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Policy:	<b>Student Rights and Responsibilities</b>
Code:	<b>06ST19</b>
Reviewed/ Revised:	<b>20/09/2022</b>
Policy Owner:	<b>Dean</b>
Target audience:	<b>Students, Faculty and Student Services Staff</b>

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**PURPOSE:**

The purpose of this policy is to clearly define students' rights and responsibilities.

**SCOPE:**

Its scope ensures all students, faculty and student services staff are aware of these rights and responsibilities and will act within the terms of the policy.

**DEFINITIONS:**

**Students Rights** are those rights, such as civil, constitutional, contractual and consumer rights, which regulate student rights and freedoms and allow students to make use of their educational investment.

**Students Responsibilities** each person is responsible for taking ownership of their actions in a way that values building safe and positive classrooms.

**POLICY STATEMENT:**

**Student rights**

All the students enrolled for programs at EAHM enjoy the following rights:

- a. Right to obtain quality education.
- b. Freedom of expression - to discuss and express all opinions publicly on the condition that the expression of freedom does not disrupt the normal operations of the EAHM and nor does it harm other members of the EAHM.
- c. Right to be given the course outline at the beginning of each semester, indicating the number of credits, description of the course, objectives, learning outcomes, assessment and references that could be used as supplementary material.
- d. Right to know programme graduation requirements, admissions procedures, course descriptions, pre-requisites, co-requisites, course availability, timetable and costs.
- e. Right to know the penalties for cheating and plagiarism and their consequences.
- f. Right to know the attendance policy and the consequences of noncompliance.
- g. Right to be informed by the instructor of any changes of any rules pertaining to classroom procedures.
- h. Right to review their grades with the instructor.

**Student Responsibilities**

- a. Students shall sign the Student Code of Conduct, and in doing so agree to abide by the terms and conditions defined below.
- b. Students shall conduct themselves at all time in a manner appropriate with the realization that they are representatives of EAHM
- c. Students shall follow the EAHM procedures to register, drop/add or withdraw from a course and/or programme as outlined in the Student Handbook.

- d. They shall be sensitive to the culture and religious norms of the UAE and not engage in any behavior that would be deemed disrespectful.
- e. Students shall not engage in any activity that is considered illegal or irresponsible by the rules and laws on the UAE. Any violation of UAE laws shall result in immediate dismissal.
- f. Students shall arrive in class on time and to remain for the duration scheduled for classes and activities.
- g. Students will always display ethics of honesty and integrity and submit their own work.
- h. Students shall observe the instructor's right to set deadlines for assigned work and to establish penalties for failure to comply with these deadlines.
- i. Student shall not engage in corruption and bribery, directly or indirectly
- j. Student shall abide by institution policy regarding Diversity, Equity, and Inclusiveness
- k. Students shall refrain from participation in any activity which are considered as promoting extremism ideologies and radicalization.
- l. Students shall refrain from participation in any activity which fall under the definition of terrorism in accordance with the Federal Law (7) of 2014 on Combatting Terrorism Offences. Under this law terrorism is defined as- *"Every criminal action or inaction criminalised under the present Law and every action or inaction constituting a felony or misdemeanor referred to in any other law, if committed for terrorist purpose"*.
- m. Students will follow and implement the regulations and policies of the institution

Students at EAHM can expect to be treated with reason and respect. All members of the faculty and staff of EAHM will act responsibly toward students and respect them at all times.

## **STUDENT CODE OF CONDUCT**

The objective of the Emirates Academy of Hospitality Management (EAHM) Code of Conduct document is to clarify rights and responsibilities of the students, and the academy expectations from them, in order to help students achieve success during their study.

Students should read this document carefully. In the case of any misunderstanding of EAHM Academy systems or rules, please contact the Registrar office.

The Emirates Academy of Hospitality Management (EAHM) requires all students to sign this document to acknowledge receipt and understanding of the Student Code of Conduct.

## **BACKGROUND**

- (1) EAHM is a leading provider of University-level business hospitality education in the Middle East, offering both Undergraduate and Postgraduate degrees designed to develop the hospitality leaders of the future.
- (2) In consideration of the Fees, EAHM has offered, and the Student has accepted, an offer of a place on a Programme of Study (as defined below) at the EAHM.
- (3) This document sets out the terms and conditions on which EAHM will provide the Student the programme of study.
- (4) This document is supplementary to Policy 06ST19 Student Rights and Responsibilities which students are required to read and understand.

## 1. Definitions and interpretation

1.1 In this document, the following expressions shall have the following meanings:

**Catalogue:** the document published and updated by EAHM from time to time containing details of EAHM's program of study, Policies and other relevant information for students enrolled at EAHM.

**Fees:** the mandatory fees payable by the Student to EAHM to include tuition, sundries, visa charges and other costs associated with residing in the United Arab Emirates as per the fee structure of the Programme of Study (including but not limited to accommodation).

**Programme of study:** the academic programme for which the Student is enrolled and which is specified in the Catalogue.

**Policy or policies:** that policy which pertains to the policies published and periodically reviewed by EAHM.

## 2. Commencement and Term

2.1 This document shall commence upon the student's acceptance of the offer and unless terminated as a result of the Student withdrawing or being removed from the programme of study, this document shall remain in effect for the duration of the student's Programme of Study ("**Term**").

## 3. EAHM Obligations

EAHM will provide the Student with a Programme of Study in accordance with the Catalogue as amended from time to time.

3.1 EAHM will provide the Student with tuition, academic supervision, learning opportunities and other related services which will lead to the award of the appropriate academic degree or programme completion subject to the Student successfully fulfilling the requirements of the Program of Study and relevant modules. Specific details related to the arrangements for the Programme of Study are available in the Catalogue.

3.2 Where circumstances change outside the reasonable control of the EAHM, EAHM reserves the right to change or cancel parts of, or entire, programs of study or services at any time without liability, even after the Student has registered at EAHM. Circumstances outside of EAHM's reasonable control include, industrial action, over or under demand from students, staff illness, lack of funding, severe weather, fire, civil disorder, political unrest, government restrictions, changes in Ministry regulations and concern with regard to the transmission of serious illness.

3.3 EAHM will use reasonable endeavours to assist the Student with the sourcing of viable employment opportunities upon successful completion of the program of study.

3.4 EAHM will provide reasonable pastoral and academic support for the Student in line with the relevant Policy.

#### **4. Student's Financial Obligations**

- 4.1 All new students must ensure that all Fees and any related accommodation expenses are settled in advance of the commencement of the first trimester of Study as indicated in the invoice and Schedule of Fees and Expenses.
- 4.2 Returning students must ensure payments of all fees by the end of the second week of study in order to avoid late payment admin fee, financial hold, and disruption to access to classes and other facilities which may ultimately lead to de-registration.
- 4.3 Students with outstanding fees will not be able to register for future trimesters until all outstanding fees are settled.
- 4.4 It is the responsibility of the student to check their SIS account to view invoices and statement of account and share the necessary documents with their guardian / sponsor in order to avoid delays in payment.
- 4.5 Only one type of scholarship or prevailing discount may be applied at any one time.
- 4.6 If for any reason, fees have not been settled by the due date as indicated above, the following late payment admin fee of AED 400+5% VAT will apply.
- 4.7 All Fees and accommodation charges are clearly published in the Catalogue, which EAHM reserves the right to amend from time to time. All fees may increase by up to 10% over the duration of a student's period of studies (three years) and no less than six months' notice will be provided for an increase in fees.
- 4.8 Unless stated to the contrary, and otherwise provided in this Agreement, any amounts payable by the Student under this Agreement shall be exclusive of any tax, including VAT.
- 4.9 Where VAT is payable by the Student under this agreement, the consideration for the supply (VAT exclusive) shall be increased by an amount equal to the amount of VAT applicable at the prevailing rate at the time the supply is made (additional VAT amount).
- 4.10 For the purpose of this clause, "VAT means any value added tax or similar consumption tax".

After the commencement of the Term of Study the Student (or, where relevant, the Student's sponsor or Representative) shall not be entitled to any refunds on Fees or accommodation charges. Prior to the commencement of the Term refunds will only be given in accordance with EAHM's published Financial Policies.

#### **5. Student Visa Sponsorship**

- 5.1 Students who study in Dubai or in the United Arab Emirates (UAE) are required to have a valid Residency Visa. EAHM can normally provide this for students who are studying full time.

- 5.2 A Student who is sponsored by EAHM for their visa will normally be expected to live on campus. Should a student request to live outside the campus, and if this request is approved by the Dean, they must provide documentary evidence of their address. If the Student is under 18 years of age, a signed letter from their parents or guardian will also be required, stating that they have no objection to the student finding their own accommodation off campus.
- 5.3 Should the Student's Program of Study be terminated or stopped for any reason the student visa will be cancelled. To do this the student must submit their original passport and Emirates ID Card at least fifteen (15) working days before the student's intended departure.
- 5.4 Should a student whose visa is sponsored by EAHM, cease studying at EAHM, they must present their original Passport and Emirates ID Card to the Academic Services and Registry Office in the Student Services Centre for Visa cancellation within fifteen (15) days, otherwise EAHM will notify the relevant authorities of the students changed status and this could result in an "abscond status" being applied which is a serious offence in the UAE.
- 5.5 A Student who is sponsored by EAHM for their visa are only allowed to work part-time and must obtain a No Objection Certificate from the Academic Services and Registry Office.
- 5.6 EAHM will apply for student visas under its sponsorship for students who require them. Please do note that EAHM does not have any control on the approval or non-issuance of the said visa application from the General Directorate of Residency and Foreigners Affairs in the UAE nor on the duration of residence visa validity.

## **6. Academic Requirements**

- 6.1 The Student should submit all required documentation on or before the advised deadline. Unless a written arrangement has been agreed, EAHM has the right to remove the student from the programme if relevant documentations and requirements are not submitted on specified dates.
- 6.2 Submission of any fraudulent documents may result in non-admission or dismissal from EAHM. EAHM has the right to validate and verify the authenticity of all submitted documents from the awarding institution or organization.
- 6.3 Transfer credit application for Academic or Practical course/s should be completed before the student commences studies at EAHM and should be in accordance with the Transfer Credit policy set out in the Catalogue.
- 6.4 Undergraduate Students need to maintain a cumulative grade point average (CGPA) of 2.00 in order to continue with a full-time study load (i.e. fifteen (15) credits per Term). Postgraduate Students need to maintain a cumulative grade point average (CGPA) of 2.00 in order to continue with a full-time study load (i.e. nine (9) credits per Term). It is the Students' responsibility to visit the Academic Services and Registry Office to update and/or revise their individual programme plan in line with the Catalogue.

6.5 All students must complete the clearance process before leaving EAHM.

## **7. Attendance, Dress Code and Academic Integrity**

- 7.1 The Student is required to comply with EAHM's published Policies on attire (business attire is to be worn at all times) and attendance is mandatory for all courses.
- 7.2 Whilst studying on the programme, EAHM reserves the right to require the Student to attend all classes and 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.
- 7.3 If the Student is required to undertake an Internship or period of work placement as part of the programme of study, the Student must follow all instructions provided by EAHM or the third party providing the Internship or 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 work place. The Student is also expected to demonstrate enthusiasm, commitment and professionalism during this period.
- 7.4 Whilst studying on the Programme, student is expected to be an exemplary member of EAHM, fully adhering to the dress and behavioural codes and volunteering for and attending all relevant extracurricular activities, presentations and events that have been officially organized by EAHM. The Student should refer to and comply with the relevant published policies and procedures.
- 7.5 Attendance of classes will be monitored, and failure to attend classes (without an approved reason) will result in disciplinary action in accordance with the published EAHM Policy and regulations set out in the Catalogue. This includes suspension from EAHM for the duration of the Term of study. Persistent failure to adhere to the professional standards and image of EAHM could result in the expulsion of the Student.
- 7.6 All cheating, plagiarism or other academic offences are taken very seriously and will result in disciplinary action being taken in accordance with the relevant EAHM Published Policy. Students will be subject to inspections and checks prior to entering the examination rooms.

## **8. Use of Alcohol, Drugs, and other Controlled Substances**

- 8.1 EAHM requires students to fully comply with the laws of the UAE in relation to controlled substances and contravention of these laws will result in disciplinary action being taken and can result in prosecution.
- 8.2 EAHM reserves the right to search the students' accommodation, vehicle, bags and personal clothing if they are reasonably suspected of being in possession of controlled substances. Random searches of students' accommodation will also be made on a periodic basis.

## **9. Behavioural Obligations**

- 9.1 EAHM will not tolerate violence, bullying or intimidation of any kind. Formal disciplinary action will be taken against any student who commits (or who threatens to commit) any such acts. Such action will be taken in accordance with the relevant EAHM published policy and may result in the student's expulsion.

## **10. IT and use of the Internet**

- 10.1 Students shall not download inappropriate material from the Internet and shall refrain from the posting of messages, images or other matter that may compromise the reputation of EAHM, or that is deemed to be derogatory to any other student, agent, employee, or Faculty Member.
- 10.2 Students shall observe the rules and regulations governing such use as set out in the published IT Policy from time to time.

## **11. Health and Safety/Medical Cover**

- 11.1 Students shall abide by the published Health and Safety Policy.
- 11.2 Students have a legal duty to take reasonable care to avoid injury to others and not interfere with or misuse any clothing or equipment provided to protect the students' health and safety. If a student suffers from a medical condition which may be caused by, or made worse by study activities, the student shall notify EAHM immediately.
- 11.3 Students must cover all personal medical and other insurance (including but not limited to personal belongings) costs that they may incur whilst residing in the UAE. It is the responsibility of the student to ensure that he/she possesses adequate and current medical insurance.

## **12. Accommodation**

- 12.1 EAHM provides single (and a limited number of same sex shared) occupancy studio accommodation for students who require this. Students staying in the on-campus accommodation are required to comply fully with the published EAHM Accommodation Policies and to respect the rights of other residents to a healthy and safe environment free from unreasonable noise and disturbance.
- 12.2 EAHM Lodging (the student accommodation) has a strict no noise after 2300hrs policy. Contravention of this rule will result in disciplinary action that may involve suspension of the student's privilege to stay in the accommodation.

EAHM provides accommodation for friends and family at the rates specified on its website. The accommodation of visitors overnight (past 2300hrs) in the student's personal accommodation is prohibited.

## **13. The Overriding Obligation**

- 13.1 Students shall respect the reputation, resources and facilities that EAHM offers and shall uphold the work ethic, behaviour and standards that befit hospitality industry leaders of the future.



## **14. Notices**

- 14.1 Any notice or other information that is required to be given by either EAHM or the Student relating to this Agreement must be in writing and may be given by hand or sent by post, facsimile transmission or email. EAHM may also draw the Student's attention to important information through announcements on EAHM's website, Student Information Systems page, Noticeboards and through messages displayed on the computer desktop displayed when during log-on to the EAHM network.
- 14.2 The Student shall inform the University of any change of address and contact numbers and details, otherwise any notices or information sent to the last address provided by the Student shall be deemed to have been properly given.

### **Faculty members at EAHM will always:**

- a. Promote scholarly values in students, including honesty, the free pursuit of learning and the exercise of academic freedom.
- b. Act professionally in the classroom and in other academic relationships with students.
- c. Evaluate students on the merit of their academic performance.
- d. Provide consultation on course work.
- e. Faculty will acknowledge academic and scholarly contributions of students.
- f. Not engage in any exploitation, harassment, or prohibited discriminatory treatment of students.

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.

### **ASSOCIATED POLICIES**

- Residential Life, 06ST11
- Student Discipline, 06ST13
- Student Attendance, 06ST14
- Gender Segregation, 06ST15
- Student Activities, 06ST16
- Student Publications and Media, 06ST18
- Bullying & Harassment, 06ST27

### **MENTIONS:**

- Catalogue
- Student Handbook
- Website

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

This document should be reviewed by **February 2024**.



**POLICY APPROVALS RECORD**

Policy Name: **Student Rights and Responsibilities**  
 Policy Code: **06ST19** Formerly: NA  
 Date of first approval: **17/07/2022**

<b>Reviewed/ Updated</b>	<b>Details of Amendment</b>
20/09/2022	- Added Student Conduct document in the policy