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Policy:	<b>Student Rights and Responsibilities</b>	
Code:	<b>06ST19</b>	
Reviewed/ Revised:	<b>04/01/2024</b>	Date of Next Review: <b>February 2025</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.

**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.

**STUDENT CONTRACT**

This Student Contract identifies the rights and responsibilities of the students, and the Academy expectations of them, in order to assist Students in achieving success during their studies.

Students should read this document carefully and if you need clarification of any of its contents, please contact the Student Services office.

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

**BACKGROUND**

- a. 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.

- b. EAHM has offered, and the Student has accepted, an offer of a place on a Programme of Study (as defined below) at the EAHM and has agreed to pay all related fees.
- c. This document sets out the terms and conditions on which EAHM will provide the Student the Programme of Study.
- d. This document is supplementary to the Policy 08ST20 - Student Code of Conduct and students need to be aware and have read this policy.

### **Definitions and interpretation**

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 and 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.

### **1. Commencement and Term**

1.1 This document shall commence upon the student's acceptance of the offer and unless terminated because 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**").

### **2. EAHM Responsibilities**

2.1 EAHM will provide the Student with a Programme of Study in accordance with the Catalogue. This document is accessible via Moodle and is available from Student Services.

2.2 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 Programme of Study and relevant modules. Specific details related to the arrangements for the Programme of Study are available in the Catalogue.

2.3 Where circumstances change outside the reasonable control of the EAHM, EAHM reserves the right to change or cancel parts of, or entire, programme 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 and changes in government policy,

changes in Ministry of Education regulations and concern with regard to the transmission of serious illness.

- 2.4 EAHM will use reasonable endeavors to assist the Student with the sourcing of viable employment opportunities upon successful completion of the program of study.
- 2.5 EAHM will provide reasonable pastoral and academic support for the Student in line with Policy 06ST20 - Student Counselling.

### **3. Student's Financial Obligations** *(Refer to schedule of fee document in Appendix 1)*

- 3.1 Students are subject to two kinds of fee structure depending upon the number of credits for which they are registered:
  - Full Time Fee** – students who are registered for 9 or more credits
  - Part Time Fee** – students who are registered for 6 credits or less
- 3.2 Students must ensure that all academic fees and any accommodation-related expenses are settled in advance of the commencement of the term of study as indicated in the invoice and Schedule of Fees and Expenses.
- 3.3 Late payment admin fee, financial hold, and disruption to access to classes and other facilities will apply for late payment. This may lead to de-registration.
- 3.4 Students with outstanding fees will not be able to register for future trimester / semesters until all outstanding fees are settled.
- 3.5 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.
- 3.6 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.
- 3.7 All Fees and accommodation charges are 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 study (three years) and a minimum of six months' notice will be provided for an increase in fees.
- 3.8 Security deposit, where applicable, is credited to the invoice of the last trimester/ semester of study upon completion of full programme. Should you decide not to start the programme or withdraw from the programme this fee is non-refundable.
- 3.9 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.
- 3.10 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).

- 3.11 For the purpose of this clause, "VAT means any value added tax or similar consumption tax".
- 3.12 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.
- 3.13 *Scholarships:* Only one type of scholarship or prevailing discount may be applied to a student's fees at any one time.
- 3.14 Those students who have received a scholarship or fee reduction must abide by the requirements of this funding and perform all duties and tasks as stipulated.

#### **4. Student Visa Sponsorship**

- 4.1 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.
- 4.2 A Student who is sponsored by EAHM for their visa may live on or off campus.
- 4.3 Should the Student's Programme 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. All students must complete the clearance process before leaving EAHM.
- 4.4 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 Registrar's 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. All students must complete the clearance process before leaving EAHM.
- 4.5 Students who are sponsored by EAHM for their visa are allowed to work part-time only up to 20 hours a week and must obtain a No Objection Certificate from the Registrar's Office.
- 4.6 EAHM will apply for student visas for those students who require them. Please do note that EAHM is not able to influence the General Directorate of Residency and Foreigners Affairs in the UAE regarding the approval or non-issuance of the visa application nor on the duration of residence visa validity.
- 4.7 Should a student whose visa is sponsored by EAHM, be missing or uncontactable via all reasonable means for 72 hours, EAHM will report this to the relevant authorities who will advise the next course of action.

#### **5. Academic Requirements**

- 5.1 The Student should submit all required documentation on or before the advised deadline. This includes the submission of the Certificate of Equivalency (CoE) after applying with the Ministry of Education. Unless a written arrangement has been

agreed, EAHM has the right to remove the Student from the programme if relevant documentation and requirements are not submitted on specified dates.

- 5.2 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.
- 5.3 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.
- 5.4 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 2.50 in order to continue with a full-time study load (i.e. 12 credits per Term). It is the Students' responsibility to visit the Registrar's Office to update and/or revise their individual programme plan in line with the Catalogue.

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

- 6.1 The Student is required to comply with EAHM's published Grooming policy (business attire is to be worn at all times) and attendance is mandatory for all courses.
- 6.2 Whilst studying on the programme, EAHM reserves the right to require the Student to attend all classes, and additionally work where required on events or projects specified by EAHM. Some taught elements will require students to attend classes during the evenings or at weekends.
- 6.3 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.
- 6.4 Whilst studying on the Programme, Student is expected to be an exemplary one of EAHM, fully adhering to the dress and behaviour 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.
- 6.5 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.
- 6.6 All cheating, plagiarism or other academic offences are taken very seriously and will result in disciplinary action being taken in accordance with Policy 06ST23 – Student Academic Integrity.

## **7. On Campus**

- 7.1 EAHM will not tolerate violence, bullying or intimidation of any kind. Formal disciplinary action will be taken against students who commit (or who threaten to commit) any such acts. Such action will be taken in accordance with Policy 06ST29 – Bullying and Harassment may result in the Student’s expulsion.
- 7.2 EAHM requires the Student to abide by the laws of the UAE in relation to controlled substances, illegal downloads and use of social media. Contravention of these laws will result in disciplinary action being taken by EAHM and can result in referral for prosecution.
- 7.3 EAHM reserves the right to search the Student’s accommodation, vehicle, bags and personal clothing if they are reasonably suspected of being in possession of controlled substances. Please see the Student Handbook for further information.

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

- 8.1 The Student shall not download inappropriate material from the Internet and shall restrain 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.
- 8.2 The Student shall observe the rules and regulations governing such use as set out in Policies 07HS03 - Data Security, 07HS04 - Appropriate Use of Technology.

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

- 9.1 The Student shall abide by Policy 07HS01 - Health and Safety.
- 9.2 The Student has 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 Student’s health and safety. If the Student suffers from a medical condition which may be caused by, or made worse by study activities, the Student shall notify EAHM immediately.
- 9.3 The Student is obliged to 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.

## **10. Accommodation**

- 10.1 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.
- 10.2 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.
- 10.3 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.



## **11. The Overriding Obligation**

11.1 The Student shall respect the reputation, resources and facilities that EAHM offers and shall uphold the work ethic, behavior and standards that benefit hospitality industry leaders of the future.

## **12. Notices**

12.1 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.

12.2 The Student shall inform EAHM 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.

## **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 2025**.



**POLICY APPROVALS RECORD**

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

**Reviewed/  
Updated**

**Details of Amendment**

Reviewed/ Updated	Details of Amendment
20/09/2022	- Added Student Conduct document in the policy
04/01/2024	- Changed Student Code of Conduct to Student Contract - Updated content of Student Contract