abdul Rehimane	5006	Food and Beverage Coordinator
Café Restaurant	5008	

Phase I – First Floor

Student Services Office		
Mr. Maximilian Rauch	5100	Director of Operations
Mr. Bakhtiar Muhammad	5109	Assistant Manager, Operations
Mr. Jyothi Kumar	5278	Administration Coordinator
Ms. Amina Ismail	5024	Finance Manager
Mr. Andrew Fernandes	5026	Assistant Finance Manager
Ms. Bhawna Sajnani	5025	Finance Executive
Mr. Ali Al Yousuf	5115	Assistant IT Manager
Mr. Chinnu Ratheesh	5111	IT Specialist
Ms. Maureen Ferre	5123	Assistant Manager of Quality, Institutional Effectiveness and Risk / Interim Registrar
Ms. Katherine Ludovice	5130	Registry Coordinator
Ms. Michelle Verzano Luat	5154	Academic Administrator
Ms. Angel Kasim	5134	Academic and Admissions Administrator
Ms. Angely Medina	5154	Academic Administrator
Professional Training and Development		
Ms. Raluca Dumitrescu	5110	Manager of Industry Liaison & Professional Training Development
Marketing and Enrolment Office		
Ms. Daiane Lager	5139	Director of Marketing and Enrolment
Ms. Liudmyla Nahaichuk	5138	Assistant Manager, International Enrolment
Ms. Riman Oueiti	5133	Assistant Manager, Marketing and Enrolment
Ms. Rizalie Arzaga	5135	Enrolment Coordinator
Faculty Office		
Mr. Michael Kitts	5137	Director of Culinary Arts / Senior Lecturer
Ms. Helen Morris	5047	Executive Chef / Senior Lecturer
Ms. Sarah Belanger	5555	Lecturer
Mr. David Butterson	5158	Senior Lecturer

Phase II – Ground Floor

Faculty Office		
Dr. Frederic Bouchon	5120	Dean
Dr. Michael Newnham	5149	Associate Dean
Dr. Ioanna Karanikola	5245	Assistant Professor
Dr. Sanjay Nadkarni	5128	Director of Research and Innovation
Ms. Bincy Baburaj	5033	Senior Lecturer
Mr. Roel Brinkman	5211	Senior Lecturer
Adjunct Faculty Office	5555	

Phase II – First Floor

Library		
Ms. Donna Haas	5146	Senior Language Teacher & Student Support Officer
Ms. Scolah Kazi	5028	Senior Librarian
Mr. Zafar Khan	5145	Senior Librarian

Jumeirah Village

Name/Location	Phone Number	Designation
The Pool bar	04 3155007	Restaurant, home deliveries
Main Gate Security	04 3480955	
Security 24/7	058 1002459	
Welcome Centre Accommodation Office	04 3480630 / 04 315 5001	Landline
	055 1000513	Duty Mobile
Blue Mart	04 3480241	