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Policy: **Academic Advising**

Code: **06ST22**

Reviewed/ Revised: **01/10/2022**

Policy Owner: **Programme Manager**

Target audience: **All students, all Faculty Members**

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### **PURPOSE:**

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

### **SCOPE:**

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

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

### **DEFINITIONS:**

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

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

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

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

Records: personal, academic information kept on any student in a central location within the Academic Services and Registry Office

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

### **POLICY STATEMENT:**

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

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

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

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

The course faculty member is the first point of contact for any course-related issues. The personal tutor is the first line of contact for general student concerns and feedback. For more

complex issues or for those requiring a more in-depth approach, tutors should refer their tutees as follows:

- For academic issues: first the Programme Manager, then second the Dean
- For study-abroad programme, internship, career, or job-related issues: The Manager of Industry Relations, Global Mobility and Training
- For personal issues: the School Counsellor and/or the Program Manager
- For institutional surveys conducted by EAHM, policies, and procedures: The Registrar or Quality Assurance Manager.

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

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

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

From June 2022 onwards, the QA Department will schedule focus groups to gather feedback from students on their experience with their personal tutor.

- Students will be asked to provide feedback about current academic strengths / What has improved?
- Students will be asked to provide feedback about what academic challenges they might be facing / What can be improved?

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

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

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

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

### **Role of the Tutee**

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

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

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

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

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

**RESPONSIBILITY:**

The Dean and QA Department are responsible for implementing this policy and the School Counsellor is responsible for ensuring that the policy is reviewed regularly and kept up to date.

**IMPLEMENTATION OF THE POLICY:**

New students are assigned their personal tutor in the second week of every term. Group meetings between tutors and their tutees will be scheduled by the QA Manager during Week 4 or Week 5 of every term.

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

**ASSOCIATED DOCUMENTS:**

- 06ST06 Student Records

**MENTIONS:**

- Catalogue
- Student Handbook
- Staff and Faculty Handbook

**DATE OF NEXT REVIEW:**

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

## POLICY APPROVALS RECORD

Policy Name:	<b>Academic Advising</b>	
Policy Code:	<b>06ST22</b>	Formerly: EA/ACA/003
Date of first approval:	<b>06/2008</b>	

Reviewed/ Updated	Details of Amendment	Signatory
09/2009		
09/2012		
31/07/2014		
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28/08/2016		
31/07/2018		
22/05/2019		
24/02/2020		
18/08/2020		
29/11/2020		
15/02/2022	- Changed the owner title from Student Support Officer to School Counsellor	
01/10/2022	- Changed the owner from School Counsellor to Programme Manager	