



Postgraduate Programme Specification

2023-2024



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MASTER OF INTERNATIONAL HOSPITALITY MANAGEMENT**PROGRAMME DETAILS**

PROGRAMME CODE	27.MS.0838
PROGRAMME NAME	MASTER OF INTERNATIONAL HOSPITALITY MANAGEMENT
CIP CODE	52.0999
DEPARTMENT	Hospitality Management
AUTHORING TEAM	Faculty
DELIVERY MODE	On-campus

ACCREDITATIONS***Ministry of Education, UAE***

Initial Programme Accreditation	14 July 2023
First Reaccreditation	N/A

Institute of Hospitality, UK

Initial Programme Accreditation	TBC
First Reaccreditation	N/A

International Centre of Excellence in Tourism and Hospitality Education, Australia

Initial Programme Accreditation	TBC
First Reaccreditation	N/A

DATE OF PUBLICATION **September 2023**

THE EMIRATES ACADEMY OF HOSPITALITY MANAGEMENT

MISSION, VISION, AND INSTITUTIONAL GOALS

Institutional Vision

"To be a world leader in facilitating university level learning, scholarship and applied research in the fields of tourism and hospitality management."

EAHM seeks to build the required human resource capacity for the regional and international industry by providing the highest possible standards of business, hospitality and tourism education, combined with the transfer of applied knowledge from industry, and access to high quality internship experiences.

Mission Statement

EAHM is committed to fulfilling its distinct mission:

"To deliver world-class, innovative, industry-relevant education and research in a contemporary, multi-cultural environment to equip the next generation of hospitality business leaders with competencies to succeed in a dynamic world. "

Strategic Goals and Objectives

"To promote academic excellence in a professional context" and to:

1. Provide quality education in hospitality and tourism management.
2. Create innovative experiential learning environments conducive to student development.
3. Pursue and produce applied research in hospitality and tourism.
4. Foster partnerships with industry and government bodies and promoting international outreach with recognized universities and institutions.
5. Progress global recognition for high quality academic programs and graduate employability.

Values on campus

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

Attitude: An EAHM student is encouraged to show an exemplary and positive attitude towards themselves, their fellow students, EAHM staff, Jumeirah colleagues and all external stakeholders.

Attention: Attention is key in the culture of hospitality: attention to self, to the others, and ensuring people feel comfortable and respected.

Attire: Students across all programmes of study at EAHM wear business attire, as future professionals. The Grooming Guide guidelines illustrate what is expected daily on campus.

Programme Goals

One of the bases for programme design is the set of professional competencies which are needed to manage hospitality organisations. It is realised that in the world of work, each of these competencies is not demonstrated as a discrete element, but rather in an integrative manner which mirrors the situations managers are faced with – that is, that

problems, issues, and other “situations” do not arrive clearly labelled as “HRM”, “Finance”, “Ethics”, “Communication”, etc.

The programme modules are delivered over 18 months for full time students, in which each course acts as the coordinating mechanism for the variety of disciplines/subjects areas and skills. The taught part of each module is delivered over 15 weeks of teaching. Within this framework, the MIHM intends to:

- Provide students an appreciation of; and competency in; the range and complexity of applied management skills in a hotel and hospitality context;
- Develop critical and analytical problem-solving skills and general/transferable skills to prepare students for high level employment in the business world of the hotel and hospitality industry;
- Build upon students’ previous undergraduate study experience in order to meet the knowledge, intellectual skills, technical skills and key competencies required in the industry.

Programme Learning Outcomes

Upon completion of this **QFE Level 9** qualification (in accordance with the Qualification Framework Emirates - QFE), graduates will be able to:

- PLO 1. Demonstrate advanced knowledge and skills to design and deliver sustainable, ethical, and innovative hospitality services and experiences. (QF*Emirates* Level 9, Knowledge)
- PLO 2. Conduct research in the hospitality industry, applying relevant investigative/enquiry modes, theories and methods, with a view to reaching reliable, valid and generalizable conclusions
- PLO 3. Apply advanced problem-solving skills to analyze highly complex issues in the hospitality industry, often with incomplete data, and develop innovative solutions and proposals (Level 9, Skill)
- PLO 4. Communicate effectively in oral and written modes as well as via technology to present, explain and/or critique highly complex matters to/with diverse stakeholders (Level 9, skill)
- PLO 5. Apply cognitive, creative, and reflective skills to collect, analyze and synthesize information at the interface between hospitality and different developments (Knowledge and Skill)
- PLO 6. Apply planning skills to develop and execute a major project or comparable activities with appropriate research to reach sound conclusions in an often highly complex environment (Skill, Role in Context)
- PLO 7. Function autonomously as well as in teams and assume leadership in professional hospitality practice or in systems that are highly complex and often unpredictable, requiring new strategic approaches and/or interventions or conceptual solutions (Autonomy and Responsibility)
- PLO 8. Critically reflect on the performance of oneself and others and take responsibility for contributing to professional knowledge and practice in dynamic hospitality settings (Self-development)
- PLO 9. Analyze and sensitively manage highly complex ethical issues leading to informed, fair, and valid decisions (Self-development)

		Aspects of Competence																
		Knowledge				Skill					Autonomy & Responsibility			Role in Context		Self Development		
		SK1	SK2	SK3	SK4	SS1	SS2	SS3	SS4	SS5	SAF1	SAF2	SAF3	SR1	SR2	SD1	SD2	SD3
PLO 1	Demonstrate advanced knowledge and skills to design and deliver sustainable, ethical, and innovative hospitality services and experiences. (QFEmirates Level 9, Knowledge)																	
PLO 2	Conduct research in the hospitality industry, applying relevant investigative/enquiry modes, theories and methods, with a view to reaching reliable, valid and generalizable conclusions																	
PLO 3	Apply advanced problem-solving skills to analyze highly complex issues in the hospitality industry, often with incomplete data, and develop innovative solutions and proposals (Level 9, Skill)																	
PLO 4	Communicate effectively in oral and written modes as well as via technology to present, explain and/or critique highly complex matters to/with diverse stakeholders (Level 9, skill)																	
PLO 5	Apply cognitive, creative and reflective skills to collect, analyse and synthesise information to generate and implement new ideas for solving complex hospitality problems.																	
PLO 6	Apply planning skills to develop and execute a major project or comparable activities with appropriate research to reach sound conclusions in an often highly complex environment (Skill, Role in Context)																	
PLO 7	Function autonomously as well as in teams and assume leadership in professional hospitality practice or in systems that are highly complex and often unpredictable, requiring new strategic approaches and/or interventions or conceptual solutions (Autonomy and Responsibility)																	
PLO 8	Critically reflect on the performance of self and others and demonstrate initiative and leadership in dynamic hospitality settings.																	
PLO 9	Analyze and sensitively manage highly complex ethical issues leading to informed, fair, and valid decisions (Self-development)																	

Figure 1. MIHM PLO Mapping to QFEmirates Descriptor

Postgraduate Completion Requirements

A student on the Postgraduate – Master of International Hospitality Management programme will be conferred a degree if the five (5) following conditions are fulfilled:

1. Completed the required credits as follows:

<i>Description</i>	<i>Credits</i>
Core courses (3 CR) x 7 courses	21
Elective courses (3 CR) x 2 courses	6
Research Project (6 CR) x 1 course	6
Total Credit Requirement	33

2. Achieved a cumulative grade point average of no less than two points (2.00).
3. Achieved at least a grade of C on the Research Project (either Dissertation or Consultancy project).
4. The student must be in good financial standing with EAHM.
5. The student must have obtained the "Certificate of Equivalency – CoE" from the Ministry of Education for their bachelor's degree, unless graduated from a CAA accredited institution in the UAE.

Award Classification

<i>Award</i>	<i>Grade Point Average</i>
High Distinction	≥3.67 - ≤4.00
Distinction	≥3.00 - ≤3.66
Merit	≥2.67 - ≤2.99
Pass	≥2.00 - ≤2.66

Refer to the following policy:

03EP04 Postgraduate Completion Requirements

03EP10 Academic Progress

SEQUENCING OF POSTGRADUATE PROGRAMME COURSES (PROGRAMME STRUCTURE)

September intake

MASTER OF INTERNATIONAL HOSPITALITY MANAGEMENT (MIHM) by Course Name				
YEAR 1			YEAR 2	
SEP - TERM 1	FEB - TERM 2	SUMMER - TERM 3	SEP - TERM 4	
Hospitality & Tourism Data Analytics	Asset Management and Financial Planning	Strategic Decisions (Capstone Project)	Research Project*	
Quality & Standards for Hospitality	Organisation and Systems			
Branding & Media Strategies for Hospitality	Applied Research Methodology			
ELECTIVE 1**	ELECTIVE 1**			
12	12	0	6	30

MASTER OF INTERNATIONAL HOSPITALITY MANAGEMENT (MIHM) by Course Name				
YEAR 1			YEAR 2	
SEP - TERM 1	FEB - TERM 2	SUMMER - TERM 3	SEP - TERM 4	
DIETN03	FINM03	STRN03	RESD06 / RESD16*	
HOS003	HRM003			
HRG003	RES003			
ELECTIVE 1**	ELECTIVE 1**			
12	12	0	6	30

February Intake

MASTER OF INTERNATIONAL HOSPITALITY MANAGEMENT (MIHM) by Course Name				
YEAR 1			YEAR 2	
FEB - TERM 1	SUMMER - TERM 2	SEP - TERM 3	FEB - TERM 4	
Asset Management and Financial Planning	Strategic Decisions (Capstone Project)	Hospitality & Tourism Data Analytics	Research Project*	
Organisation and Systems		Quality & Standards for Hospitality		
Applied Research Methodology		Branding & Media Strategies for Hospitality		
ELECTIVE 1**		ELECTIVE 1**		
12	12	0	6	30

MASTER OF INTERNATIONAL HOSPITALITY MANAGEMENT (MIHM) by Course Name				
YEAR 1			YEAR 2	
FEB - TERM 1	SUMMER - TERM 2	SEP - TERM 3	FEB - TERM 4	
FIN003	STR003	DIETN03	RESD06 / RESD16*	
HRM003		HOS003		
RES003		HRG003		
ELECTIVE 1**		ELECTIVE 1**		
12	12	0	6	30

Curriculum

1. Core Courses (21 credits)

Course Code	Course title	Credit	Pre-requisite
DGT903	Hospitality & Tourism Data Analytics	3	
FIN903	Asset Management and Financial Planning	3	
HOS903	Quality & Standards for Hospitality	3	
HRM903	Organisation and Systems	3	
MKG903	Branding & Media Strategies for Hospitality	3	
RES903	Applied Research Methodology	3	
STR903	Strategic Decisions (Capstone Project)	3	

2. Research Projects (6 credits)

1 Research Project to be chosen during the programme

Course Code	Course Title	Credit	Pre-requisite
RES906*	Research Project - Dissertation	6	
RES916*	Research Project – Consultancy Project	6	RES903

3. Electives (6 credits)

2 electives to be chosen during the programme

Course Code	Course Title	Credits
BUS903	Hospitality Business Enterprise	3
DGT913	Tech Transformation & Innovation	3
HOS913	Advanced Food and Beverage Operations	3
HOS923	Designing Unique Experiences	3
STR913	Sustainable Value Creation	3

Note:

** Student may choose to do a Dissertation or Consultancy Project*

*** Elective courses offering subject to confirmation. Courses are offered based on fall/spring semester. The actual courses offered will depend on the availability of staff and number of students registering.*

SUPPORT FOR STUDENTS AND THEIR LEARNING

Learning Support Centre

eMada (Student Information System - SIS)

This SISPortal provides access to online application, 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.

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.

Personal Counselling

Counseling: EAHM provides personal counseling to its students. Any student who has the need for counseling should contact the Student Counsellor via email, the Counsellor Support link on Moodle or contact the Student Services to seek assistance in making an appointment.

The Counsellor provides consultation to students who are experiencing stress due to academic, career or personal problems. They may provide group and individual counselling sessions and may also be involved in consultation with Faculty & Staff.

EAHM also offers access to qualified psychologists for counselling. Please see Moodle for contact details for *My Conscious Mind* (counselling rates have been offered at a 50% discount for EAHM students).

Special Needs: The Students Services Administrator maintains a file on each special-need student. The requirements of special needs students are communicated to faculty at the second week of each academic term. The student counselor may be required to advise the student and faculty on the management of the accommodation.

To obtain any special facility or accommodation for a disability, a current medical certificate from a recognized medical practitioner needs to be submitted. The certification must not be older than one year from the date it is to be submitted to EAHM. All requests for special consideration, such as additional exam time, or other assistance, will be decided by the Programme Managers and communicated to the Student Services for implementation.

Academic Counselling

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 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.

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.)

Career Counselling

Career Services at EAHM may be characterized as the provision of counselling, help, and information to aid students in choosing a suitable career path/employer and preparing for a variety of employment. Career Development classes are provided to EAHM students as an addition to Career Services in order to guarantee that all of their abilities and opportunities are utilized during and after their studies.

As an international institution, our students and alumni enjoy internship and career possibilities in the hospitality industry and related fields. The Industry Relations Office is entrusted with ensuring the following in order to prepare people for employment:

- Throughout the year, organize Industry Presentations with Industry Guest Speakers
- Provide CV writing courses and CV review sessions.
- Conduct courses on Professional Appearance and Industry Expectations
- Schedule sessions on Internship Skills and Interview Skills

- Organize one or more career fairs
- Have one-on-one meetings with job-seeking students, alumni, and recent grads (casual jobs, internships and full-time employment)
- Conduct career development related workshops
- Provide recommendations for job-seeking students (if suitable and applicable)
List employment vacancies for students to apply for on the EAHM job site.
Schedule interviews on and off campus.
- Facilitate internship opportunities for students of different academic disciplines (mandatory for Undergraduate students)
- Assist students and graduates with employment application procedures and offer appropriate guidance
- Update the department of Quality Institutional Effectiveness & Risk's internship-related career information.
- Establish, sustain, and increase the scope of placement options for students and graduates through networking and connection-building within the hotel, event, sport, entertainment, consultancy, and financial sectors, as well as luxury enterprises.
- Develop, maintain, and build productive, long-lasting connections and collaborations with the travel, tourist, hospitality, and service industries.
- Maintain a comprehensive database of all business partners

Career Placement Services

The Manager of Industry Relations & Global Mobility manages the EAHM links with the industry, the employment portals and the related social media page postings / updates. Their role includes establishing quality assured internships and short work experience exposure and the placement of the graduates in their first jobs. This office also organises the annual Career Fair that attracts companies all seeking to employ the EAHM graduates

POSTGRADUATE ADMISSION

Entry Requirements

To be accepted to the Postgraduate Degree, the applicant must have:

- A recognised Bachelor's degree with a minimum CGPA of 3.00 on a 4.00 scale or its established equivalent:
- Applicants with CGPA of less than 3.00 but greater than 2.50 may be accepted, subject to conditions set in the conditional acceptance section in page 16 of this catalogue
- Applicants with English score of IELTS 5.5 or its established equivalent may be accepted, subject to conditions set in the conditional acceptance section in page 16 of this Catalogue.
- Work experience or equivalent professional exposure of at least 6 months

English Language Proficiency

Proof of adequate English proficiency is required from all applicants. EMSAT, TOEFL and IELTS (Academic Test) are the most commonly used English proficiency tests that are accepted by EAHM.

The following scores can be submitted for admissions into the programmes:

<i>Postgraduate</i>	<i>EmSAT</i>	<i>TOEFL*</i>	<i>IELTS (Academic)</i>
Direct Entry	1400	550 (213 CBT, 79-80 iBT)	6

The TOEFL Institution Code of The Emirates Academy of Hospitality Management is **7116**. We recommend that students request that their result be sent to EAHM by the Testing Centre as soon as it is available. Scanned copies of the score certificates can be submitted along with the application documents (original score certificates need to be submitted to EAHM to complete the application prior to programme start). Every certificate received is officially verified and must be valid on the day that the student applies to the programme of study.

EAHM reserves the right to re-test any applicants or students' competence in English. Should a student refuse to be re-tested or fail to achieve the required score, their application will be deemed to be void and they will be automatically withdrawn from the programme. All students must complete an English Diagnostic test during orientation week.

UAE Nationals

All male UAE National applicants are requested to submit proof of clearance/completion from the UAE National Military Service, which permits them to commence their university studies. Both female and male UAE Nationals must submit a copy of their family book (Kholasat Qaid) or Marsoom when submitting their application documents.

Admissions procedure

All applications must be submitted online via the application portal: www.emiratesacademy.edu or www.eahm.ae

The Postgraduate application should contain:

1. Application Form

To be completed online in the application portal.

2. Coloured Passport Type Photo

One professional and coloured passport type photo in JPEG format with a white background (student should preferably be in professional attire). This photo will be used for any ID cards and visa formalities as well.

3. Identification Documents – PDF, DOC or JPG format

- Coloured Passport Copy
- Coloured Residency Visa Copy (front & back), if applicable
- Coloured Emirates ID Card Copy (front & back), if applicable

4. Education Documentation

- Bachelors' Transcripts (each year) & Final diploma/certificate (English version) with final grade as listed in the entry requirements
- Transcripts from final 3 years of senior secondary education & Final diploma/certificate (English version)
- Original English test score report (or equivalent as listed in the entry requirements)

5. Professional Documentation

- a. Curriculum Vitae (CV)
- b. Employment certificate(s)

6. Medical Information Form & Insurance Policy

- Medical Information Form, (with supporting documents for learning and/or medical conditions)
- Valid insurance policy in English (valid upon enrolment at EAHM), which covers medical care in the United Arab Emirates. Should the applicant require a local insurance, the admissions and enrolment team will be able to recommend an insurance company.

7. Application Fee

An application fee of AED 500 + 5% VAT is to be paid online via debit/credit card, in cash, by local cheque or via bank transfer.

8. Additional documents for scholarship applicants

- Scholarship Application Form & Supporting documents.

When to apply?

Applications can be submitted at any time during the year, in anticipation of a specific intake. It is advised to start the application process **at least 2 months (8 weeks)** prior to the intake start date. Academic intakes are within the following months:

September and February

All applications must be submitted by the following dates:

February intake	1 December
September Intake	1 July

Applications received after these dates will only be considered by the Admissions Committee and are subject to places being available on the programme.

Review of application

Applicants may be admitted if they meet the entry requirements for the programme. They will also be assessed on an individual basis. Applications are reviewed based on the following three criteria:

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

When considering candidates for Postgraduate admission, the Admissions Administrator looks at the entire profile of the candidate including their academic records, work experience, extracurricular activities, test scores and recommendations. The Admissions Administrator will first review the documentation submitted.

Applicant's interview

The applicant will then be scheduled for an interview with the Programme Manager or a Faculty member and an Admission Officer. In order to ensure that all applicants have the aligned discipline-based knowledge, the interviewer will ask specific questions to gauge the students' awareness of Finance, Marketing, Human Resources, Statistics and other Undergraduate subjects. After the successful interview, and a positive outcome of the documents review by the Programme Manager, the Admissions Committee endorses the application's approval.

Admissions Committee *

Dean	Dr Frederic Bouchon
Assistant Dean/Programme Manager	Dr Steve Burns
Head of Academic Services and Registry	Ms Maureen Ferre
Director of Marketing & Enrolment (non-voting)	Ms Daiane Lager

**The Admissions Administrator will normally attend weekly meetings to take notes and present application files. All application files are to be submitted to the Admissions office for initial review prior to meeting taking place.*

Outcomes of the Admissions Process

There are three possible outcomes:

1. The applicant is successful in achieving all the entry requirements. In this case candidates are offered entry onto their programme of study.
2. The candidate's application is successful, but below the direct entry requirements at EAHM, yet within MoE, UAE entry requirements for Higher Education. In this case, candidates might receive a conditional offer, subject to the Admissions Committee decision.
3. The candidate's application does not meet the MoE, UAE entry requirements, and is not successful.

Upon successfully meeting the admissions criteria, the offer letter is sent to the applicant within two working days.

Conditional Acceptance

There are two circumstances in which a student may be offered a Conditional Acceptance:

1. The student has completed a recognised bachelor's degree and an EmSAT score of 1250 or its equivalent to another standardised test approved by CAA, such as TOEFL score of 530 (197 CBT, 71 iBT) or 5.5 IELTS academic.

The terms of the Conditional Admittance are as follows:

- a) Must achieve an EmSAT score of 1400 or IELTS academic score of 6.00 by the end of the student's first semester of study.
 - b) May take a maximum of six credit hours in the first semester of study, not including intensive English courses.
 - c) Must achieve a minimum CGPA of 3.00 on a 4.00 scale, or its established equivalent, in the first six credit hours of credit-bearing courses studies for the graduate program.
2. The candidate has completed a recognised Bachelor's degree with CGPA between 2.50 and 2.99 out of 4.00 scale or its established equivalent

The terms of the Conditional Admittance are as follows:

- a) Must take a maximum of nine credit hours of courses studied for a graduate program during the period of the conditional admission.
- b) Must achieve a minimum CGPA of 3.00 on a 4.00 scale, or its established equivalent, in these nine credit hours of credit-bearing courses studied for the graduate program to progress to the graduate program or be subject to dismissal.

When the student meets the requirements of Conditional Admission, he/she will be eligible to be fully admitted (unconditional) into their programme of study after the first Semester grades have been released. Full admission is at the discretion of the Registrar, Dean and/or Examination Board.

When the student fails to meet the requirements of their Conditional Admission:

Students who fail to meet the requirements of their Conditional Admission within one semester will be withdrawn from EAHM. Student may be issued a Special Letter by the Exam Board/ Dean for an approved extension of one additional Semester if with mitigating circumstances, or availability of courses have not permitted the student to increase their CGPA as required.

Refer to Policy 06ST02 Postgraduate Admissions

Attestations and Certificate of Equivalency

Attestation of academic qualification is an admissions requirement which **MUST** be fulfilled prior to the commencement of the Postgraduate study programmes.

The Certificate of Equivalency must be obtained within the first semester of study. If it is not submitted during this time, EAHM reserves the right to withdraw the student from study.

EAHM is not liable if a student is not able to receive his/her Certificate of Equivalency.

TRANSFER CREDITS

EAHM recognises academic credits earned at other recognised and accredited institutions. Regulations relating to the award of academic credits are set by the UAE's Ministry of Education and may vary from time to time.

The Postgraduate applicant must have achieved a cumulative grade point average of 3.00 out of 4.00 and be in at least 'good' academic standing at the other institution from where they are transferring from. No more than 25% of the total number of credits at EAHM may be awarded based on prior academic study and no credits can be awarded for graduation projects and dissertation from other institution. Transfer credit cannot be accepted twice for substantially the same course taken at two different institutions and only for courses relevant to the degree that provide equivalent learning outcomes and in which the student earned a grade of B (3.0 on a 4.0 scale) or better.

Students wishing to transfer courses must provide a certified transcript showing which courses they have taken and passed, the completed EAHM transfer credit form and detailed course syllabi for each course. The applicant is required to submit any official transcripts showing all post-secondary work attempted at all institutions attended. These syllabi must show the level of the course, contact hours, course code and course name, its content in terms of learning outcomes, readings, and assessment. As part of the transfer credit application process, EAHM may contact the previous university to validate the transcript and syllabi provided by the student and request for an overview of the applicant's academic standing.

Credit is awarded at the discretion of EAHM and is subject to approval by the UAE's Ministry of Education. Candidates have no right of appeal over the extent of credit that is awarded to them.

Refer to Policy 06ST03 Credit Transfer Policy

RESOURCES AND FACILITIES

The Emirates Academy of Hospitality Management comprises of two buildings. The first building (Phase I) is where some of the classes and most of the administration takes place. There are three (3) classrooms including the innovation hub and one auditorium, which can seat up to one hundred fifty (150) people. Also, there is a Student Services Centre, conservatory, training restaurant and a kitchen where the students undertake the practical components of the Food and Beverage courses. The second building (Phase II) is where most of the academic courses are delivered. There are eight (8) classrooms and two (2) lecture halls, which can seat eighty (88) people each and the library.

Venue Capacity by type

Venue	Seating arrangement						
	Cocktail Reception	Set dinner	Buffet	Theatre	Classroom	U-shape	Board room
Phase I							
Auditorium	150	100	100	148 tiered	80	36	-
Board Room	-	-	-	-	-	-	10
ICON Restaurant	50	36	36	-	36	20	-
Culinary Lab	Equipped with 10 individual workstations						
Conservatory	60	50	50	-	-	-	-
The Cafe	70	50	50	-	-	-	-
Fountain & Lawn	40	40	40	-	-	-	-
Classroom 9	-	-	-	30	22	16	
Classroom 10	-	-	-	30	22	16	
Classroom 9 & 10	-	-	-	50	40	30	
Phase II							
Classroom 1, 2, 3	-	-	-	30	24	16	20
Classroom 4 & 7	-	-	-	30	24	16	
Classroom 5	-	-	-	-	22	16	
Classroom 6	-	-	-	-	22	16	
Classroom 5 & 6	-	-	-	50	40	30	
Lecture Theater 1, tiered	-	-	-	88	-	-	-
Lecture Theater 2, tiered	-	-	-	88	-	-	-
Innovation Hub	-	-	-	30	24	-	18
Roof Lounge*	80	-	-	-	-	-	-
Courtyard*	250	100	100	-	-	-	-

Student Accommodation

The communal areas encourage a relaxed and informal atmosphere - places to share ideas and enjoy time out. EAHM offers students on-campus accommodation that is modern and spacious. Every studio is 21m² (3m x 7m) of living space, which provides single or twin occupancy. Each studio has kitchen, study area with direct dial telephone and broadband network connection / Wi-Fi, and en-suite bathroom with shower. Air-conditioning, electricity, Internet, TV, bed linen, towels, laundry facilities and gym & pool access are included in the accommodation rent.

Emirates Academy Lodging

Emirates Academy Lodging studios are licensed by DTCM (Dubai Department of Tourism and Commerce Marketing) as guest housing and are composed of 45 units of 21m². These newly refurbished studios consist of 33 Queen and 12 Twin studios each has a fully equipped kitchen, study area with direct dial telephone and broadband network connection / Wi-Fi and an en-suite bathroom with shower. Air-conditioning, electricity, Internet, TV, bed linen, towels and gym & pool access are included in the accommodation rate. EA Lodging rates vary based on seasonality.

Campus Facilities

The clubhouse is composed of a recreation/ social area called *Barza*, the Pool Side Restaurant, "*Ciocolillys*" and is adjacent to the gym. *Barza* offers our students a relaxed facility to hang out and relax, to play pool or to enjoy sports or to watch any of the five major football leagues and other sports that are being broadcasted. Our Pool Side Restaurant offers students and guests a selection of snacks and hot meals, ranging from Salads to Pizzas as well as selection of grab-an-go items for those students with limited time for lunch or dinner.

The campus has comprehensive sports and leisure facilities, including a swimming pool, gym, multi-sports facility and tennis courts. The multi-sports facility allows EAHM students to use it for basketball, football and volleyball, as well as extended group training sessions such as Yoga. In addition, public beaches are within walking distance of the campus and numerous sporting clubs and associations in Dubai offer students an opportunity to participate in a wide range of activities off campus.



EAHM Campus map

Legend

- | | |
|----------------------------------------|----------------------------------|
| 1. Main Entrance | A. Welcome centre |
| 2. Security/Logging gate | B. Barza (Student lounge) |
| 3. EAHM Main Reception | C. Gym |
| 4. Auditorium | D. Mini Mart |
| 5. ICON restaurant | E. Prayer room |
| 6. Cafeteria | F. Attibassi Café |
| 7. Conservatory | G. Swimming pool |
| 8. Academic Suite & Library | H. Tennis court |
| 9. EAHM Reception phase 2 | I. Multi-sports court |
| 10. Student Accommodation (F-block) | J. Innovation Hub |
| 11. Student Accommodation (E-block) | K. Badminton court |
| | L. Pool Cafe (Cioccolillys café) |

METHODS FOR EVALUATING THE QUALITY AND STANDARDS OF TEACHING AND LEARNING

Assessment of Student Learning

Assessment is the continuous process of gathering and discussing information from multiple sources about what students know, comprehend, and can do because of their educational experiences, as well as what they value and believe, and then using the results to improve subsequent learning.

Rationale for Assessment

The assessment of students involves an evaluation of evidence (provided by the student) that they have achieved the learning outcomes associated with that course and with the programme. This evidence of achieving learning outcomes can take a variety of forms including formal examinations, case studies, independent or group projects, poster presentations, business reports, and the production of a thesis.

The methods of assessment that are used within this programme are balanced so that students encounter a range of assessment methodologies to test their overall level of academic achievement and to ensure that they possess the full set of analytical and cognitive skills that are used by senior managers.

Assessment is also a part of the learning process and EAHM uses mid-course assessments to inform students of their progress towards the achievement of the learning outcomes.

Prior to the delivery of the programme each year a matrix of assessments and assessment submission dates may be developed to ensure that the student workload is balanced.

Key Components of Assessment

In this program, assessment will be:

- Focused and derived from the learning outcomes within each course
- Used to align the curriculum of each course with the overall programme learning outcomes;
- Based on appropriate measures to assess the evidence that learning outcomes are achieved;
- Used to inform students of their progression towards the achievement of course and program learning outcomes;
- Used to inform curriculum and programme review, planning, budgeting and faculty development.

Postgraduate Research Project

In the final Semester, students will need to complete their final Research Project (either Dissertation or Consultancy Project). Full time students will be given three (3) to five (5) months to complete the Thesis (subject to supervisor approval).

The appointment of a supervisor for the Research Project is decided by the Research Committee. In the event a student wishes to change supervisor, the student is required to fill in the form and send the request to the Research Project Coordinator, the Programme Manager and Registrar. The change will be examined by the Research Project Coordinator and Programme Manager. The outcome will be notified to the student only once the original supervisor and the desired supervisor convey their written consent on the form.

Research Projects are graded by the respective supervisor and a second marker (usually nominated by the Research Project Coordinator). Should the difference between the supervisor's and second marker's grade be within 10%, the average will be treated as

final, unless by mutual consensus, another value is agreed upon. In the event of the grade difference exceeding 10%, the supervisor and the second marker will hold a consultation to identify a 'common ground'. In the event of a lack of consensus, the concerned dissertation will be referred to a third marker. The third marker can call for the original grading reports of the supervisor and second marker. The final grade will be the average of the supervisor's or second marker's grade and the third marker's grade, whichever is closer to the latter.

Late submissions

Late submission of a course assignment, consultancy project or research project/Dissertation is subject to the following penalties:

1. Up to 24 hours after of the original deadline: maximum grade 60%
2. Later than 24 hours after the original deadline: 0% (F grade)

Final Examination and oral defense

The final examination will take the form of review of the written component and an oral defense of the dissertation. The course coordinator will schedule the Final Examination, in consultation with the programme manager.

The written research project will be submitted by students two weeks before the scheduled oral defense. The document should demonstrate the candidate's familiarity with the literature of the field. If it is a work of scholarly rather than creative nature, it will reflect the student's reasoned selection and careful execution of research methodology. The review and assessment is made by the supervisor and another faculty member nominated by the programme manager.

The defense part of the session must be open to all interested parties, will be publicized on campus by the Academic Services and Registry team, before the end of the semester of graduation, (normally the last week of the semester).

The candidate must have an active registration during the semester in which the final examination is taken.

The Oral Defense Jury will consist at least of the following:

- Another EAHM faculty member (Chair of the Jury)
- Another EAHM faculty member or an external examiner
- Student's supervisor (non-grading)

These members are selected upon the recommendation of the student's supervisor, and approved by the Programme manager and the Dean. Furthermore, all academic examiners must hold a doctorate degree in a discipline related to the student's research.

The oral defense is open to the public, and the jury could also comprise of industry representatives. These members must either have a terminal degree justifying a formal inclusion in the grading academic jury.

Immediately after the presentation, the Jury will convene in a closed meeting to deliberate the student's dissertation and overall performance. It will then prepare and submit a report stating the outcome of the examination, as well as the Jury's recommendation to the instructor coordinating the course. The course coordinator will submit copies of the report to the Programme manager and Dean. Based on the outcome, the Programme manager will also submit the relevant grade to the Registrar.

In case of a research project that requires amendments, the Jury may recommend the following:

- Approve the research project after minor amendment and verification by the research project supervisor. Submission of modified research project to supervisor within 5 working days of being informed of the decision. After making these final changes, the candidate must submit to the library an electronic version along with other digital documents related to the research project. These materials must be received no later than 10 working days before the due date for grades for the semester as set by the Academic Services and Registry.

In case of a research project that fails to meet the passing requirements, a resubmission of the study is required, and adjourned to the following term. The student may file a written appeal to the Dean within 5 working days from the date of being informed of the decision. The following additional re-submission conditions apply:

- The resubmission research project continues from the initial submitted research proposal in place;
- A student who wishes to avail themselves to re-submit must indicate their intention before the start of the next Semester via the Academic Office/Registry;
- When a student re-submits the dissertation, the initial grade will be voided, and the final grade will be the grade recorded for the course;
- An examination fee will be required
- The re-submission will take place in the next term or later.

All other dissertation conditions remain effective; please refer to the dissertation handbook and/or dissertation syllabi.

Refer to Policy 03EP09 Dissertation Supervision and Examination

Re-sit and Repeat cases

Re-sit

Students may re-sit exams or resubmit final assessment for courses in which they have received an ongoing assessment mark above 50% AND their resulting final course grade is between 50% - 59%.

Grading

Following completion of the resit final assessment, the student must achieve a final resit assessment mark of over 60 % and their final resulting course grade will be capped at a Grade C band.

The re-sit exam takes place in the first week of the next trimester, (week-1), and is taken in accordance with the academy's exam regulations. Exceptions will be made for students on internship and the re-exam will take place in the trimester from which they return from internship.

Re-sit exam results will replace the original final exam grade, and only the highest grade achieved will be counted towards the course total grade.

Therefore, any cumulative course-based percentage work (the combination of coursework, examination and other assessments in a course) which is lower than sixty percent (60%) will be awarded a Fail (F) grade, subject to review during the Examination Board meeting.

Re-sitting a final exam/assessment have financial implications and students are advised to consult with the EAHM's Academic Services before registering for a re-sit.

Repeat

Students may repeat courses in which they have received an overall failing grade (F). The repeat course must be taken during the next available academic term, in accordance with the course regulations.

Only the grade achieved in the repeat course will be counted towards the final cGPA.

Repeating a course may have financial implications and students are advised to consult with the EAHM's Academic Services before registering for a repeat course.

Time Limits:

Students are generally allowed to re-sit exams within the same academic term or immediately after.

Students are allowed to repeat courses within a specified time period, usually one academic term after the initial course completion, or when that course is next offered.

When a student fails the course due to mitigating circumstances (bereavement, illness, etc.) which are recognized and approved by the Examination Board, or when they fail their re-sit opportunity, they may repeat the entire course.

When a student fails more than two courses in a trimester and has a cGPA of below two (2.0), the student may petition the Faculty/Examination Board to repeat the entire academic trimester; however, a student may repeat a trimester only one (1) time during his / her academic program of study. Upon repeating a trimester, the entire repeated trimester results will replace the original trimester results. Repeating a trimester may necessitate a temporary deferment of studies.

Under exceptional circumstances, a student may petition the Examination Board to repeat an entire Academic Year provided it fits within the maximum duration allowed for the programme. Upon repeating an Academic Year, the entire repeated academic year results will replace the original academic year results.

Teaching methods

EAHM's approach to teaching and learning endeavours to be in alignment with the reality of the hospitality management and tourism phenomenon. This focuses on a balance between equipping students with management competences and the ability to apply them through live experiences. That means that *experiential learning* is central in the way students are stimulated and challenged by their trainers to think and process knowledge, in an environment equipped with spaces that allow them to apply their theoretical knowledge & develop solutions to real-life problems while being actors in their learning. In that sense, a student-centered learning experience is the key to teaching and learning at EAHM. Please see EAHM Policy 03EP15 - Teaching and Learning Methodologies.

ASSESSMENT PLAN FOR PROGRAMME LEARNING OUTCOMES

The programme learning outcomes are assessed/reviewed on a regular basis and most recent review was conducted in 2023 when all PLOs across all degrees were updated and aligned with the new institution mission statement. All courses implemented course learning outcomes (CLOs) accordingly. Assessments across all courses have been mapped

to these PLOs. Modes of assessment are linked to the learning outcomes and deadlines and are shown within the published syllabi. Student assessment includes student works, observations, and points of view, as well as tests. Students are assessed in terms of both the knowledge dimension as well as the cognitive process dimension. The feedback from student assessments is aimed at improving student learning.

INDICATORS OF QUALITY & STANDARDS

The Emirates Academy of Hospitality Management (EAHM) is committed to striving for excellence through effective institutional research that informs all developments and improvements. EAHM constantly monitors and rigorously researches its performance through a systematic process of stakeholder feedback. Quality issues that are identified will then be fully explored to determine the factors generating the issues and that action that can be taken to improve performance.

The process is a dynamic activity that recognises that issues will arise and change over time and that there are no static solutions to assuring quality. This process and approach sees quality as something that is defined by the stakeholders and, as these individuals changes, the issues relating to quality will also move.

As EAHM's main stakeholders are the students, we have systematically collected the Student Focused Effectiveness Data through the following mechanism:

- **Course Evaluations** – conducted upon the completion of every class by every student enrolled in the class. During the last few weeks of courses, the QA Unit sends a link to the online survey for each course and visits every class. During this time, the member of faculty running the course is not present in the room. One survey is completed for each course therefore a student taking 4 courses in one semester will complete 4 Course Satisfaction Surveys by the end of the semester. The course surveys collect data from the students on their satisfaction with the course organisation, the impartment of knowledge, course workload, the effectiveness of the instructor(s), the use of resources, and open-ended questions relating to the most liked, or disliked areas of the course and areas of improvement.

The results of this survey are reported to the Managing Director, Dean, Program Manager and the relevant member of faculty. The results are then used during an individual faculty members' performance appraisal. The faculty should reflect on the course feedback and course statistics to then recommend changes for further course development and improvements and submit a course review form as part of the electronic course file submission to the QA Department.

The average target of 3.75 out of a maximum possible score of 5.00 has been set & any faculty member failing to meet this target is reviewed and advised on how to improve. Continuous low scores can result in disciplinary action or even termination.

- **Student Satisfaction Survey** – The International Student Barometer and Student Barometer (ISB-SB), managed by the International Centre of Excellence in Tourism and Hospitality Education (THE-ICE), and facilitated by the International Graduate Insight Group, Student Satisfaction Survey tracks decision-making, expectations, perceptions and intentions of international and domestic students from application to graduation. At the core of the ISB-SB™ is an online questionnaire, which has been tailored by THE-ICE for its members. The survey is completed by students across all levels and all years of study. Students respond in confidence to i-graduate. Responses

are then analysed and aggregated to deliver comparative insights and reported back in confidence by THE-ICE to each member institution.

The results of this survey are initially presented to the HODs and then cascaded up and down to both the faculty, staff and to the Board of Governors. The content of this survey is reviewed annually by the Dean and QA Unit and outcomes from the student feedback are presented to the study body at the campus meetings.

- **Graduation Destination Survey (GDS)** – After every graduation exam board, students who will be graduating are invited to complete the Graduation Survey. The survey is given to students to complete 6 months after their final term and is produced by the Ministry of Education. The QA returns the survey results (construction of survey) to the Ministry, after completion. This survey is one of the most comprehensive of all surveys distributed at EAHM, asking students about their overall experience, academic (teaching) experience, EAHM's contribution to competencies, students' planned future careers and job application processes, the support provided by EAHM in finding a job, and if students are pursuing further studies where they are studying. The data is collected via the Ministry survey system and the raw data is shared with the SM-QIR for further analyses, which is then included in the institutional effectiveness reporting to the HODs and Board of Governors.
- **Longitudinal Graduation Destination Survey** – in November 2020, the Ministry of Education introduced the Longitudinal Graduation Destination survey that aimed to provide opportunity to collect graduates' retrospective opinions on the university they have attended and the program they have completed about 3½ years ago. The target graduates for the survey are drawn from the previous GDS respondents. The survey questionnaire is very similar to that of the GDS questionnaire. The primary difference is that the questionnaire routing depends upon whether a graduate self-identified as employed, in further studies, seeking employment or undertaking another activity (others).
- **Evaluation of Course Results and Statistics** – the mean and standard deviations of the grades awarded, per course, are evaluated by the Examination Board. Minutes are kept of this meeting and any set action points are required for courses which fall out of synchronisation with EAHM norms. Typically, the board is looking for an average Grade Point of 3 (75 to 79%) and a standard deviation of about 10. Any actions to be taken are noted by the Head of Academic Services and Registry in the minutes. All faculty members are required to include the results when going for their appraisals, must reflect on the results when completing the course review form and when proposing changes to the course plans.
- **SCEM** – Student Council Management Meetings (*SCEM*) are be conducted with Student Council Board and at least four (4) representatives of the EAHM Management, (Director of Operations, Program Manager(s), Dean, Industry Relation Officer, and Managing Director), once a semester, or more if required. Minutes will be taken by the EAHM operations team and Student Council Secretary and are discussed during the faculty meeting and concerned departments and staff members will be informed.

PROGRAM SCHEMATICS

MANDATORY										
SEM	Course / PLO	PLO1	PLO2	PLO3	PLO4	PLO5	PLO6	PLO7	PLO8	PLO9
1	DGT903									
1	FIN913									
1	HOS903									
1	HRM903									
1	MKG903									
1	RES903									
1	RES906									
1	RES916									
SUM	STR903									

ELECTIVE - may be delivered in either Semester 1 or 2										
SEM	Course / PLO	PLO1	PLO2	PLO3	PLO4	PLO5	PLO6	PLO7	PLO8	PLO9
1,2	BUS903									
1,2	DGT913									
1,2	HOS913									
1,2	HOS923									
1,2	STR913									

1	Demonstrate advanced knowledge and skills to design and deliver sustainable, ethical, and innovative hospitality services and experiences. (QFEmirates Level 9, Knowledge)
2	Conduct research in the hospitality industry, applying relevant investigative/enquiry modes, theories and methods, with a view to reaching reliable, valid and generalizable conclusions
3	Apply advanced problem-solving skills to analyze highly complex issues in the hospitality industry, often with incomplete data, and develop innovative solutions and proposals (Level 9, Skill)
4	Communicate effectively in oral and written modes as well as via technology to present, explain and/or critique highly complex matters to/with diverse stakeholders (Level 9, skill)
5	Apply cognitive, creative, and reflective skills to collect, analyze and synthesize information at the interface between hospitality and different developments (Knowledge and Skill)
6	Apply planning skills to develop and execute a major project or comparable activities with appropriate research to reach sound conclusions in an often highly complex environment (Skill, Role in Context)
7	Function autonomously as well as in teams and assume leadership in professional hospitality practice or in systems that are highly complex and often unpredictable, requiring new strategic approaches and/or interventions or conceptual solutions (Autonomy and Responsibility)
8	Critically reflect on the performance of oneself and others and take responsibility for contributing to professional knowledge and practice in dynamic hospitality settings (Self-development)
9	Analyze and sensitively manage highly complex ethical issues leading to informed, fair, and valid decisions (Self-development)

Figure 1 MIHM PLO Mapping

Mapping of Course Learning Outcomes to Programme Learning Outcomes

Mandatory Courses												
Course Code	Course Name	CLO No.	Course Learning Outcomes (CLOs)	PL01	PL02	PL03	PL04	PL05	PL06	PL07	PL08	PL09
DS/TN02	Hospitality and Tourism Data Analytics	CLO1	Demonstrate proficiency in using data analysis tools and techniques specific to the hospitality and tourism industry to collect, clean, manipulate, and visualize data.									
		CLO2	Analyze and interpret hospitality and tourism data to extract insights and inform strategic decision-making in the industry.									
		CLO3	Communicate findings and insights from data analysis to different stakeholders in the hospitality and tourism industry, using data visualization tools and techniques to effectively present complex data.									
FOM003	Asset Management and Financial Planning	CLO1	Analyze and critically evaluate different asset classes, financial instruments, and investment strategies, and assess their suitability for different types of investors and financial objectives.									
		CLO2	Critically evaluate the ethical and social responsibilities of asset managers and financial planners and assess the impact of their decisions on the overall performance.									
		CLO3	Demonstrate competency in using various financial models and tools to assess management and financial planning problems and communicate complex financial information and recommendations to stakeholders.									
HOM003	Hospitality Quality Management	CLO1	Demonstrate a critical understanding of different quality management models and tools in a strategic context.									
		CLO2	Evaluate quality management systems in the hospitality industry in order to effectively enhance hospitality service quality.									
		CLO3	Apply quality management tools and process to demonstrate practical applications of hospitality quality management concepts and models.									
HOM003	Organisations and Systems	CLO1	Evaluate the role of human resource management in organizational success and identify best practices in human resources management.									
		CLO2	Analyze the impact of diversity and inclusion on organizational culture and performance.									
		CLO3	Critically assess the role of technology and Artificial Intelligence in human Resource Management and analyze future trends.									
HMG003	Branding & Media Strategies for Hospitality	CLO1	Critically discuss the significance of branding and marketing strategies in shaping the reputation of hospitality businesses.									
		CLO2	Assess effective branding strategies within the context of hospitality brand management.									
		CLO3	Critically evaluate criteria used to select social media channels, to effectively communicate with target audiences.									
		CLO4	Demonstrate an understanding of the requirements of a hospitality business media campaign including content creation, distribution, and evaluation of the effectiveness of the plan.									
RES003	Applied Research Methodology	CLO1	Critically analyze the literature and the merits of different research methods to determine their appropriateness for a given research question.									
		CLO2	Design a research study that includes appropriate techniques and data collection methods.									
		CLO3	Interpret and analyze research data using appropriate statistical techniques.									
		CLO4	Evaluate ethical considerations in research and develop strategies to ensure compliance with ethical guidelines.									
RES006	Research Project Dissertation	CLO1	Collect and analyze data and interpret research findings.									
		CLO2	Develop recommendations and drawing research conclusions.									
		CLO3	Evaluate a range of research methods featuring the creation of the dissertation, its findings, analysis and conclusion.									
RES016	Consultancy Project	CLO1	Analyze an aspect in a hospitality organization, applying appropriate tools, models, frameworks, etc.									
		CLO2	Effectively demonstrate the application of project management processes and associated skills.									
		CLO3	Use effective and appropriate communications techniques to outline the research process, present the findings/recommendations and make recommendations.									
STR003	Strategic Decisions (Capstone Project)	CLO1	Evaluate fundamental principles of strategy development to real-world scenarios faced by hospitality businesses worldwide.									
		CLO2	Evaluate a relevant business strategy that identifies ways to achieve sustainable competitive advantages.									
		CLO3	Develop cultural competencies and global perspectives in diverse settings to gain deep understanding of the global hospitality landscape.									
Electives												
Course Code	Course Name		Course Learning Outcomes (CLOs)	PL01	PL02	PL03	PL04	PL05	PL06	PL07	PL08	PL09
BUS003	Hospitality Business Enterprise	CLO1	Integrate principles of business management to a new hospitality venture.									
		CLO2	Analyze case studies of successful hospitality entrepreneurs, identifying key success factors, common challenges, and innovative problem-solving techniques.									
		CLO3	Critically evaluate a business plan, using appropriate tools and techniques, for reporting to potential investors, stakeholders, and partners in the hospitality industry.									
SAL003	Tech Transformation & Innovation	CLO1	Identify and analyze innovative technology solutions to address business problems in the hospitality industry.									
		CLO2	Demonstrate skills to plan and execute technology projects, benefiting the hospitality business in the UAE and beyond.									
		CLO3	Critically evaluate digital strategies to improve the use of technology in the hospitality industry.									
HOM003	Advanced Food and Beverage Operations	CLO1	Develop strategies to enhance operational performance and profitability in food and beverage operations.									
		CLO2	Evaluate the effectiveness of food and beverage control systems.									
		CLO3	Demonstrate an understanding of food and beverage quality programmes and integration of guest expectations.									
HOM003	Designing Unique Experiences	CLO1	Demonstrate an advanced understanding of the principles and concepts of hospitality experiences from a service-marketing perspective.									
		CLO2	Analyze the role of culture and diversity in shaping hospitality experiences.									
		CLO3	Demonstrate use of innovation in designing and implementing unique experiences that meet the needs and expectations of guests.									
		CLO4	Evaluate the effectiveness of experiences and use feedback to continuously improve the guest experience.									
SUS003	Sustainable Value Creation	CLO1	Evaluate tourism systems and their impact on hospitality development in destinations from a sustainability perspective.									
		CLO2	Assess the role of stakeholders in destinations and hospitality development.									
		CLO3	Evaluate management approaches to assess sustainable hospitality development, together with different partnerships, for value creation.									
		CLO4	Design hospitality value creation plans that balance economic growth with social and environmental responsibility, and that provide the long-term viability of destinations.									

APPENDIX A: INDICATORS OF QUALITY & STANDARDS INSTRUMENTS

A. Course Feedback Survey

* 1. Please tick (✓) the appropriate box to indicate your answer to each statement

	Strongly Disagree	Disagree	Partially Agree	Agree	Strongly Agree
The teaching and learning objectives were presented at the beginning of the course.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The assessments for this course were explained at the beginning of the course.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The course study materials shared were well organised to support the learning outcomes of the course.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Learning Management System (Moodle) contained all instructional materials needed to support my learning and skills development.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The lecturer was available throughout the term to support my learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 2. Please tick (✓) the appropriate box to indicate your answer to each statement

	Not at All	Not Much	Moderately	Mostly	Completely
The course assessments (exams, assignments, projects) adequately reflect the course content and learning objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The course delivery engaged you in your own learning process through critical thinking and problem solving.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I had the opportunity to reflect and learn from complex situations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I delved deeper into the subject through personal research.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The syllabus has supported me to plan my learning effectively during the course.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 3. Identify recommendations for this course (Moodle page, Learning activities, learning materials, etc). What supported or limited your learning? How did the course contribute to your overall learning experience?

B. Library Graduate User Survey

1. The EAHM Library is....(Please select all the words that come to mind when you think of the EAHM Library)

- ☐ Useful
- ☐ Quiet
- ☐ Helpful
- ☐ Busy
- ☐ Spacious
- ☐ Resourceful
- ☐ Organised
- ☐ Comfortable
- ☐ Calm
- ☐ Clean
- ☐ Well-lit
- ☐ Secure
- ☐ Other (please specify)

2. On average, how often have you used the new Quiet Zone in the library for focused study or research purposes?

- ☐ Daily
- ☐ Once a Week
- ☐ 2 -3 times a week
- ☐ 4 - 5 times a week
- ☐ Never

3. What specific amenities, atmosphere, resources would you like to see added or improved in the new Quiet Zone of the Library?

4. How often do you use the Library's study rooms for group or individual study sessions?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Yearly
- ☐ Never, I prefer to stay in Bazar or at home
- ☐ Never
- ☐ If never, tell us more

5. How would you rate the level of importance of having the Innovation Hub in the Library for collaboration and idea generation within the EAHM campus community?

- ☐ Absolutely Essential
- ☐ Very Important
- ☐ Of Average Importance
- ☐ Of Little Importance
- ☐ Not Important at All

6. Rate your overall experience with the printer/scanner/copier in terms of reliability and ease of use.

Very Satisfactory	Satisfactory	Neutral	Unsatisfactory	Very Unsatisfactory
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. On a scale of 1 to 5, how satisfied are you with the increased hours of operation for the Library?

1 Very satisfactory	2 Satisfactory	3 Neutral	4 Unsatisfactory	5 Very Unsatisfactory
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Indicate your level of agreement with the statement: "I find it convenient and effective to use subject-specific databases (e.g., ScienceDirect, EBSCOhost) for my research needs at the library."

	Absolutely	Somewhat agree	Partially disagree	Disagree	Never used
EBSCOHost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emerald	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Global Data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taylor & Francis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Rate your level of satisfaction with the library's support and guidance in referencing (citations management).

Very Satisfied, the Library provides excellent support	Somewhat satisfied, additional support would be appreciated	Neutral, no opinion	Somewhat dissatisfied, I could use more guidance	Very dissatisfied, the Library's support is inadequate
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. For each of these subscription databases, select the phrase that best describes you.

	Use it all the time	Using it more lately	Using it less lately	Used to use it	never used it	never heard of it
Books in print	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic Books (ProQuest ebook central, IoH eLibrary & Sharepoint)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
eJournals Databases (Emerald, ProQuest, EBSCO)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newspaper & Magazines (ProQuest, EBSCO)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Market Research Reports & Statistics (Euromonitor, GlobalData, UN-WO eLibrary)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. How would you rate the following tools for locating library resources?

	Excellent	Good	Average	Fair	Poor
Library Catalogue (Liberty)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Open Athens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Moodle (Library Page)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. How often do you use citation management tools complete your assignments? e.g. (Mendeley, Zotero, Endnote etc.)

- ☐ I use them consistently, and I've organised my own citations collection on Mendeley or Zotero.
- ☐ I rely on citation management tools for most of my assignments.
- ☐ I use citation management tools for a significant portion of my assignments.
- ☐ I only use citation management tools when required by the instructors.
- ☐ Never, I manually manage my references.
- ☐ Not familiar with citation management tools.

13. Rate your level of comfort and capability in using Mendeley as a citation management tool for organising and citing your research references.

	Very comfortable, I have extensive experience with Mendeley and find it easy to use	Somewhat comfortable to use Mendeley to	Somewhat uncomfortable, I have a basic understanding but would benefit from further use	Not comfortable at all, I have little to no experience using Mendeley
Organise you library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Import references accurately	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Utilise Medeleys PDF annotation features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Added Mendeley plugins to Microsoft word / Google Docs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sharing your Mendeley library and collaborate with them members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of additional features such as generating citation metrics, related articles and creating reading lists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. What do you use these generative AI tools for?e.g. Jais, Bard AI, ChatGPT, Dall-E2, Synthesia etc.

	Almost always (daily or multiple times a day)	Frequently (once a week or more)	Regularly (2 -3 times a month)	Occasionally (once a month or less)	Rarely or never
To. brainstorm research ideas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To proofread or grammar assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To help write code	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To help with presentations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To create images / graphics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Within search engines and databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To help revise for exams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conducting literature reviews	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To write proposals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
N/A (Never used them)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Ethical use of AI: Is it important to disclose the use of generative AI tools when submitting assignments written with the tools assistance?

- ☐ Strongly agree, it is essential to disclose the use of generative AI tools to maintain academic integrity and transparency.
- ☐ Agree, disclosing the use of generative AI tools demonstrates honesty and ensures proper acknowledgment of the assistance received.
- ☐ Neutral, I am unsure of the importance of disclosing the use of generative AI tools when submitting assignments.
- ☐ Disagree, I do not believe it is necessary to disclose the use of generative AI tools as long as the final work is my own.
- ☐ Strongly disagree, I think there is no need to disclose the use of generative AI tools as it does not affect the authenticity of my work.

16. Would you attend a 2-hour workshop on responsible use of generative AI tools in academic writing?

- ☐ Yes
- ☐ No

17. If you answered yes to attending a 2 hour workshop on AI, please share your expectations and suggestions of tools you would like explored.

18. Overall, how satisfied are you with the following aspects of the Library?

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Borrowing books / magazines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic information and research support services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library spaces and atmosphere	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Study Rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hours of Operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. Are there any specific improvements or additional features you would like to see implemented in the Library's databases, book collection, printers, operational hours, staffing, or study rooms to enhance your overall experience?

C. Graduate Destination Survey*

GDS Questionnaire Q4_2023

ELEMENT	ENGLISH
CATI Item	INTRO
CATI Text	Good morning / afternoon / evening. My name is [INTERVIEWER NAME] and I am calling from [INSTITUTION NAME/CAMPUS NAME] about a survey of recent graduates in the UAE.
	Could I please speak to [NAME]?
	[IF SPEAKING TO THE NAMED GRADUATE]
	Higher education institutions conduct this survey in collaboration with the Ministry of Education. It's an opportunity for you to tell us about your experience after graduation. All information that you provide will help improve the quality of learning and teaching. Your information is confidential and you will not be individually identified.
	The survey should take around 10 minutes to complete.
CATI Item	INTRO1
CATI Text	Can you help with this important study?
CATI Response	Continue
CATI Response	Make appointment
CATI Response	Refusal
CATI Response	Named respondent not at this number
CATI Response	Provides alternative number
Item Conditions	ONLY SHOWN IF INTRO=Yes
CATI Item	INTRO1a
CATI Text	Thank you, we will call again later.
CATI Instruction	RECORD PREFERRED DATE AND TIME IN THE SPREADSHEET AND CALL BACK
Item Conditions	ONLY SHOWN IF INTRO1=Make appointment
CATI Item	INTRO1b
CATI Text	Would you prefer to complete a short online survey instead?
CATI Response	Yes
CATI Response	No
Item Conditions	ONLY SHOWN IF INTRO1=Refusal
CATI Item	INTRO1c
CATI Text	What is your email address?
CATI Response	RECORD EMAIL ADDRESS IN THE SPREADSHEET IF DIFFERENT FROM THE ONE GIVEN
Item Conditions	ONLY SHOWN IF INTRO1=Refusal & INTRO1b=Yes.
CATI Item	INTRO1d
CATI Text	Thank you for your time, I will send you a link to the online survey.
CATI Instruction	END CALL
Item Conditions	ONLY SHOWN IF INTRO1=Refusal & INTRO1b=Yes.

CATI Item	INTRO1e
CATI Text	Would you please tell me the main reason why you do not wish to participate?
CATI Response	No comment / just hung up
CATI Response	Too busy
CATI Response	Never do surveys
CATI Response	10 minutes is too long
CATI Response	Claims to have completed survey already
CATI Response	Other [OPEN]
Item Conditions	ONLY SHOWN IF INTRO1=Refusal & INTRO1b=No.

CATI Item	INTRO1f
CATI Text	Thank you for your time
CATI Instruction	END CALL.
Item Conditions	ONLY SHOWN IF INTRO1=Refusal & INTRO1b=No.

CATI Item	INTRO1g
CATI Text	I'm sorry, but we must have the wrong contact details. Thank you for your time.
CATI Instruction	END CALL.
Item Conditions	ONLY SHOWN IF INTRO1=Named respondent not at this number.

CATI Item	INTRO1h
CATI Text	Thank you for providing that number and for your time.
CATI Instruction	RECORD ALTERNATIVE NUMBER IN THE SPREADSHEET AND END CALL.
Item Conditions	ONLY SHOWN IF INTRO1=Provides alternative number.

CATI Item	C1
CATI Text	Thank you for agreeing to participate. Before we get started, there are a few details about your study that I need to check. Firstly, did you graduate from <INSTITUTION NAME>?
CATI Response	Yes
CATI Response	No
Item Conditions	ONLY SHOWN IF INTRO1=Continue.

CATI Item	C1a
CATI Text	Thank you for your time, but we need to speak with graduates from [INSTITUTION NAME].
CATI Instruction	END CALL.
Item Conditions	ONLY SHOWN IF C1=No.

CATI Item	C1b
CATI Text	What is the best mobile number and email address to contact you, if necessary?
CATI Response	MOBILE NUMBER [OPEN]
CATI Response	EMAIL ADDRESS [OPEN]

CATI Item	C2 (QUESTIONS FROM C2 ONWARDS ARE ONLY SHOWN IF C1=Yes)
CATI Text	Was the level of your study [LEVEL OF STUDY]?
CATI Response	Yes
CATI Response	No

CATI Item	C2a
CATI Text	What was the level of your study?
Response Option	Doctorate
Response Option	Masters
Response Option	Postgraduate Diploma
Response Option	Bachelor
Response Option	Higher Diploma
Response Option	Diploma
Response Option	Other [OPEN]
Item Conditions	ONLY SHOWN IF C2=No.

CATI Item	C3
CATI Text	Did you study [MAJOR]?
CATI Response	Yes
CATI Response	No

CATI Item	C3a
CATI Text	What did you study?
CATI Response	[OPEN]
Item Conditions	ONLY SHOWN IF C3=No.

CATI Item	INTRO2
CATI Text	Thank you for confirming those details.

Item	D1
Item Text	
Response Option	Male
Response Option	Female
Instruction	FILL IN RESPONDENT GENDER WITHOUT ASKING RESPONDENT.

Item	D2
Item Text	Which country are you living in?
Response Option	Autocomplete List of Countries

Item	D2a
Item Text	Which Emirate are you currently living in?
Response Option	Abu Dhabi
Response Option	Ajman
Response Option	Dubai
Response Option	Fujairah
Response Option	Ras al-Khaimah
Response Option	Sharjah
Response Option	Umm al-Quwain
Item Conditions	ONLY SHOWN IF D2=UAE

Item	D2b
Item Text	Which part of Abu Dhabi are you currently living in?
Response Option	Abu Dhabi
Response Option	Al Ain
Response Option	Al Dhafrah
Instruction	IF NECESSARY "Are you currently living in Abu Dhabi, Al Ain or Al Dhafrah?"
Item Conditions	ONLY SHOWN IF D2a=Abu Dhabi.
Item	INTRO_A
Item Text	Now I am going to ask you some questions about what you are currently doing.
Item	A1
Item Text	Are you currently working?
Response Option	Yes
Response Option	No
Item	A1a
Item Text	Were you employed while studying at [INSTITUTION NAME]?
Response Option	Yes
Response Option	No
Item	A1b
Item Text	Are you still in the same position?
Response Option	Yes
Response Option	More senior position in the same company
Response Option	Has moved to a different company
Response Option	Move to a different job function in the same company
Item Conditions	ONLY SHOWN IF A1=Yes and A1a=Yes.
Item	A2
Item Text	Are you currently looking for another job?
Response Option	Yes
Response Option	No
Item Conditions	ONLY SHOWN IF A1=Yes.
Item	A3
Item Text	Are you currently looking for a job?
Response Option	Yes
Response Option	No
Item Conditions	ONLY SHOWN IF A1=No.
Item	A4
Item Text	Are you currently studying?
Response Option	Yes
Response Option	No
Item	A5

Item Text	If you are not currently working, looking for a job or studying, what other activity are you currently doing?
Response Option	Children/Family Commitments
Response Option	Medical Reasons
Response Option	Personal Reasons
Response Option	Taking Time Out
Response Option	Volunteering
Response Option	National Service
Response Option	Other [OPEN]
Instruction	MARK ALL THAT APPLY. IF 'OTHER', RECORD VERBATIM IF NECESSARY, READ OUT RESPONSE OPTIONS
Item Conditions	ONLY SHOWN IF A1, A3 & A4 = No.

Item	INTRO_W (SECTION W (W1 to W9) ONLY SHOWN IF A1=Yes)
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Item Text	Now I am going to ask you some questions about your job.
-----------	----------------------------------------------------------

Item	W1
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Item Text	Is this your first job since completing your study at [INSTITUTION NAME]?
-----------	---------------------------------------------------------------------------

Response Option	Yes
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Response Option	No
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Item Conditions	ONLY SHOWN IF A1 = Yes AND A1a = No
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Item	W2
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Item Text	How long after completing your study at [INSTITUTION NAME] did you get your <u>first</u> job?
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Response Option	One month or less
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	Two months
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	Three months
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	Four months
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	Five months
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	Six months
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	Seven months
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	Eight months
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	Nine months
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Response Option	IF NECESSARY, READ OUT RESPONSE OPTIONS.
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Item Conditions	ONLY SHOWN IF A1 = Yes AND A1a = No
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Item	W3
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Item Text	Where is your main work location?
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Response Option	Abu Dhabi
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Response Option	Al Ain (Abu Dhabi Emirate)
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Response Option	Al Dhafrah (Abu Dhabi Emirate)
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Response Option	Ajman
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Response Option	Dubai
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Response Option	Fujairah
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Response Option	Ras al-Khaimah
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Response Option	Sharjah
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Response Option	Umm al-Quwain
Response Option	Other [OPEN]
Instruction	IF NECESSARY "Are you mainly working in Abu Dhabi, Al Ain or Al Dhafrah?"

Item	W4
Item Text	What is the name of your employer?
Response Option	[AUTO-COMplete FROM EMPLOYER LIST PROVIDED]
Response Option	[OPEN]
Instruction	IF MORE THAN ONE EMPLOYER MENTIONED, ASK RESPONDENT TO FOCUS ON MAIN/PRIMARY EMPLOYER AND JOB

Item	W5
Item Text	What sector is your employer in? Would you say...
Response Option	Federal government,
Response Option	Local government,
Response Option	Semi government,
Response Option	Private sector, or
Response Option	I'm an entrepreneur
Response Option	NOT SURE
Instruction	READ OUT RESPONSE OPTIONS. IF A PROMPT REQUIRED FOR SEMI GOVERNMENT SAY "A government-owned entity like ADNOC or Mubadala"
Instruction 2	IF A PROMPT IS REQUIRED FOR ENTREPRENEUR SAY "For example have you started your own business?"

Item	W6
Item Text	What is your occupation?
	[AUTO-COMplete FROM OCCUPATION LIST PROVIDED]
Response Option	[OPEN]
Instruction	IF NECESSARY "For example, Teacher, Nurse, Technician, Administrator, Business Analyst". RECORD RESPONSE VERBATIM
Instruction 2	IF THE ANSWER TO W5 IS ENTREPRENEUR THEN "Entrepreneur" CAN BE WRITTEN IN THE [OPEN] RESPONSE

Item	W8
Item Text	Are you receiving NAFIS salary support in addition to your monthly salary?
Response Option	Yes
Response Option	No – I'm not an Emirati citizen
Response Option	No – I'm not employed by a private sector company
Response Option	[OPEN]

Item	W9
Item Text	How much is the NAFIS salary support each month?
Response Option	AED 1,000
Response Option	AED 2,000
Response Option	AED 3,000
Response Option	AED 4,000

Response Option	AED 5,000
Response Option	AED 6,000
Response Option	AED 7,000
Response Option	AED 8,000
Response Option	AED 9,000
Response Option	AED 10,000
Response Option	Don't know
Response Option	Refused to Respond
Item Conditions	ONLY SHOWN IF W8 = Yes

Item	W10
	What is your monthly salary (without Nafis salary support)?
Response Option	Less than AED 5,000
Response Option	AED 5,000 - 9,999
Response Option	AED 10,000 - 14,999
Response Option	AED 15,000 - 19,999
Response Option	AED 20,000 - 24,999
Response Option	AED 25,000 - 29,999
Response Option	AED 30,000 - 34,999
Response Option	AED 35,000 - 39,999
Response Option	AED 40,000 - 44,999
Response Option	AED 45,000 - 49,999
Response Option	AED 50,000 - 54,999
Response Option	AED 55,000 - 59,999
Response Option	AED 60,000 - 64,999
Response Option	AED 65,000 - 69,999
Response Option	AED 70,000 or more
Response Option	No salary
Response Option	Refused to respond
Instruction	IF NECESSARY: "This is excluding benefits."
Item Conditions	ONLY SHOWN IF W8 = Yes

Item	W11
Item Text	What is your monthly salary (i.e. take home pay)?
Response Option	Less than AED 5,000
Response Option	AED 5,000 - 9,999
Response Option	AED 10,000 - 14,999
Response Option	AED 15,000 - 19,999
Response Option	AED 20,000 - 24,999
Response Option	AED 25,000 - 29,999
Response Option	AED 30,000 - 34,999
Response Option	AED 35,000 - 39,999
Response Option	AED 40,000 - 44,999
Response Option	AED 45,000 - 49,999
Response Option	AED 50,000 - 54,999
Response Option	AED 55,000 - 59,999
Response Option	AED 60,000 - 64,999

Response Option	AED 65,000 - 69,999
Response Option	AED 70,000 or more
Response Option	No salary
Response Option	Refused to respond
Instruction	IF NECESSARY: "This is excluding benefits."
Item Conditions	ONLY SHOWN IF W8 = "No – I'm not an Emirati citizen" or "No – I'm not employed by a private sector company" or "[Open]"

Item	W12a
Item Text	Thinking about your current job, would you say you are...
Response Option	satisfied
Response Option	dissatisfied
Response Option	NOT SURE
Instruction	READ OUT FIRST TWO RESPONSE OPTIONS

Item	W12b
Item Text	Why are you dissatisfied?
Response Option	Low job status
Response Option	Low salary
Response Option	Routine job
Response Option	Long working hours
Response Option	Work location (far from where I live)
Response Option	No training or development
Response Option	Uncomfortable work environment
Response Option	Job required different major or specialization
Response Option	No promotion
Response Option	Heavy work load
Response Option	The position requires lower qualifications
Response Option	Does not take previous experience into consideration
Response Option	[OPEN]
Instruction	MARK ALL THAT APPLY IF NECESSARY ASK RESPONDENT TO FOCUS ON MAIN REASON FOR DISSATISFACTION.
Item Conditions	ONLY SHOWN IF W12a=dissatisfied.

Item	W13
Item Text	Would you say the specialization you studied at [INSTITUTION NAME] is relevant to your <u>current</u> job?
Response Option	Yes
Response Option	No
Response Option	NOT SURE

Item	INTRO_5 (SECTION 5 (S1 to S8) ONLY SHOWN IF A2=Yes OR A3=Yes)
Item Text	Now I am going to ask you some questions about job seeking.

Item	S3
Item Text	How many jobs have you applied for?

Response Option	0
Response Option	1 - 4
Response Option	5 - 9
Response Option	10 - 14
Response Option	15 - 19
Response Option	20 and over

Item	54
Item Text	How many interviews have you had?
Response Option	0
Response Option	1 - 4
Response Option	5 - 9
Response Option	10 - 14
Response Option	15 - 19
Response Option	20 and over

Item	55
Item Text	Have you been offered a job ?
Response Option	Yes
Response Option	No
Instruction	AN OFFER SHOULD BE RELATIVELY FORMAL, IDEALLY IN WRITING, WITH THE IMPLICATION OF AN EMPLOYMENT CONTRACT. A CASUAL SUGGESTION IS NOT SUFFICIENT.

Item	55a
Item Text	How many jobs have you been offered?
Response Option	1
Response Option	2
Response Option	3
Response Option	4+
Item Conditions	ONLY SHOWN IF 55=Yes.

Item	55b
Item Text	Why didn't you take the job offer?
Response Option	Low job status
Response Option	Low salary
Response Option	Routine job
Response Option	Long working hours
Response Option	Work location (far from where I live)
Response Option	No training or development
Response Option	Uncomfortable work environment
Response Option	Job required different major or specialization
Response Option	No promotion
Response Option	Heavy work load
Response Option	The position requires lower qualifications
Response Option	Does not take previous experience into consideration

Response Option	[OPEN]
Instruction	MARK ALL THAT APPLY IF NECESSARY ASK RESPONDENT TO FOCUS ON MAIN REASON FOR NOT TAKING THE JOB
Item Conditions	ONLY SHOWN IF S5=Yes.

Item	S6
Item Text	I'm going to list some job-seeking strategies. Which of these strategies have you used?
Response Option	Referrals from family and friends
Response Option	Responding to job advertisements
Response Option	Using recruitment or employment agencies
Response Option	Social networking websites, for example LinkedIn
Response Option	Directly contacting companies
Response Option	Student Careers Office
Response Option	Other [OPEN]
Instruction	MARK ALL THAT APPLY. IF 'OTHER', RECORD VERBATIM IF NECESSARY, READ OUT RESPONSE OPTIONS

Item	S7
Item Text	Since you are still not employed, why do you think that is?
Response Option	There are currently no jobs available in my field of study
Response Option	There are currently no jobs available where I live
Response Option	There are currently no jobs available in a single gender (male or female only) environment
Response Option	There is too much competition for desired jobs
Response Option	There are jobs available, but salaries are too low
Response Option	I need to do more study to secure desired job
Response Option	My internship or work placement was insufficient
Response Option	There are jobs available, but none with flexible working arrangements
Response Option	Due to childcare or family commitments
Response Option	Due to medical reasons
Response Option	Other [OPEN]
Instruction	MARK ALL THAT APPLY IF 'OTHER', RECORD VERBATIM
Item Conditions	ONLY SHOWN IF A3=Yes.

Item	S8
Item Text	Since you have still not found another job, why do you think that is?
Response Option	There are currently no jobs available in my field of study
Response Option	There are currently no jobs available where I live
Response Option	There are currently no jobs available in a single gender (male or female only) environment
Response Option	There is too much competition for desired jobs
Response Option	There are jobs available, but salaries are too low
Response Option	I need to do more study to secure desired job
Response Option	My internship or work placement was insufficient
Response Option	There are jobs available, but none with flexible working arrangements
Response Option	Due to childcare or family commitments
Response Option	Due to medical reasons

Response Option	Other [OPEN]
Instruction	MARK ALL THAT APPLY IF 'OTHER, RECORD VERBATIM
Item Conditions	ONLY SHOWN IF A2=Yes.

Item	INTRO_F (SECTION F (F1 to F6) ONLY SHOWN IF A4=Yes)
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Item Text	Now I am going to ask you some questions about your further study.
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Item	F1
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Item Text	Are you studying in the UAE?
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Response Option	Yes
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Response Option	No
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Item	F2
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Item Text	Which institution are you attending?
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Response Option	[AUTO-COMPLETE FROM LIST OF MINISTRY-ACCREDITED INSTITUTIONS PROVIDED]
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Response Option	[OPEN]
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Item Conditions	ONLY SHOWN IF F1=Yes.
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Item	F3
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Item Text	What is the level of your current study?
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Response Option	Doctorate
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Response Option	Masters
-----------------	---------

Response Option	Postgraduate Diploma
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Response Option	Bachelor
-----------------	----------

Response Option	Higher Diploma
-----------------	----------------

Response Option	Diploma
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Response Option	Other [OPEN]
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Item	F4
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Item Text	What major are you currently studying?
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Response Option	[AUTO-COMPLETE FROM LIST OF STANDARDIZED MAJOR]
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Response Option	[OPEN]
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Item	F5
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Item Text	Are you enrolled full time or part time?
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Response Option	Full time
-----------------	-----------

Response Option	Part time
-----------------	-----------

Item	F6
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Item Text	What is your main reason for doing further study?
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Response Option	To improve my employment prospects
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Response Option	I need a further qualification for my desired job
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Response Option	I had always planned to do further study
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Response Option	I am interested in this area of study
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Response Option	I want to change my career
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Response Option	I want to pursue an academic career
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Response Option
Instruction

Other [OPEN]
DO NOT READ OUT OPTIONS
MARK ALL THAT APPLY

Item	INTRO_E (SECTION E (E1 to E6e) ONLY SHOWN IF C1=Yes)
Item Text	Now I am going to ask you some questions about your higher education experience at [INSTITUTION NAME].
Item	E1
Item Text	Thinking of your experience at [INSTITUTION NAME], would you say you were...
Response Option	satisfied, or
Response Option	dissatisfied?
Response Option	NOT SURE
Instruction	READ OUT FIRST TWO RESPONSE OPTIONS
Item	E2
Item Text	Why were you dissatisfied?
Response Option	[OPEN]
Instruction	RECORD RESPONSE VERBATIM
Item Conditions	ONLY SHOWN IF E1=dissatisfied.
Item	E3
Item Text	Thinking about the teaching at [INSTITUTION NAME], would you say you were...
Response Option	satisfied, or
Response Option	dissatisfied?
Response Option	NOT SURE
Instruction	READ OUT FIRST TWO RESPONSE OPTIONS.
Item	E4 (THIS ITEM INCLUDES THE FOLLOWING RESPONSE OPTIONS: Very much, Somewhat, Not at all, Not sure)
Item Text	How much did your experience at [INSTITUTION NAME] help you develop the following skills? Would you say very much, somewhat or not at all?
Response Option	Problem-solving
Response Option	Critical and analytical thinking
Response Option	Digital literacy
Response Option	Numeracy skills
Response Option	Writing skills
Response Option	Presenting skills
Response Option	Communication skills
Response Option	Collaboration and teamwork
Response Option	Time management
Instruction	IF NECESSARY, REPEAT RESPONSE OPTIONS: "Would you say very much, somewhat or not at all?"
Item	E5a
Item Text	Did you use your institution's careers service?
Response Option	Yes
Response Option	No

Response Option	Unaware of service
Response Option	Did not have a careers service during my time at the institution
Item	E5b
Item Text	Thinking about the careers advice you received at [INSTITUTION NAME], would you say you were...
Response Option	satisfied, or
Response Option	dissatisfied?
Response Option	NOT SURE
Instruction	READ OUT FIRST TWO RESPONSE OPTIONS
Item Conditions	ONLY SHOWN IF E5a=Yes.
Item	E6a
Item Text	Did you do an internship or work placement while studying at [INSTITUTION NAME]?
Response Option	Yes
Response Option	No
Item	E6b
Item Text	Thinking of your main internship or work placement, approximately how many weeks did it last?
Response Option	1 - 4
Response Option	5 - 8
Response Option	9 - 12
Response Option	13 - 16
Response Option	17 or over
Item Conditions	ONLY SHOWN IF E6a=Yes
Item	E6c
Item Text	What was the name of the employer where you did your internship?
Response Option	[AUTO-COMPLETE FROM EMPLOYER LIST PROVIDED]
Response Option	[OPEN]
Instruction	RECORD RESPONSE VERBATIM
Item Conditions	ONLY SHOWN IF E6a=Yes
Item	E6d
Item Text	Thinking of your internship experience at this employer, would you say you were ...
Response Option	satisfied, or
Response Option	dissatisfied?
Item Conditions	ONLY SHOWN IF E6a=Yes
Item	E6e
Item Text	What is the main reason you were dissatisfied?
Response Option	Long working hours
Response Option	Work location (far from where I live)
Response Option	No structured workplan
Response Option	No training or development
Response Option	Didn't learn any new skills
Response Option	Not given any responsibility

Response Option	Not my preferred sector (for example: government or private sector)
Response Option	Not my preferred industry (for example: Health, Education, Manufacturing)
Response Option	Internship required different major or specialization
Response Option	No coordination with my university
Response Option	[OPEN]
Instruction	MARK ALL THAT APPLY
Item Conditions	ONLY SHOWN IF E6a=Yes and E6d=dissatisfied

Item	ECD Employer contact Details
Item Text	Many thanks for your feedback. Finally, can I ask for the contact details of your employer? This information is needed by the Ministry for its employer surveys.
Response Option	Yes
Response Option	No, I'd rather not provide this information
Item Conditions	ONLY SHOWN IF A1=Yes

Item	ECD 1
CATI Text	What is the name of your line manager?
CATI Response	[OPEN]

CATI Item	ECD 2
CATI Text	What is the job title of your line manager?
CATI Response	[OPEN]
Item Conditions	

CATI Item	ECD 3
CATI Text	What is the contact number of your line manager?
CATI Response	[OPEN]
Item Conditions	

CATI Item	ECD 4
CATI Text	What is the email address of your line manager?
CATI Response	[OPEN]
Item Conditions	

Item	CONCLUSION
CATI Text	This is the end of the survey. Thank you for your time and for participating.

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D. Longitudinal Graduate Destination Survey*

Q20 Item	INTRO2	INTRO2
Q20 Text	Thank you for confirming these details.	شكراً لك تأكيده هذه التفاصيل.
Item	Q21	Q21
Item Text	Gender:	الجنس
Response Option	Male	ذكر
Response Option	Female	أنثى
Item	Q22	Q22
Item Text	Which Emirate are you currently living in?	ما هي الإمارة التي تعيش فيها حالياً؟
Response Option	Abu Dhabi	أبوظبي
Response Option	Ajman	عجمان
Response Option	Dubai	دبي
Response Option	Ras Al Khaimah	رأس الخيمة
Response Option	Sharjah	الشارقة
Response Option	Umm Al-Qaiwain	أم القيوين
Response Option	Not currently in the UAE	ليس في دولة الإمارات العربية المتحدة حالياً
Item	Q23a	Q23a
Item Text	Which country are you living in?	ما هو البلد الذي تعيش به حالياً؟
Response Option	[OPEN]	[مفتوح]
Item Conditions	ONLY SHOWS IF Q22=Not currently in the UAE.	
Item	Q23b	Q23b
Item Text	Which part of Abu Dhabi are you currently living in?	في أي جزء من أبوظبي تعيش حالياً؟
Response Option	Abu Dhabi	أبوظبي
Response Option	Al Ain	العين
Response Option	Dhalla (Western Region)	الظفرة (المسقط الغربية)
Instruction	IF NECESSARY "Are you currently living in Abu Dhabi, Al Ain or Western Region?"	إذا لزم الأمر: "هل تعيش حالياً في أبو ظبي، العين أو المنطقة الغربية؟"
Item Conditions	ONLY SHOWS IF Q22=Abu Dhabi	
Item	INTRO_AL	INTRO_AL
Item Text	You reported you were [ACTIVITY] in the Graduate Destination Survey about 21 years ago.	ذكرت أنك [انضمت] في إحصاءات على انخراط الخريجين لمدة قبل عامين ونصف تقريباً.
Item	AL1	AL1
Item Text	Are you still working?	هل ما زالت تعمل؟
Response Option	Yes, still in the same company	نعم، ما زالت أعمل في نفس جهة العمل
Response Option	Yes, but have moved to another company	نعم، ولكن انتقلت إلى جهة عمل أخرى
Response Option	No	لا
Response Option	I was not working at that time	لم أكن أعمل في ذلك الوقت
Item Conditions	ONLY SHOWS IF ACTIVITY=Employed	
Item	AL2	AL2
Item Text	Have you completed the study?	هل أكملت الدراسة؟
Response Option	I completed the study	أكملت الدراسة أو انضمت بها بعد التخرج
Response Option	I discontinued the study	لم أكمل الدراسة
Response Option	I am still in the process of completing the study	ما زلت في مرحلة إكمال الدراسة
Response Option	I have changed to another course and completed it	لقد قمت بتغيير التخصص وأكملت الدراسة
Response Option	I have changed to another course and still doing it	لقد قمت بتغيير التخصص وما زلت أدرس
Response Option	I was not undertaking further study at that time	لم أكن متطعم بدراسة في ذلك الوقت
Item Conditions	ONLY SHOWS IF ACTIVITY=Further Study	
Item	AL3a	AL3a
Item Text	Why did you discontinue the study?	لماذا لم تكمل الدراسة؟
Response Option	[OPEN]	[مفتوح]
Item Conditions	ONLY SHOWS IF AL2=I discontinued my course	
Item	AL3b	AL3b
Item Text	Why did you change your study?	لماذا قمت بتغيير تخصصك؟
Response Option	[OPEN]	[مفتوح]
Item Conditions	ONLY SHOWS IF AL2=I have changed to another course and completed it or I have changed to another course and still doing it	
Item	AL4	AL4
Item Text	Have you since found a job?	هل وجدت عمل منقطة منذ ذلك الوقت؟
Response Option	Yes	نعم
Response Option	No	لا
Response Option	I was not looking for a job at that time	لم أكن أبحث عن عمل في ذلك الوقت
Item Conditions	ONLY SHOWS IF ACTIVITY=Seeking Employment	
Item	AL5	AL5
Item Text	Are you still in the same situation (i.e. NOT working, studying or looking for a job)?	هل ما زلت في نفس الموضع (لا أعمل أو أدرس أو أبحث عن عمل)؟
Response Option	Yes	نعم
Response Option	No	لا
Response Option	The respondent was working, studying or looking for a job at that time	المتجاوب كان يعمل أو يدرس أو يبحث عن عمل في ذلك الوقت
Item Conditions	ONLY SHOWS IF ACTIVITY=Not working, studying or looking for a job	
Item	AL6a	AL6
Item Text	Are you currently working?	هل تعمل حالياً؟
Response Option	Yes	نعم
Response Option	No	لا
Item Conditions	ONLY SHOWS IF ACTIVITY=Further Study	
Item	AL6b	AL6
Item Text	Are you currently working?	هل تعمل حالياً؟
Response Option	Yes	نعم
Response Option	No	لا
Item Conditions	ONLY SHOWS IF AL3=I was not working at that time or AL3=I was not looking for a job or AL3=No or The respondent was working, studying or looking for a job at that time.	
Item	AL7	AL7
Item Text	Are you currently looking for a job?	هل تبحث حالياً عن عمل؟
Response Option	Yes	نعم
Response Option	No	لا
Item Conditions	ONLY SHOWS IF AL1=No Or AL3=Yes Or AL6a=No or AL6b=No	
Item	AL7a	AL7
Item Text	After you graduated, did you go for further study?	بعد تخرجك إلى ذلك الوقت، هل ذهبت لدراسة أخرى؟
Response Option	Yes, I completed a course	نعم، لقد أكملت الدراسة
Response Option	Yes, I am doing a course now	نعم، ما زلت أدرس الآن
Response Option	No	لا
Item Conditions	ONLY SHOWS IF ACTIVITY=Employed or Seeking Employment	
Item	AL7b	AL7
Item Text	After you graduated, did you go for any further study?	بعد تخرجك إلى ذلك الوقت، هل ذهبت لدراسة أخرى؟
Response Option	Yes, I completed a course	نعم، لقد أكملت الدراسة
Response Option	Yes, I am doing a course now	نعم، ما زلت أدرس الآن
Response Option	No	لا
Item Conditions	ONLY SHOWS IF AL1=No or The respondent was working, studying and looking for a job at that time.	
Item	AL8	AL8
Item Text	Are you doing any study now?	هل أنت متطعم بأي دراسة حالياً؟
Response Option	Yes	نعم

Response Option	Yes
Item Conditions	ONLY SHOW IF A2 is completed the course or I discontinued the course or I have changed the course and completed it or I am not undertaking further study at that time. A2/Yes, I completed a course or
Item	Active
Item Text	If you are not currently working, looking for a job or studying, what is the main activity are you currently doing?
Response Option	Children/Family Commitments
Response Option	Medical Reasons
Response Option	Personal Reasons
Response Option	Nothing Specific
Response Option	Volunteering
Response Option	National Service
Response Option	Other (OPEN)
Instruction	IF 'OTHER', RECORD VERBATIM IF NECESSARY, READ-OUT RESPONSE OPTIONS
Item Conditions	ONLY SHOW IF A2 and A2/Yes
Item	Active
Item Text	If you are not currently working, looking for a job or studying, what is the main activity are you currently doing?
Response Option	Children/Family Commitments
Response Option	Medical Reasons
Response Option	Personal Reasons
Response Option	Nothing Specific
Response Option	Volunteering
Response Option	National Service
Response Option	Other (OPEN)
Instruction	IF 'OTHER', RECORD VERBATIM IF NECESSARY, READ-OUT RESPONSE OPTIONS
Item Conditions	ONLY SHOW IF A2 and A2/Yes
Item	Active
Item Text	If you are not currently working, looking for a job or studying, what is the main activity are you currently doing?
Response Option	Children/Family Commitments
Response Option	Medical Reasons
Response Option	Personal Reasons
Response Option	Nothing Specific
Response Option	Volunteering
Response Option	National Service
Response Option	Other (OPEN)
Instruction	IF 'OTHER', RECORD VERBATIM IF NECESSARY, READ-OUT RESPONSE OPTIONS
Item Conditions	ONLY SHOW IF A2 and A2/Yes
Item	Active
Item Text	Are you planning to go for further study?
Response Option	Yes
Response Option	Maybe
Response Option	No
Item Conditions	ONLY SHOW IF A2/Yes or A2/No or A2/Yes or A2/No
Item	WFL
Item Text	Now I am going to ask you some questions about your job.
Item	WFL
Item Text	How many times have you changed employer/company between graduating about 5/6 years ago and now?
Response Option	0
Response Option	1
Response Option	2
Response Option	3
Response Option	4
Response Option	5
Response Option	More than 5
Item	WFL
Item Text	Where is your current main work location?
Response Option	Abu Dhabi
Response Option	Al Ain
Response Option	Western Region
Response Option	Other (OPEN)
Instruction	IF NECESSARY "Are you mainly working in Abu Dhabi, Al Ain or Western Region?"
Item	WFL
Item Text	What is the name of your current employer/company?
Response Option	[Open]
Instruction	IF MORE THAN ONE (EMPLOYER MENTIONED, ASK RESPONDENT TO FOCUS ON MAIN/PRIMARY EMPLOYER AND JOB) RECORD RESPONSE VERBATIM
Item	WFL
Item Text	What sector is your employer in? What would you say...
Response Option	Federal government,
Response Option	Local government,
Response Option	Semi-government,
Response Option	Private sector, or you are self-employed?
Response Option	NOT SURE
Instruction	READ-OUT RESPONSE OPTIONS, IF A PROMPT REQUIRED FOR SEMI-GOVERNMENT SAY "Partly private and partly publicly owned"
Item	WFL
Item Text	What is your current occupation?
Response Option	[OPEN]
Instruction	RECORD RESPONSE VERBATIM
Item	WFL
Item Text	What is your current monthly salary (i.e. take home pay)?
Response Option	Less than AED 5,000
Response Option	AED 5,000 - 9,999
Response Option	AED 10,000 - 14,999
Response Option	AED 15,000 - 19,999
Response Option	AED 20,000 - 24,999
Response Option	AED 25,000 - 29,999
Response Option	AED 30,000 - 34,999
Response Option	AED 35,000 - 39,999
Response Option	AED 40,000 - 44,999
Response Option	AED 45,000 - 49,999
Response Option	AED 50,000 - 54,999
Response Option	AED 55,000 - 59,999

Response Option	AED 60,000 – \$4,999	١٠٠٠٠ - ٤٩٩٩٩ درهم
Response Option	AED 60,000 – \$8,999	١٠٠٠٠ - ٨٩٩٩٩ درهم
Response Option	AED 70,000 or more	١٠٠٠٠٠ درهم أو أكثر
Response Option	No salary	لا يوجد راتب
Response Option	Refused to respond	رفض الإجابة

Item	W17	W17
Item Text	Thinking about your current job, would you say you are...	بالنسبة لـ فصلك الحالي ، هل تقول... كذلك ...
Response Option	satisfied	راضي
Response Option	dissatisfied	غير راضي
Response Option	NOT SURE	غير متأكد
Instruction	READ-OUT FIRST TWO RESPONSE OPTIONS	اقرأ أول خيارين من خيارات الإجابة

Item	W18	W18
Item Text	Why are you dissatisfied?	لماذا أنت غير راضي؟
Response Option	Low job status	مستوى وظيفي منخفض
Response Option	Low salary	راتب أقل
Response Option	Long working hours	ساعات العمل الطويلة
Response Option	Work location (far from where I live)	مواقع العمل البعيدة عن المكان الذي أعمل فيه
Response Option	Poor career prospects	عدم وجود إيجابيات الوظيفي المستقبل
Response Option	No training or development	لا يوجد تدريب أو تطوير
Response Option	Uncomfortable work environment	بيئة عمل غير مريحة
Response Option	Job required different major or specialisation	تطلب الوظيفة تخصصات مختلفة
Response Option	No promotion	لا توجد ترقية
Response Option	Heavy work load	مهام شاقة
Response Option	The position requires lower qualifications	يتطلب المنصب مؤهلات أقل
Response Option	Routine job	أعمال روتينية (إدارية)
Response Option	Does not take previous experience into consideration	لا تأخذ بعين الاعتبار الخبرة السابقة
Response Option	OPEN	[مفتوح]
Instruction	MARK ALL THAT APPLY IF NECESSARY ASK RESPONDENT TO FOCUS ON MAIN REASON FOR DISSATISFACTION	يُسمح بالإجابة المتعددة * إذا لزم الأمر، تطلب من المتدرب التركيز على السبب الرئيسي لعدم الرضا.
Item Conditions	ONLY SHOWS IF W17=dissatisfied	

Item	W19	W19
Item Text	Thinking about your current job, would you say your study at (INSTITUTION NAME) was...	بالنسبة لـ فصلك الحالي ، هل تقول أن دراستك في (اسم المؤسسة) ... كذلك ...
Response Option	relevant	ذات الصلة
Response Option	not relevant	غير ذات صلة
Response Option	NOT SURE	غير متأكد
Instruction	READ-OUT FIRST TWO RESPONSE OPTIONS	اقرأ أول خيارين من خيارات الإجابة

Item	W110	W110
Item Text	Thinking about your current job, did your higher education experience at (INSTITUTION NAME) prepare you well or help you progress in your career aspirations?	بالنسبة لـ فصلك الحالي ، هل إعدادك في (اسم المؤسسة) أمدك بشكل جيد أو ساعدك على التطور في تعليمك وأهدافك الوظيفية؟
Response Option	very well	أبعد بشكل ممتاز
Response Option	Quite well	بشكل جيد
Response Option	Not well	لا ليس جيد
Response Option	NOT SURE	غير متأكد
Instruction	READ-OUT FIRST THREE RESPONSE OPTIONS	اقرأ أول ثلاث خيارات الإجابة

Item	W110_31	W110_31
Item Text	Now I am going to ask you some questions about job seeking.	الآن سأقوم بطرح بعض الأسئلة عن البحث عن عمل.

Item	W11	W11
Item Text	Are you having difficulty finding a job?	هل تواجه صعوبة في العثور على عمل؟
Response Option	Yes	نعم
Response Option	No	لا

Item	W12	W12
Item Text	How many jobs have you applied for?	كم عدد الوظائف التي قد تقدمت لها؟
Response Option	0	0
Response Option	1 - 4	1 - 4
Response Option	5 - 9	5 - 9
Response Option	10 - 19	20 - 19
Response Option	20 or more	20 or more

Item	W13	W13
Item Text	How many interviews have you had?	كم عدد المقابلات التي أجريتها؟
Response Option	0	0
Response Option	1 - 4	1 - 4
Response Option	5 - 9	5 - 9
Response Option	10 - 19	20 - 19
Response Option	20 or more	20 or more

Item	W14	W14
Item Text	Have you been offered any jobs?	هل تم عرض أي وظيفة عليك؟
Response Option	Yes	نعم
Response Option	No	لا

Item	W15	W15
Item Text	Why didn't you take the job offer?	لماذا لم تقبل الوظيفة التي عرضت عليك؟
Response Option	Low job status	مستوى وظيفي منخفض
Response Option	Low salary	راتب أقل
Response Option	Routine job	أعمال روتينية (إدارية)
Response Option	Long working hours	ساعات العمل الطويلة
Response Option	Work location (far from where I live)	مواقع العمل البعيدة عن المكان الذي أعمل فيه
Response Option	No training or development	لا يوجد تدريب أو تطوير
Response Option	Uncomfortable work environment	بيئة عمل غير مريحة
Response Option	Job required different major or specialisation	تطلب الوظيفة تخصصات مختلفة
Response Option	No promotion	لا توجد ترقية
Response Option	Heavy work load	مهام شاقة
Response Option	The position requires lower qualifications	يتطلب المنصب مؤهلات أقل
Response Option	Does not take previous experience into consideration	لا تأخذ بعين الاعتبار الخبرة السابقة
Response Option	OPEN	[مفتوح]
Instruction	MARK ALL THAT APPLY IF NECESSARY ASK RESPONDENT TO FOCUS ON MAIN REASON FOR NOT TAKING THE JOB	يُسمح بالإجابة المتعددة * إذا لزم الأمر، تطلب من المتدرب التركيز على السبب الرئيسي لعدم أخذ العمل.
Item Conditions	ONLY SHOWN IF W14=No	

Item	W16	W16
Item Text	I'm going to list some job-seeking strategies. Which of these strategies have you used?	سأقوم بإدراج بعض استراتيجيات البحث عن عمل، أي من الاستراتيجيات التالية استخدمت في البحث عن عمل؟ ادفع علامة على كل ما ينطبق.
Response Option	Referrals from family and friends	من خلال توصيات العائلة والأصدقاء
Response Option	Responding to job advertisements/websites (online)	الرد على إعلانات الوظائف / المواقع الإلكترونية
Response Option	Using recruitment or employment agencies	استخدام وكالات التوظيف أو العمالة
Response Option	Social networking websites, for example LinkedIn	مواقع الشبكات الاجتماعية مثل لينكدإن
Response Option	Directly contacting companies	الاتصال بالشركات مباشرة
Response Option	Student Careers Office	مكتب الشؤون الطلابية
Response Option	Twelveen Council (Jeddah Human Resources Authority)	مجلس شؤون الموظفين (جدة) (مركز)
Response Option	Career fairs	معارض الوظائف
Response Option	Other (OPEN)	أخرى [مفتوح]
Response Option	MARK ALL THAT APPLY	اقرأ جميع الخيارات التي تنطبق
Instruction	IF OTHER, RECORD VERBATIM IF NECESSARY, READ-OUT RESPONSE OPTIONS	إذا غير ذلك، سجل حرفياً إذا لزم، تطلب من المتدرب

Item	W17	W17
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Item Text	Since you are still not employed, why do you think that is?	بما أنك لا تزال من دون عمل، لماذا تعتقد بذلك؟ (أضف ملاحظة على كل ما ينطبق)
Response Option	There are currently no jobs available	لا يوجد حالياً أي وظائف متوفرة
Response Option	There are currently no jobs available in my field of study	لا يوجد حالياً أي وظائف متوفرة في مجال دراستي
Response Option	There are currently no jobs available where I live	لا يوجد حالياً أي وظائف متوفرة حيث أقيم
Response Option	There are currently no jobs available in a mixed sex environment	لا يوجد حالياً أي وظائف متوفرة في بيئة مختلطة الجنس
Response Option	There are currently no jobs available in a single sex (male or female only) environment	لا يوجد حالياً أي وظائف متوفرة في بيئة أحادي الجنس (ذكور أو أنثى فقط)
Response Option	There is too much competition for desired jobs	هناك الكثير من المنافسة على الوظائف المرغوبة
Response Option	There are jobs available, but only in entry level positions	هناك وظائف متاحة ولكن في المناصب المبتدئة فقط
Response Option	There are jobs available, but salaries are too low	هناك وظائف متاحة ولكن الراتب منخفض جداً
Response Option	I need to do more study to secure desired job	أحتاج المزيد من الدراسة لأتمكن من الحصول على الوظيفة المطلوبة
Response Option	I do not have sufficient experience in my field	أفقر خبرة كافية في مجال عملي
Response Option	There are jobs available, but none with flexible working arrangements	هناك وظائف متاحة ولكن ليس الترتيبات العمل المرنة
Response Option	Due to child care or family commitments	بسبب التزامات رعاية الأطفال أو الأسرة
Response Option	Due to medical or personal reasons	بسبب أسباب طبية أو شخصية
Response Option	Other (OPEN)	أخرى (مفتوح)
Instruction	MARK ALL THAT APPLY	علّم ملاحظة على كل ما ينطبق
Item	WPMQ_R1 (SECTION R1 ONLY) WHEN R1 IS CHANGED in the process of completing this course or changed course and still doing it or ALTH R1 has changed a course but not ALTH R1 has, I am doing a course else or ALTH R1	إذا تم ذلك، سجل الإجابة العربية
Item Text	Now I am going to ask you some questions about your study	الآن سأفرض عليك بعض الأسئلة عن دراستك
Item	R1	R1
Item Text	In which institution are you currently studying?	في أي مؤسسة تعليمية (جامعة/كلية/معهد) تدرس حالياً؟
Response Option	(AUTO COMPLETE FROM LIST OF MINISTRY ACCREDITED INSTITUTIONS PROVIDED)	(مفتوح)
Response Option	(OPEN)	محل الإجابة العربية
Instruction	RECORD RESPONSE VERBATIM	
Item	R2	R2
Item Text	What is the level of your current study?	ما هو مستوى دراستك الحالية؟
Response Option	Diploma	الدبلوم
Response Option	Master	الماستر
Response Option	Postgraduate Diploma	دبلوم الدراسات العليا
Response Option	Bachelor	البكالوريوس
Response Option	Higher Diploma	دبلوم عالي
Response Option	Diploma	دبلوم
Response Option	Certificate	شهادة
Response Option	Non-award course / short course	دورة تعليمية / دورة قصيرة
Response Option	Other (OPEN)	أخرى (مفتوح)
Item	R3	R3
Item Text	What major are you currently studying?	ما هو التخصص الذي تدرسه حالياً؟
Response Option	(OPEN)	(مفتوح)
Item	R4	R4
Item Text	Are you enrolled full time or part time?	هل أنت مسجل بدوام كامل أو بدوام جزئي؟
Response Option	Full time	دوام كامل
Response Option	Part time	دوام جزئي
Item	R5	R5
Item Text	What is your main reason for doing further study?	ما هو السبب الرئيسي الذي يدفعك للقيام بالدراسة؟ (أضف ملاحظة على كل ما ينطبق)
Response Option	To improve employment prospects	لتحسين فرص العمل
Response Option	I need further qualification for my desired job	أحتاج المزيد من التأهيل من أجل العمل الذي أريد بالحصول عليه
Response Option	I had always planned to do further study	كنت قد خططت دائماً للقيام بالدراسة من البداية
Response Option	I am interested in this area of study	أنا مهتم في هذا المجال من الدراسة
Response Option	Wanted to study a different discipline	أريد دراسة تخصص مختلف
Response Option	Enjoy studying	أستمتع بالدراسة
Response Option	Other (OPEN)	أخرى (مفتوح)
Instruction	DO NOT READ-OUT OPTIONS	لا تقرأ خيارات الإجابة
Instruction	MARK ALL THAT APPLY	علّم ملاحظة على كل ما ينطبق
Item	WPMQ_R2 (SECTION R2 ONLY) WHEN R2 IS CHANGED in the course or I have changed to another course and completed that R2 R1 has, I completed a course not R2 R1 has, I completed (change)	إذا تم ذلك، سجل الإجابة العربية
Item Text	Now I am going to ask you some questions about the study that you have completed	الآن سأفرض عليك بعض الأسئلة عن دراستك التي أكتمتها
Item	R1	R1
Item Text	In which institution did you do your study?	في أي مؤسسة تعليمية (جامعة/كلية/معهد) أكملت دراستك؟
Response Option	(AUTO COMPLETE FROM LIST OF MINISTRY ACCREDITED INSTITUTIONS PROVIDED)	(مفتوح)
Response Option	(OPEN)	محل الإجابة العربية
Instruction	RECORD RESPONSE VERBATIM	
Item	R2	R2
Item Text	What was the level of your study?	ما هو مستوى الدراسة الذي أكملته؟
Response Option	Diploma	الدبلوم
Response Option	Master	الماستر
Response Option	Postgraduate Diploma	دبلوم الدراسات العليا
Response Option	Bachelor	البكالوريوس
Response Option	Higher Diploma	دبلوم عالي
Response Option	Diploma	دبلوم
Response Option	Certificate	شهادة
Response Option	Non-award course / short course	دورة تعليمية / دورة قصيرة
Response Option	Other (OPEN)	أخرى (مفتوح)
Item	R3	R3
Item Text	What was the major of your study?	ما هو التخصص الذي درسته؟
Response Option	(OPEN)	(مفتوح)
Item	R4	R4
Item Text	Were you study full time or part time?	هل أنت مسجل بدوام كامل أو بدوام جزئي؟
Response Option	Full time	دوام كامل
Response Option	Part time	دوام جزئي
Item	R5	R5
Item Text	What was your main reason for doing further study?	ما هو السبب الرئيسي الذي يدفعك للقيام بالدراسة؟ (أضف ملاحظة على كل ما ينطبق)
Response Option	To improve employment prospects	لتحسين فرص العمل
Response Option	I need further qualification for my desired job	أحتاج المزيد من التأهيل من أجل العمل الذي أريد بالحصول عليه
Response Option	I had always planned to do further study	كنت قد خططت دائماً للقيام بالدراسة من البداية
Response Option	I am interested in this area of study	أنا مهتم في هذا المجال من الدراسة
Response Option	Wanted to study a different discipline	أريد دراسة تخصص مختلف
Response Option	Enjoy studying	أستمتع بالدراسة
Response Option	Other (OPEN)	أخرى (مفتوح)
Instruction	DO NOT READ-OUT OPTIONS	لا تقرأ خيارات الإجابة
Instruction	MARK ALL THAT APPLY	علّم ملاحظة على كل ما ينطبق
Item	WPMQ_R3 (SECTION R3 ONLY) WHEN R3 IS CHANGED in the course or I have changed to another course and completed that R3 R1 has, I completed a course not R3 R1 has, I completed (change)	إذا تم ذلك، سجل الإجابة العربية
Item Text	Now I am going to ask you some questions about further study if you go for it	الآن سأفرض عليك بعض الأسئلة عن القيام بالدراسة في حال قررت ذلك
Item	R1	R1
Item Text	In which institution do you plan to do your further study?	ما هي المؤسسة التعليمية (جامعة/كلية/معهد) التي تعتقد أنك ستذهب إليها لدراسة؟

Response Option	[AUTO-COMplete FROM LIST OF MINISTRY-ACCREDITED INSTITUTIONS PROVIDED]	
Response Option	[OPEN]	[مفتوح]
Instruction	RECORD RESPONSE VERBATIM	سجل الإجابة حرفياً
Item	E1P2	E1P2
Item Text	What would be the level of your study?	ما هو مستوى الدراسة التي ترغب في الحصول عليها؟
Response Option	Dichotomous	ثنائية
Response Option	Master	الماجستير
Response Option	Postgraduate Diploma	دبلوم الدراسات العليا
Response Option	Bachelor	البكالوريوس
Response Option	Higher Diploma	دبلوم عالي
Response Option	Diploma	دبلوم
Response Option	Certificate	شهادة
Response Option	Non-award course / short course	دورة تدريبية / دورة قصيرة
Response Option	Other [OPEN]	أخرى [مفتوح]
Item	E1P3	E1P3
Item Text	What would be the major of your study?	ما هو التخصص الذي ترغب في دراسته؟
Response Option	[OPEN]	[مفتوح]
Item	E1P4	E1P4
Item Text	Would you study full time or part time?	هل تخطط للدراسة بدوام كامل أو بدوام جزئي؟
Response Option	Full time	دوام كامل
Response Option	Part time	دوام جزئي
Item	E1P5	E1P5
Item Text	What would be your main reason for doing further study?	ما هو السبب الرئيسي الذي سيدفعك للحصول على شهادة أعلى؟ (ضع علامة على كل ما ينطبق)
Response Option	To improve employment prospects	لتحسين فرص العمل
Response Option	I need further qualification for my desired job	أحتاج تأهيل إضافي للحصول على الوظيفة التي أريد
Response Option	I had always planned to do further study	كنت قد خططت دائماً للدراسة من قبل
Response Option	I am interested in this area of study	أنا مهتم في هذا المجال من الدراسة
Response Option	Wanted to study a different discipline	أردت دراسة تخصص مختلف
Response Option	Enjoy studying	أستمتع بالدراسة
Response Option	Other [OPEN]	أخرى [مفتوح]
Response Option	DO NOT READ OUT OPTIONS	لا تقرأ خيارات الإجابة
Instruction	READ ALL THAT APPLY	قم بعلامة على كل ما ينطبق
Item	W1P2_E1	W1P2_E1
Item Text	Now I am going to ask for your retrospective assessment about your higher education experience approximately 10 years ago.	الآن سأطلب منك بعض الأسئلة عن تقييمك لتجربتك في التعليم العالي قبل 10 سنوات تقريباً.
Item	E1.1 (This item includes the following response options: Useful, somewhat useful, not useful)	E1.1 (This item includes the following response options: Useful, somewhat useful, not useful)
Item Text	If you were now to choose whether or not to do the major that you did at [INSTITUTION NAME] in 2016/17, is it about 50% likely or unlikely to be that you would do a completely different major?	إذا كنت الآن ستختار ما إذا كنت ستدرس الآن نفس التخصص الذي أكملت دراسته في [اسم المؤسسة] في العام الدراسي 2016/17، فهل هناك 50% احتمال أنك ستدرس تخصصاً مختلفاً تماماً؟
Response Option	Study at a different institution	الدراسة في مؤسسة تعليمية (جامعة/كلية) أخرى
Instruction	READ OUT FIRST TWO RESPONSE OPTIONS	اقرأ أول خيارين من خيارات الإجابة
Item	E1.2	E1.2
Item Text	Thinking about your current activity, would you say your study at [INSTITUTION NAME] was...	بالنظر إلى نشاطك الحالي، هل تقول أن دراستك في [اسم المؤسسة] كانت...
Response Option	worthwhile (i.e. worth the time and effort; beneficial)	ذات قيمة عالية (أي تستحق الوقت والجهد المبذول وذات فائدة)
Response Option	not worthwhile? (i.e. not worth the time and effort; not beneficial)	عديمة الجدوى (أي لا تستحق الوقت والجهد المبذول وذات فائدة)
Response Option	NOT SURE	غير متأكد
Instruction	READ OUT FIRST TWO RESPONSE OPTIONS	اقرأ أول خيارين من خيارات الإجابة
Item	E1.3	E1.3
Item Text	Thinking back of your program of study at [INSTITUTION NAME], are there any specific courses that would be helpful in what you are doing now (but were not included in the program)?	بالنظر إلى البرنامج الذي درست في [اسم المؤسسة]، هل توجد أي مساقات لم أستخدمها في النشاط الذي تقوم به حالياً ولكن تم تضمينها في البرنامج؟
Response Option	Yes	نعم
Response Option	No	لا
Item	E1.4	E1.4
Item Text	What are those courses that you think would be helpful to you?	ما هي المساقات التي تعتقد بأنها ستكون ذات فائدة لك؟
Response Option	[OPEN]	[مفتوح]
Instruction	RECORD RESPONSE VERBATIM	سجل الإجابة حرفياً
Item Conditions	ONLY SHOWS IF E1.3=Yes	
Item	E1.5 (This item includes the following response options: Very much, somewhat, not at all, Not sure)	E1.5 (This item includes the following response options: Very much, somewhat, not at all, Not sure)
Item Text	How much did your experience at [INSTITUTION NAME] help you develop the following skills? Should you say very much, somewhat or not at all?	إلى أي مدى ساعدتك في تطوير المهارات التالية؟ هل تقول كثيراً، إلى حد ما، أو لا كثيراً؟
Response Option	Problem-solving	مهارات حل المشكلات
Response Option	Critical and analytical thinking	مهارات التفكير الناقد والتحليل
Response Option	Information and IT literacy	الإلمام بالتقنيات الحديثة
Response Option	Writing skills	مهارات الكتابة
Response Option	Job or work related skills	المهارات المتعلقة بالعمل أو الوظيفة
Response Option	Speaking/Presenting skills	مهارات التحدث / التقديم
Response Option	Collaboration and teamwork	التعاون والعمل الجماعي
Response Option	Time management	إدارة الوقت
Instruction	IF NECESSARY, REPEAT RESPONSE OPTIONS: "Should you say very much, somewhat or not at all?"	إذا لزم الأمر، كرر خيارات الإجابة: "هل تقول كثيراً، أو إلى حد ما، أو لا كثيراً؟"
Item	E1.6	E1.6
Item Text	Would you recommend the major you completed about 10 years ago at [INSTITUTION NAME] to your friends and family?	هل توصي أصدقائك وأقربائك بتلك التخصص الذي أكملت دراسته قبل 10 سنوات تقريباً في [اسم المؤسسة]؟
Response Option	Yes	نعم
Response Option	No	لا
Item	E1.7	E1.7
Item Text	Why you would not recommend?	لماذا لا توصي بهذا التخصص؟
Response Option	[OPEN]	[مفتوح]
Instruction	RECORD RESPONSE VERBATIM	سجل الإجابة حرفياً
Item Conditions	ONLY SHOWS IF E1.6=No	
Item	E1.8	E1.8
Item Text	Would you recommend [Institution Name] to your friends and family?	هل توصي أصدقائك وأقربائك بالمؤسسة التعليمية؟ [اسم المؤسسة]؟
Response Option	Yes	نعم
Response Option	No	لا
Item	E1.9	E1.9
Item Text	Why you would not recommend?	لماذا لا توصي بهذه المؤسسة التعليمية؟
Response Option	[OPEN]	[مفتوح]
Instruction	RECORD RESPONSE VERBATIM	سجل الإجابة حرفياً
Item Conditions	ONLY SHOWS IF E1.8=No	
Item	CONCLUSION	CONCLUSION
Item Text	This is the end of the survey. Thank you for your time and for participating.	هذه هي نهاية الاستطلاع. شكرًا لك على وقتك وعلى مشاركتك.

*Note: The Graduate Destination Survey and Longitudinal Graduate Destination Survey is facilitated by the Ministry of Education. All updates are from the MoE side and EAHM has no influence regarding it.