



Undergraduate Programme Specification

2023-2024



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BACHELOR OF BUSINESS ADMINISTRATION IN INTERNATIONAL HOSPITALITY MANAGEMENT

PROGRAMME DETAILS

PROGRAMME CODE	27.BA.0836
PROGRAMME NAME	BACHELOR OF BUSINESS ADMINISTRATION IN 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	12 September 2001
First Reaccreditation	2006
Second Reaccreditation	17 March 2011
Third Reaccreditation	14 July 2015
Fourth Reaccreditation	07 March 2021
Fifth Reaccreditation	2024 (exact date to be determined)

Institute of Hospitality, UK

Initial Programme Accreditation	November 2010
First Reaccreditation	November 2015
Second Reaccreditation	November 2020
Third Reaccreditation	2025 (exact date to be determined)

International Centre of Excellence in Tourism and Hospitality Education, Australia

Initial Programme Accreditation	2010
First Reaccreditation	2015
Second Reaccreditation	December 2020
Third Reaccreditation	2025 (exact date to be determined)

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

The aim of this degree programme is to develop high quality graduates who will have an exceptional understanding of the environment in which hotel, travel and tourism management take place and the operational and strategic management applications in international hotel industry. Graduates will have highly developed professional competencies within a strong theoretical and practical framework that enable them to

undertake roles requiring creativity, knowledge, critical thinking, problem identification, and problem-solving capacities. These capacities will equip the graduates to work and positively contribute to a rapidly evolving, increasingly technological and internationally oriented hotel and tourism industry.

BBA Graduate Profile

In figure 2, we have mapped the EAHM PLO's against QFEmirates descriptors, identifying the knowledge, skill and competence that will allow them, upon completion of the BBA to study at QFEmirates level 8 & 9, for post graduate learning.

- PLO 1. Apply knowledge and skills to design and deliver hospitality services and experiences.
- PLO 2. Integrate the interdisciplinary theoretical and operational knowledge of hospitality for applied research and practice.
- PLO 3. Construct knowledge with stakeholders in an appropriate contextual framework.
- PLO 4. Evaluate individual performance within the operational framework of hospitality.
- PLO 5. Analyse and evaluate strategies for continued self-improvement.
- PLO 6. Evaluate a range of digital tools across multiple platforms.
- PLO 7. Perform effectively in culturally diverse environments.
- PLO 8. Apply skills to develop innovative and entrepreneurial solutions for hospitality.
- PLO 9. Apply sustainability best practices in the management of hospitality businesses.

BACHELOR OF BUSINESS ADMINISTRATION IN INTERNATIONAL HOSPITALITY MANAGEMENT (MAPPING AY 2023 - 2024)																					
PLO DESCRIPTION		QF LEVEL 7 Descriptor (Bachelor Programme)																			
		Knowledge					Skills					Aspects of Competance									
												Autonomy & Responsibility				Role in Context				Self Dvelopment	
		7K1	7K2	7K3	7K4	7K5	7S1	7S2	7S3	7S4	7AR1	7AR2	7AR3	7AR4	7RC1	7RC2	7RC3	7RC4	7SD1	7SD2	7SD3
PLO1	Apply knowledge and skills to design and deliver hospitality services and experiences																				
PLO2	Integrate the interdisciplinary theoretical and operational knowledge of hospitality for applied research and practice.																				
PLO3	Construct knowledge with stakeholders in an appropriate contextual framework																				
PLO4	Evaluate individual performance within the operational framework of hospitality																				
PLO5	Analyse and evaluate strategies for continued self-improvement																				
PLO6	Evaluate a range of digital tools across multiple platforms																				
PLO7	Perform effectively in culturally diverse environments.																				
PLO8	Apply skills to develop innovative and entrepreneurial solutions for hospitality																				
PLO9	Apply sustainability best practices in the management of hospitality businesses																				

Figure 1 Mapping BBA PLO's to QFEmirates

Undergraduate Completion Requirements

A student will be conferred a degree when the following conditions are fulfilled:

1. Completed the required credits:
 - a. **Prior to January 2023 intake:**
One hundred twenty-six (126) credits including Consultancy (CONS401) and Dissertation (DISS490).
 - b. **From January 2023 onwards:**

General Education courses	21 credit hours
Core Courses	81 credit hours
Minor	12 credit hours
Electives	6 credit hours
TOTAL:	120 credit hours

2. Successfully passed all the required core, general education and elective courses included in the curriculum of the programme of study.
3. Have achieved at least a Grade of C on the individual applied research project.
4. Achieved a cumulative grade point average of no less than two (2.00).
5. Not exceeded the maximum period of enrolment.
6. If the student has transferred from another tertiary institution, they must have successfully completed no less than fifty percent (50%) of the total number of credit hours required for graduation at EAHM and have their previous university approved by the Ministry of Education in the UAE.
7. The student must be in good financial standing with EAHM.
8. The student must have obtained the "Certificate of Equivalency – CoE" from the Ministry of Education for secondary or high school degree, unless graduated under a Ministry of Education curriculum from a school in the UAE.

General Education Requirements

The General Education Programme for a Bachelor's degree includes the equivalent of at least 21 credit hours of course work throughout the curriculum, that provides a broad-based education and includes at least one course in each of the following:

- a. English language;
- b. Arabic language;
- c. Islamic studies;
- d. UAE studies.

Refer to Policy 03EP03 Undergraduate Completion Requirements

PROGRAMME STRUCTURE**Undergraduate Degree Programme Sequencing*****Undergraduate Degree Programme***

BACHELOR OF BUSINESS ADMINISTRATION (By course name)									
YEAR 1			YEAR 2			YEAR 3			
SEP - TERM 1	JAN - TERM 2	APR - TERM 3	SEP - TERM 4	JAN - TERM 5	APR - TERM 6	SEP - TERM 7	JAN - TERM 8	APR - TERM 9	
Food and Beverage Business	Hospitality Accounting and Finance	UAE Studies: Hospitality and Tourism	Hotel Internship	Hospitality and Islamic Culture	Organisational Behaviour	Minor Course 1	Business Transformation Project	Hospitality Management Internship	
International Hospitality and Tourism Business	Customer Health and Wellbeing	Ethics and Law in Hospitality		Design and Communication	Entrepreneurship and Innovation	Minor Course 2	AI and Customer Experience		
Digital Marketing	English Language	People and Culture		Managerial Financial Decision	Tourism Economics	Minor Course 3	Individual Applied Research		
Sustainable Development in Hospitality	Hotel Operations	Professional and Personal Development 1		Data Analytics	Strategic Management	Minor Course 4	Professional and Personal Development 2		
		Elective 1		Language Course 1	Language Course 2	Applied Research Methods	Elective 2		
15	15	15	9	15	15	15	15	6	120

BACHELOR OF BUSINESS ADMINISTRATION (By course name)								
YEAR 1			YEAR 2			YEAR 3		
SEP - TERM 1	JAN - TERM 2	APR - TERM 3	SEP - TERM 4	JAN - TERM 5	APR - TERM 6	SEP - TERM 7	JAN - TERM 8	APR - TERM 9
PNB7106	FIN7103	UAE7103	INT7209	UAE7203	HRM7203	Minor Course 1	BUS7303	INT7306
TOU7103	CST7303	LAW7103		COM7203	MG7203	Minor Course 2	OGT7313	
MKT7203	ENG7103	HRM7103		FIN7203	TOU7203	Minor Course 3	RES7313 / RES7323	
SUS7103	HOS7106	PPD7103		QAT7203	MG7223	Minor Course 4	PPD7313	
		Elective 1		Language Course 1	Language Course 2	RES7303	Elective 2	
15	15	15	9	15	15	15	15	6
								120

Note:

- Full-time standard study mode allows students to complete programme in 3 years by taking a maximum of 15 US credits per term (any students who needs to repeat courses or on a reduced course load or start a term other than September, may graduate in up to 4 years on a full-time study load).
- If a student starts their degree in January or April, they will follow an individual programme plan and will most likely take the Undergraduate internship in the April term of the second year.
- Full-time study mode = 7 – 15 US credits; Part-Time study mode = 1 – 6 US Credits (Hotel Internship and Management Internship trimesters are considered as full-time study).

Curriculum

Course Code	Course Title	Credit Hours	*Co/Pre-Requisite
1. General Education Requirement			(21 credit hours)
ENG7103	English Language	3	
SUS7103	Sustainable Development in Hospitality	3	
UAE7103	UAE Studies: Hospitality and Tourism	3	
UAE7203	Hospitality and Islamic Culture	3	
MGT7203	Entrepreneurship and Innovation	3	
	Foreign Language(s)	6	
2. Core Requirements			(81 credit hours)
CST7103	Customer Health and Wellbeing	3	
FIN7103	Hospitality Accounting and Finance	3	
FNB7106	Food and Beverage Business	6	
HOS7106	Hotel Operations	6	
HRM7103	People and Culture	3	
LAW7103	Ethics and Law in Hospitality	3	
MKT7103	Digital Marketing	3	
TOU7103	International Hospitality and Tourism Business	3	
COM7203	Design and Communication	3	
DAT7203	Data Analytics	3	
FIN7203	Managerial Financial Decision	3	FIN7103
HRM7203	Organisational Behaviour	3	
MGT7213	Strategic Management	3	
TOU7203	Tourism Economics	3	
BUS7303	Business Transformation Project	3	
DGT7313	AI and Customer Experience	3	
RES7303	Applied Research Methods	3	
RES7313 /	Final Research Project - Dissertation	3	RES7303
RES7323	Final Research Project - Consultancy Project	3	
PPD7303	Professional and Personal Development 1	3	
PPD7313	Professional and Personal Development 2	3	
INT7209	Hotel Internship	9	PPD7103
INT7306	Hotel Management Internship	6	PPD7313
3. Minor Requirements			(12 credit hours)
Revenue Optimisation			
DGT7303	Digital Transformation	3	
FIN7303	Hospitality Real Estate & Asset Management	3	
FIN7313	Strategic Finance Management	3	
MGT7303	Entrepreneurship for SME	3	
Luxury Experience			
CST7303	Experience Economy 4.0	3	
HOS7303	Contemporary Luxury	3	
HOS7313	Hotel Design	3	
TOU7303	Regenerative Destinations	3	
4. Electives			(6 credit hours)

Students may select from a list of elective courses offered that term

N.B. Availability of courses depends on the number of students that needs to enrol to a certain course in any given trimester

General Education Programme

The General Education Programme at EAHM includes the equivalent of 21 credit hours of course work throughout the curriculum, that provides a broad-based education and includes at least one course in each of the following:

- a. English language;
- b. Arabic language;
- c. Islamic studies;
- d. UAE studies.

The main purpose of the GEP is to provide students with the fundamental knowledge, skills and competencies that students must have to successfully complete the programme. In addition, GEP courses are designed to promote strong foundation to the students and develop skills in communication, quantitative and qualitative analysis, critical thinking, and information technology and systems.

Programme Learning Outcomes

Upon completion of this **QFE Level 7** qualification (in accordance with the Qualification Framework Emirates – QFE), graduates of the EAHM BBA Programme will be able to:

PLO1	Apply knowledge and skills to design and deliver hospitality services and experiences.
PLO2	Integrate the interdisciplinary theoretical and operational knowledge of hospitality for applied research and practice.
PLO3	Construct knowledge with stakeholders in an appropriate contextual framework
PLO4	Evaluate individual performance within the operational framework of hospitality
PLO5	Analyse and evaluate strategies for continued self-improvement.
PLO6	Evaluate a range of digital tools across multiple platforms.
PLO7	Perform effectively in culturally diverse environments.
PLO8	Apply skills to develop innovative and entrepreneurial solutions for hospitality.
PLO9	Apply sustainability best practices in the management of hospitality businesses.

Progress to a Level 8 & 9 qualification in a business discipline.

Language courses:

Students are required to complete six (6) credits of language courses*. The language courses offered are Arabic, French and Spanish. Arabic language is compulsory for all students as part of their programme of study. Students fluent in Arabic language can gain exemption from the general education Arabic subject through a Challenge Test. Students achieving the minimum required score would be given exemption to the mandatory Arabic language course.

Languages Courses

Course Name	Course Code	Credit hours
Beginner's Arabic	ARB7013	3
Intermediate Arabic	ARB7023	3
Beginner's Spanish	SPN7013	3
Intermediate Spanish	SPN7023	3
Beginner's French	FRN7013	3
Intermediate French	FRN7023	3

Electives:

See list of 'indicative' electives below (all electives may not be offered) – selection will be confirmed in the Spring of 2024 by the Registry office:

BBA Indicative Electives * (selection predicted for 2023-2024)

Course Name	Course Code	Credit hours
Contemporary Issues in Hospitality and Tourism	CON7003	3
Hospitality Challenge	MGT7003	3
Sales and Communication	MKT7003	3
Integrated Resorts	TOU7003	3

**Electives selection changes on a yearly basis – above selection shows list of indicative electives (subject to change)*

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 provide 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

UNDERGRADUATE ADMISSION REQUIREMENTS

Admission Requirements

Applicants are required to contact the Admission Office in person, by phone, through the website, or via email. There is an application fee of AED 500 + 5% VAT for the BBA programme at EAHM.

Entrance Qualifications

Applicants may be admitted to the start of a programme of study if they meet the entry requirements for the programme. In general terms students will be assessed on an individual basis. Students quantitative and qualitative application documents are reviewed by the EAHM Admissions Committee on the following principles:

- There should be a reasonable expectation that anyone admitted to a programme of study will be able to fulfil the learning objectives of the programme and achieve the standard required for an award available within the programme.
- The ability to successfully complete and benefit from a programme should be the basic criterion for admission, and this is not necessarily best evidenced by the highest possible entry grades.
- In considering each individual applicant for admission to a programme of study, evidence should be sought of personal, professional and educational experiences that provide indications of ability to meet the demands of the programme.
- The procedures followed should ensure equality of opportunity for all applicants. There shall be no discrimination against any applicant in relation to age, ethnic origin, gender, marital status, nationality, or social class.
- EAHM must satisfy itself that the applicant has sufficient command of the English language to complete satisfactorily the programme of study.
- Admission of a student that is premised upon inaccurate or false statements or documents is null and void upon discovery of such fraud, and any academic credit earned by the student at EAHM is voided.
- The Admissions Committee must follow the admissions requirements as outlined in the Catalogue for the Academic Year applicable to the applicants' admittance term, or to the current Academic year if the Catalogue for future Academic Years have not been published.

Academic entry requirements

EAHM's requirements for undergraduate admission:

- Applicants must hold a recognised and official secondary school certificate
- Applicants are expected to have a CGPA of at least 2.5 on a 4.0 scale (See Catalogue for country-specific entry requirements).

Some examples of minimum requirements:

QUALIFICATION	MINIMUM REQUIREMENT
Ministry of Education (MoE) Curriculum	Advance or Elite Track: 70%
	General Track: 75%
American High School Diploma	Minimum of 18 credits or equivalent, not counting Arabic and Islamic Education with a passing grade of 60% in each subject each year 9-12
British Curriculum (IGSCE/GCSE/GCE) – O/AS/A levels	Successfully complete 5 O level subjects with minimum grade of C plus 2 AS or 1 A level minimum grade of C or higher in all subjects
IB Curriculum	Path 1: Successfully complete the IB Diploma Programme not including Islamic studies to obtain the diploma
	Path 2: Pass minimum of 6 subjects in IB Subject Certificate including Mathematics, English language and one Science subject with minimum score of 3 in each subject and 24 overall score - not including Islamic Studies
Indian Curriculum	CBSE – C-1 minimum overall 6.00 out of 10 (51-60) each year
	ISC – Minimum overall 50 each year

English language requirements:

- Applicants must have a minimum IELTS 5.5 or equivalent score on another standardised, internationally recognised test that is approved (see Catalogue for other test results accepted).

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

Undergraduate	EmSAT	TOEFL*	IELTS (Academic)
English Language Proficiency	1100	500 (173 CBT, 61 iBT)	5.5

**A TOEFL ITP score must be accompanied by a Test of Written English test score of minimum 5.0. A TOEFL ITP score can only be accepted if the test was taken at an approved AMIDEAST testing centre in the UAE and EAHM has the right to request for an alternative test score (TOEFL iBT, IELTS or EMSAT). If a student has submitted a passing EmSAT score, he/she is not required to submit any other form of English proficiency test result (as referred to in the above table).*

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.

SAT Results

If an applicant has completed an American High School Diploma, they are required to submit an SAT score of 500 in Math. The original score sheet must be sent directly to EAHM. The SAT Institution Code of EAHM is **7958**. For more information about the College Board scoring system, please refer to <https://collegereadiness.collegeboard.org/sat/scores/understanding-scores>

Age

To commence their degree programme, students should be aged eighteen (18) or above by the end of the 'academic year of entry'. EAHM will only be able to sponsor student residency visas to students who are eighteen (18) years or above.

Attestations and Certificate of Equivalency

Attestation of academic qualification is an admissions requirement which must be fulfilled prior to the commencement of the Undergraduate study programmes.

Furthermore, a Certificate of Equivalency must be obtained from the UAE Educational Authorities as a requirement for the secondary education (not applicable to students who completed their 12-year secondary education at MoE curriculum schools). The Certificate of Equivalency certifies that the students' prior academic qualification is equivalent to the UAE educational system, which allows the student to complete a degree in an accredited educational institution in the UAE (please refer to the EAHM Attestation Guideline for further information about the general process). All applicants must present their original attested educational documents to the Admissions Office. The team will take official true copies of the documents and return the originals to the students.

Undergraduate applicants must present all transcripts / score certificates with a final diploma (if applicable to curriculum) representation of the final three years of senior secondary schooling. All documents must be submitted in English (even documents received from high schools or universities in the UAE). Only the Certificate of Equivalency from the UAE Ministry of Education or Arabic/Islamic Studies test results can be presented in Arabic.

An applicant who is unable to secure the Certificate of Equivalency at the time of admission will be asked to sign a "Consent to Provide Documents" form, agreeing to secure the equivalency within three months of the commencement of the degree programme. The applicant will be permitted to start his/her studies at EAHM after signing the document.

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

UNDERGRADUATE ADMISSION DOCUMENTATION

All applicants who fulfil the eligibility conditions must process their application and submit through the EAHM website the required documents below:

1. Attested copies of Grade 10th & 12th mark sheets
2. A Statement or Certificate of Completion of secondary school.
3. Original IELTS, TOEFL, or EmSAT
4. Passport-sized photograph
5. Copy of the passport (and Residence Visa, if resident in the UAE).
6. Copy of Emirates ID

The status and details of the application will be updated by the Admissions team members. A physical application file is printed and compiled to be presented to the Admissions Committee. Any scholarship or financial aid applications should be presented along with the applicants' other application documents.

Admissions deadlines are indicated on the website and other printed materials and updated accordingly for easy access to all the concerned stakeholders.

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. The application fee for students who apply during Open Days/Evenings at EAHM will be waived (subject to Admissions Committee approval).

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

When considering candidates for Undergraduate admission, the Admissions Committee looks at the entire profile of the candidate including their academic records, work experience, extracurricular activities, test scores and recommendations. Applicants' credentials are evaluated as soon as the application form, with all relevant documentation, is received. The offer letter is normally issued within two weeks of the receipt the completed application.

How to apply?

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

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 early. Academic intakes are at the beginning of the following months:
 September, January, and April.

All applications must be submitted by the following dates:

January Intake	1 Nov
April Intake	1 Feb
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 Undergraduate admission, the Admissions Coordinator 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

Once documentation evaluated, the applicant will then be scheduled for an interview with the Programme Manager or a Faculty member. After a successful interview and positive outcome of the documents review, the Admissions Committee reviews the application.

Admissions Committee *

Dean	Dr. Frederic Bouchon
Programme Manager - UG	Dr. Bincy Baburaj
Head of Academic Services and Registry	Ms. Maureen Ferre
Director of Marketing & Enrolment (non-voting)	Ms. Daiane Lager

**The Admissions Coordinator 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 below the direct entry requirements at EAHM, yet within MoE, UAE entry requirements for Higher Education. In this case, candidates may 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 and being confirmed by the Admissions Committee the offer letter is sent to the applicant within two working days.

Conditional Status

Students registered under *conditional status* will need to adhere to the following:

- maximum of twelve (12) credits (four (4) courses) in the first trimester.
- meets the CGPA of 2.25 at the end of the first trimester.
- do not have any non-academic warnings on file for the first trimester of their programme of study.

Upon successfully achieving the above, the *conditional status* will be lifted by the Exam Board. The student will progress in the second trimester and will be eligible to register for fifteen (15) credits, (five (5) courses).

Students who fail to meet the requirements of their *conditional status* within the first trimester may be issued a Special Letter by the Exam Board for an approved extension of one to two additional trimester/s if mitigating circumstances or availability of courses have not permitted the student to increase their CGPA as expected.

Attestations and Certificate of Equivalency

Attestation of academic qualification is an admissions requirement which must be fulfilled prior to the commencement of the Undergraduate study programmes.

Furthermore, a Certificate of Equivalency must be obtained from the UAE Educational Authorities as a requirement for all secondary education (not applicable to students who completed their 12-year secondary education at MoE curriculum schools). The Certificate of Equivalency certifies that the students' prior academic qualification is equivalent to the UAE educational system, which allows the student to complete a degree in an accredited educational institution in the UAE (please refer to the EAHM Attestation Guideline for further information about the general process). All applicants must present their original attested educational documents to the Admissions Office. The team will take official true copies of the documents and return the originals to the students.

Undergraduate applicants must present all transcripts / score certificates with a final diploma (if applicable to curriculum) representation of the final three years of senior secondary schooling. All documents must be submitted in English (even documents received from high schools or universities in the UAE). Only the Certificate of Equivalency from the UAE Ministry of Education or Arabic/Islamic Studies test results can be presented in Arabic.

An applicant who is unable to secure the Certificate of Equivalency at the time of admission will be asked to sign a "Consent to Provide Documents" form, agreeing to secure the equivalency within **three months** of the commencement of the degree programme. The applicant will be permitted to begin his/her studies at EAHM after signing the document.

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

Refer to 06ST01 Undergraduate Admissions

Transfer Credits

EAHM recognises academic credits earned at other 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 Undergraduate programme applicant must have achieved a cumulative grade point average of 2.00 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 50% of the total number of credits at EAHM may be awarded based on prior academic study and no credits can be awarded for the Individual Applied Research Projects (RES7313 – Final Dissertation or RES7323 – Final Consultancy Project courses). 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 C (2.0 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 which 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.



Legend

- | | |
|--|----------------------------------|
| 2. Main Entrance | A. Welcome centre |
| 3. Security/Logging gate | B. Barza (Student lounge) |
| 4. EAHM Main Reception | C. Gym |
| 5. Auditorium | D. Mini Mart |
| 6. ICON restaurant | E. Prayer room |
| 7. Cafeteria | F. Attibassi Café |
| 8. Conservatory | G. Swimming pool |
| 9. Academic Suite & Library | H. Tennis court |
| 10. EAHM Reception phase 2 | I. Multi-sports court |
| 11. Student Accommodation (F-block) | J. Innovation Hub |
| 12. 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.

Coursework

As part of the assessment process students may be required to submit course work. Course work may include mid-term tests. All course work must be submitted as per the instructions given on the assignment and in the course syllabus.

Undergraduate Research Project

In the final trimester of their programme, students who joined EAHM prior to January 2023 must complete their Dissertation. For students who joined in January 2023 must complete their Research Project (either Dissertation or Consultancy Project). The students will be given one (1) trimester to complete the Research Project/Dissertation.

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 complete form and send the request to the Research Project/Dissertation Coordinator, the

Programme Manager and Registrar. The change will be examined by the Research Project/Dissertation Coordinator and Programme Manager/Dean. 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 Project/Dissertation 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.

Reference to 03EP09 Dissertation Supervision and Examination

- a. Research Project/Dissertation extension requests should be made to the supervisor who will make a recommendation to the programme manager and will be reviewed and approved on a case-to-case basis. Once the extension request has been approved, students must complete and submit their Research Project/Dissertation within one year after officially registering for the Research Project/Dissertation.
- b. Any request for a change of Supervisor must be made by following the process outlined in 03EP09 Dissertation Supervision and Examination.

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)

Course Tests

Tests that take place within the Trimester shall be planned during the scheduled time and day of the class as designated on the official timetable, or during specifically timetabled examination periods, as included in the Academic Calendar.

A student can request to be absent from an announced test based on mitigating circumstances (such as illness or death in the immediate family). The student shall submit the proof of his / her mitigating circumstances in writing to the Registrar and Instructor within seven (7) days of missing the test. If the student's request is accepted, the course Instructor shall arrange for a make- up test for the student before the start of the final examinations. A student who is absent from an announced test (without any acceptable excuse) will receive a grade of zero (0) for the test.

Final Examinations

Examination Regulations

- Reminder: Mobile phones and/or any unauthorized electronic devices are strictly forbidden in the examination site.
- The first ten (10) minutes are designated as reading time. Students should not write during this period.
- During the first ten (10) minutes, a relevant member of faculty will be present to address any ambiguities that may exist in the examination.

- Calculators and other stationary supplies, if required, will be provided by the invigilator(s).
- No notes or concealed messages are allowed in the room.
- Once the reading of instructions is completed and the examination is started, no students will be allowed to enter the examination site.
- Students will not be allowed to leave the examination site during the first thirty (30) minutes or during the last fifteen (15) minutes.
- If the fire alarm sounds, this should be initially ignored. However, if it sounds for a second time, evacuation of the building will proceed, and all the examination materials will be left behind. This will be coordinated by the examination invigilators

Every student is expected to review the examination guideline document for further details prior to the exam.

Reading Time

This is the first ten (10) minutes of the exam. Students may ask course related questions to their course tutor during this time. The time does not count towards the length of the exam.

Mitigating Circumstances

Should a student miss the final examination of any course, the student is required to submit proof of mitigating circumstances to be allowed to take a substitute examination during the re-sit examination period. Proof of mitigating circumstances must be submitted within three (3) working days of the exam date. Medical certificates may be subject to verification from the local health authorities. Other acceptable forms of mitigating circumstances may include police reports and letters from parents or sponsors. The decision to accept or reject mitigating circumstances will be made by the Examination Board.

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 EAHM'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 coursed-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.

Assessments Feedback

EAHM will provide appropriate feedback on all students' work. This can take the form of written feedback or oral communication between the faculty and the student.

An examination consultation week will be scheduled during the first week of the succeeding Trimester. Students who wish to receive feedback on their examination should make an appointment to see the relevant member of faculty.

Should the student wish to appeal the marks, the student should follow the grade appeal procedure. In this meeting they will be shown their examination paper and the member of faculty will comment on their overall performance. This meeting is a learning event and it is not an opportunity to negotiate over grades.

Refer to Policy 03EP11 Grading and Assessment
03EP12 Examinations

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.

- **Graduate 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 Graduate 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.

- **SCM** – Student Council Management Meetings (*SCM*) are to 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

Course Code	Course Name	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	PLO 6	PLO 7	PLO 8	PLO 9
General Education 15 credits	Language 1									
	Language 2									
	UAE Studies : Hospitality & Tourism									
	English language									
	Hospitality and Islamic Culture									
Business Management Subjects 36 credits	Entrepreneurship and Innovation									
	Sustainable Development in Hospitality									
	Organizational Behaviour									
	Applied Research Methods									
	Strategic Management									
	Digital Marketing									
	People and Culture									
	Managerial Financial Decision									
	Data Analytics									
	Ethics and Law in Hospitality									
	Business Transformation Project									
	Research Project									
Hospitality Management Subjects 36 credits	Hotel Operations - 6 credits									
	Professional and Personal Development - 2									
	International Hospitality and Tourism Business									
	Tourism Economics									
	Professional and Personal Development – 1									
	Hospitality Accounting and Finance									
	Food & Beverage Business - 6 credits									
	Customer Health and Wellbeing									
	Design and Communication									
	AI & Customer Experience									
Minor Revenue Optimization 12 Credits	Entrepreneurship for SME									
	Hospitality Real Estate & Asset Management									
	Strategic Finance Management									
	Digital Transformation									
Minor 2 Luxury Experiences 12 Credits	Hotel Design									
	Contemporary Luxury									
	Regenerative Destinations									
	Experience Economy & B									
Internship 15 Credits	Hotel Management Internship									
	Hotel Internship									
Electives 6 Credits from a choice of 12 Credits	Sales and Communication									
	Integrated Resorts									
	Contemporary Issues in Hospitality and Tourism									
	Hospitality Challenge									

Figure 2 Course Mapping to PLOs

Figure 3 CLOs to PLOs Mapping

Course Name	Course Learning Outcome		PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	PLO 6	PLO 7	PLO 8	PLO 9
Language 1	CLO1	1. Apply correct grammar in greeting customers.									
	CLO2	2. Use appropriate vocabulary in a hospitality context.									
	CLO3	3. Demonstrate appropriate oral and writing skills in hospitality scenarios.									
Language 2	CLO1	1. Demonstrate appropriate conversational skills.									
	CLO2	2. Use appropriate business communication skills.									
	CLO3	3. Demonstrate appropriate comprehension of oral and visual material in hospitality contexts.									
UAE Studies : Hospitality and Tourism	CLO1	1. Explain the historical, cultural, social, and economic factors that have influenced the development of the hospitality and tourism industry in the UAE.									
	CLO2	2. Indicate different national plans in the UAE and how hospitality and tourism in the UAE has been structured.									
	CLO3	3. Identify the role of hospitality and tourism in the national development and its impact on society and in representing the UAE globally.									
Entrepreneurship and Innovation	CLO1	1. Differentiate between the concepts of innovation and entrepreneurship based on theoretical frameworks.									
	CLO2	2. Assess entrepreneurial ideas/ventures and viable opportunities in the hospitality business.									
	CLO3	3. Use innovation-based management tools and techniques to assess a hospitality business.									
Sustainable Development in Hospitality	CLO1	1. Identify the key concepts of sustainable development and how these concepts relate to the hospitality and tourism industry.									
	CLO2	2. Discuss sustainable practices and how they are expressed in the hospitality business.									
	CLO3	3. Identify consumers' expectations in relation to sustainability and the hospitality industry's response.									
	CLO4	4. Understand the implications of sustainable development practices in the hospitality industry in the UAE.									
Hospitality and Islamic Culture	CLO1	1. Describe the Islamic concept of hospitality and its practical application in the hospitality throughout the ages up to the current hospitality industry.									
	CLO2	2. Differentiate the challenges and opportunities of cross-cultural communication in the hospitality industry, with a focus on understanding and respecting cultural differences.									
	CLO3	3. Apply the principles of Islamic culture to real-life case studies and scenarios from the hospitality industry.									
English language	CLO1	1. Develop skills needed for effective writing.									
	CLO2	2. Acknowledge and discuss the different types of academic writing styles.									
	CLO3	3. Implement oral presentation skills.									
	CLO4	4. Integrate academic information sources into a variety of writing.									
Organizational Behaviour	CLO1	1. Discuss the development organizational behaviour theory explaining the micro and macro approaches.									
	CLO2	2. Differentiate between different models used to explain organizational behavior.									
	CLO3	3. Discuss the formation and development of work teams and how these can impact and influence decision making.									
	CLO4	4. Identify issues affecting organizational structure and change.									
Applied Research Methods	CLO1	1. Identify a research gap in the field of hospitality and develop a research question.									
	CLO2	2. Justify the selection and implementation of an appropriate research method.									
	CLO3	3. Evaluate and synthesize relevant literature related to the research topic.									
	CLO4	4. Develop and present a research proposal.									
Strategic Management	CLO1	1. Identify techniques and tools of strategy that are of relevance to the hospitality industry.									
	CLO2	2. Discuss strategic management processes relevant to international and local hospitality contexts.									
	CLO3	3. Apply a strategic analysis in order to make recommendations for hospitality professionals.									
	CLO4	4. Examine and report strategic issues using appropriate communication methods.									
Digital Marketing	CLO1	1. Discuss the principles of digital marketing.									
	CLO2	2. Analyse the application of digital marketing strategy in hospitality.									
	CLO3	3. Differentiate between the different types of social media tools.									
	CLO4	4. evaluate trends in marketing using the concept of responsible sustainable marketing.									
Strategic Finance Management	CLO1	1. Identify key considerations that impact strategic corporate finance decisions.									
	CLO2	2. Apply financial analysis tools and techniques effectively.									
	CLO3	3. Discuss the design and implementation of a new internal control system for accounting.									
	CLO4	4. Identify best practices based on industry standards.									
People and Culture	CLO1	1. Explain the relationship between culture and people management in organizations.									
	CLO2	2. Identify appropriate human resource theories and apply to a hospitality context in the UAE.									
	CLO3	3. Discuss the way the application of people and culture knowledge can be used to solve business problems.									
Managerial Finance Decision	CLO1	1. Analyse and interpret financial data.									
	CLO2	2. Evaluate investment opportunities in the hospitality industry.									
	CLO3	3. Summarise the key financial regulations and laws that affect the hospitality industry in the UAE.									
	CLO4	4. Develop financial plans and budgets.									
Data Analytics	CLO1	1. Identify fundamental concepts and techniques used in data analytics.									
	CLO2	2. Effectively utilize analytics software.									
	CLO3	3. Evaluate data sources in order to address specific business questions or problems.									
	CLO4	4. Communicate data analysis effectively to relevant stakeholders.									

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 Mendeley's 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.
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Item	W1
-------------	-----------

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

Response Option	No
-----------------	----

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
--	------------

	Three months
--	--------------

	Four months
--	-------------

	Five months
--	-------------

	Six months
--	------------

	Seven months
--	--------------

	Eight months
--	--------------

	Nine months
--	-------------

Response Option	IF NECESSARY, READ OUT RESPONSE OPTIONS.
-----------------	--

Item Conditions	ONLY SHOWN IF A1 = Yes AND A1a = No
-----------------	--

Item	W3
-------------	-----------

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?
-----------	--

Response Option	Doctorate
-----------------	-----------

Response Option	Masters
-----------------	---------

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

Response Option	Bachelor
-----------------	----------

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

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

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
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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 Other [OPEN]
 Instruction 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.

D. Longitudinal Graduate Destination Survey*

ELEMENT	ENGLISH	Arabic
Item Text	Good morning / afternoon / evening. My name is [INTERVIEWER NAME] and I am calling from [INSTITUTION NAME/CAMPUS NAME] about a follow-up survey on the Graduate Destination Survey that we did about 2½ years ago.	صباح الخير / مساء الخير / مساء. إني هو مكالمة لاسمك من جامعة المؤسسة بالاسم في [الموقع] لدراسة التي تم إجرائها قبل عامين ونصف.
	[Pause] please speak to [NAME].	هل تستطيع التحدث مع [الاسم]؟
	[IF SPEAKING TO THE NAMED GRADUATE] This survey is an opportunity for you to express your retrospective view on the course that you completed about 2½ years ago in the academic year 2016/17. All the information you provide will help improve the quality of learning and teaching. Your information is confidential and you will not be individually identified.	إذا تحدثت مع الخريج المسمى [الاسم] هذه الاستطلاع هو فرصة لإبداء وجهة نظرك عن الدراسة التي أكملتها قبل 2½ عام ونصف تقريباً في العام الأكاديمي 2016/17. جميع المعلومات التي تشاركها معنا ستساعد على تحسين نوعية التعلم والتعليم. هذه المعلومات سبداً وأن يتم التعرف بهذه المعلومات بشكل فردي. ينبغي أن تستغرق هذه الدراسة حوالي 10 دقيقة لإكمالها.
	The survey should take around 10 minutes to complete.	
CRFI Item	INTRO1	INTRO1
CRFI Text	Can you help with this important study?	هل تستطيع المساعدة في هذه الدراسة الهامة؟
CRFI Response	Continue	المستمر
CRFI Response	Make appointment	تأجيل موعد
CRFI Response	Refusal	الرفض
CRFI Response	Named respondent not at this number	المستجيب في الرقم غير موجود على هذا الرقم
CRFI Response	Provides alternative number	يقدم رقم بديل
CRFI Item	INTRO2a	INTRO2a
CRFI Text	Thank you, we will call again later.	شكراً، نكرر مكالمة الاتصال، في وقت لاحق.
CRFI Instruction	RECORD PASSENGER NAME AND TIME IN THE SPREADSHEET AND END CALL	قم أيضاً بتسجيل التاريخ والوقت والاسم المسمى في الجدول
Item Conditions	ONLY SHOWN IF INTRO2=Refusal	
CRFI Item	INTRO3a	INTRO3a
CRFI Text	Would you prefer to complete a short online survey instead?	هل تفضل إكمال استطلاع قصير على الإنترنت؟
CRFI Response	Yes	نعم
CRFI Response	No	لا
Item Conditions	ONLY SHOWN IF INTRO3=Refusal	
CRFI Item	INTRO3b	INTRO3b
CRFI Text	What is your email address?	ما هو عنوان بريدك الإلكتروني؟
CRFI Response	RECORD EMAIL ADDRESS IN THE SPREADSHEET IF INFORMED FROM THE ONE GIVEN	قم أيضاً بتسجيل عنوان البريد الإلكتروني وذلك من مزاينة العنوان الموضح مع المستجيب
Item Conditions	ONLY SHOWN IF INTRO3=Refusal & INTRO3b=yes	
CRFI Item	INTRO3c	INTRO3c
CRFI Text	Thank you for your time, I will send you a link to the online survey.	شكراً لك على وقتك، وسأرسل لك رابط الاستطلاع على الإنترنت.
CRFI Instruction	END CALL	إنهاء المكالمة
Item Conditions	ONLY SHOWN IF INTRO3=Refusal & INTRO3b=yes	
CRFI Item	INTRO4a	INTRO4a
CRFI Text	Would you please tell me the main reason why you do not wish to participate?	هل من الممكن أن تخبرني لأسباب رئيسية لماذا لا ترغب في المشاركة؟
CRFI Response	No comment / just hung up	لا تعليق / لا شيء
CRFI Response	Too busy	مشغول جداً
CRFI Response	Never do surveys	لا أشارك بالاستطلاعات أبداً
CRFI Response	10 minutes is too long	10 دقائق طويلة جداً
CRFI Response	Claims to have completed survey already	يدعي أنه أكمل الاستطلاع بالفعل
CRFI Response	Other (OPEN)	أخرى (مفتوح)
Item Conditions	ONLY SHOWN IF INTRO3=Refusal & INTRO3b=yes	
CRFI Item	INTRO4b	INTRO4b
CRFI Text	Thank you for your time.	شكراً لك على وقتك.
CRFI Instruction	END CALL	إنهاء المكالمة
Item Conditions	ONLY SHOWN IF INTRO3=Refusal & INTRO3b=yes	
CRFI Item	INTRO5	INTRO5
CRFI Text	I'm sorry, but we must have the wrong contact details. Thank you for your time.	أنا آسف، لكن يجب علينا أن يكون لدينا بيانات الاتصال الخاطئة. شكراً لك على وقتك.
CRFI Instruction	END CALL	إنهاء المكالمة
Item Conditions	ONLY SHOWN IF INTRO3=Refusal & INTRO3b=yes	
CRFI Item	INTRO6a	INTRO6a
CRFI Text	Thank you for providing that number and for your time.	شكراً لاستطلاع هذا الرقم ووقتك.
CRFI Instruction	RECORD ALTERNATIVE NUMBER IN THE SPREADSHEET AND END CALL.	قم أيضاً بتسجيل الرقم البديل على الجدول وانهاء المكالمة.
Item Conditions	ONLY SHOWN IF INTRO3=Refusal & INTRO3b=yes	
CRFI Item	CL1	CL1
CRFI Text	Thank you for agreeing to participate. Before we get started, we would like to update our Alumni Records and check a few details about your study. Firstly, did you graduate from [INSTITUTION NAME] in the academic year 2016/17 (i.e. about 2½ years ago)?	نشكركم على موافقتكم للمشاركة. قبل أن نبدأ، نود أن نحدث سجلنا لطلابنا الخريجين ونتحقق من بعض التفاصيل عن دراستكم. أولاً، هل أنتم من خريجي المؤسسة في العام الأكاديمي 2016/17 (أي قبل 2½ عام ونصف تقريباً)؟
CRFI Response	Yes	نعم
CRFI Response	No	لا
Item Conditions	ONLY SHOWN IF INTRO3=Continue	
CRFI Item	CL1a	CL1a
CRFI Text	Thank you for your time, but we need to speak with graduates from [INSTITUTION NAME].	شكراً لك على وقتك، لكننا بحاجة للتحدث مع الخريجين من جامعة المؤسسة.
CRFI Instruction	END CALL	إنهاء المكالمة
Item Conditions	ONLY SHOWN IF CL1a=yes	
CRFI Item	CL1/CL1a	CL1/CL1a
Item Text	What is the best mobile number and email address to contact you, if necessary?	ما هو أفضل رقم هاتف متحرك وبريد إلكتروني يمكنك استخدامه للتواصل معنا عند الحاجة؟
Response Option	RECORD MOBILE NUMBER	سجل رقم الهاتف المتحرك
Response Option	RECORD EMAIL ADDRESS	سجل عنوان البريد الإلكتروني
CRFI Item	CL2	CL2
CRFI Text	Did you complete JCU's (or STU's) in the academic year 2016/17 (i.e. about 2½ years ago)?	هل أكملت دراستك لتسويق (مستوى) المؤسسة في العام الأكاديمي 2016/17 (أي قبل 2½ عام ونصف تقريباً)؟
CRFI Response	Yes	نعم
CRFI Response	No	لا
CRFI Item	CL3a	CL3a
CRFI Text	What was the level of your study?	ما هو مستوى دراستك؟
Response Option	Declaration	الإعلان
Response Option	Masters	الماستر
Response Option	Graduate Diploma	الدبلوم الجامعي
Response Option	Bachelor	البكالوريوس
Response Option	Higher Diploma	الدبلوم العالي
Response Option	Diploma	الدبلوم
Response Option	Other (OPEN)	أخرى (مفتوح)
Item Conditions	ONLY SHOWN IF CL2=yes	
CRFI Item	CL3	CL3
CRFI Text	Did you study (MAJOR) at that time (i.e. in the academic year 2016/17)?	هل يدرست التخصص (أو) في تلك الفترة (أي في العام الأكاديمي 2016/17)؟
CRFI Response	Yes	نعم
CRFI Response	No	لا
Item Conditions	ONLY SHOWN IF CL2=yes	
CRFI Item	CL3a	CL3a
CRFI Text	What did you study?	ما هو التخصص الذي درسته؟
CRFI Response	OPEN	(مفتوح)
Item Conditions	ONLY SHOWN IF CL3=yes	

Q21 Item	INTRO1	INTRO1
Q21 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 Q21=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?"	
Item Conditions	ONLY SHOWS IF Q21=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 إلى المنظمة 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 الوضعية (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 AL3=No Or AL3=Yes Or AL6=No or AL6=Yes	
Item	AL7a	AL7
Item Text	After you graduated, did you go for further study?	بعد تخرجك هل قمت بالدراسة أو بمتابعة الدراسة؟
Response Option	Yes, I completed a course	نعم، لقد أكملت دورة
Response Option	Yes, I am doing a course now	نعم، أنا 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 هل قمت بالدراسة أو بمتابعة الدراسة بأي دراسة أخرى؟
Response Option	Yes, I completed a course	نعم، لقد أكملت دورة
Response Option	Yes, I am doing a course now	نعم، أنا أدرس الآن
Response Option	No	لا
Item Conditions	ONLY SHOWS IF AL3=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

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Response Option	AED 60,000 – \$4,999	٦٠٠٠٠ - ٤٩٩٩٠ درهم
Response Option	AED 60,000 – \$8,999	٦٠٠٠٠ - ٨٩٩٩٠ درهم
Response Option	AED 70,000 or more	٧٠٠٠٠ 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 آفاق وظيفية مستقبلية
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	توقعات العمل
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 ONLY SHOWS IF W17=dissatisfied	إشعار الإجابة المتعدد إذا لزم الأمر، تطلب من المتدرب التركيز على السبب الرئيسي لعدم الرضا *
Item Conditions		

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... أدراكك في (اسم المؤسسة)...
Response Option	relevant	ذات الصلة
Response Option	not relevant	ليس لها 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 to help you progress in your career aspirations?	بالنسبة لـ فصلك الحالي ، هل إعدادك في (اسم المؤسسة) أعدهك بشكل جيد أو مساعدتك على التطور في تطلعاتك 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	10 - 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	10 - 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	توقعات العمل
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 ONLY SHOWS IF W14=No	إشعار الإجابة المتعدد إذا لزم الأمر، تطلب من المتدرب التركيز على السبب الرئيسي لعدم القبول *
Item Conditions		

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؟ يرجى ملأها 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 (AS-Human Resource Authority)	مجلس أبوظبي للتوظيف (مجلس الموارد البشرية)
Response Option	Career fairs	معارض الوظائف
Response Option	Other (OPEN)	أخرى [مفتوح]
Response Option	MARK ALL THAT APPLY IF OTHER, RECORD VERBATIM IF NECESSARY, READ-OUT RESPONSE OPTIONS	اقرأ أول خيارين من الخيارات إذا لزم الأمر، سجل حرفياً
Item Conditions		

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؟ (إمضو علامة 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 الأجور منخفضة 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 علامة على كل ما ينطبق
Item	WPMQ_FL1 (SECTION FL1 ONLY) WHEN IF AVAILABLE in the process of completing this course or through course and still doing it or ALTH FL1, I am doing a course here or ALTH FL1, I am doing a course elsewhere (OPTIONAL)	لا أتم ذلك، سأتدرّس لإكمال البرنامج
Item Text	Now I am going to ask you some questions about your study	الآن سأطرح عليك بعض الأسئلة عن دراستك
Item	FL1	FL1
Item Text	In which institution are you currently studying?	في أي مؤسسة تعليمية (مدرسة/كلية/معهد) أنت 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	FL2	FL2
Item Text	What is the level of your current study?	ما هو مستوى دراستك الحالية؟
Response Option	Diploma	دبلوم
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	FL3	FL3
Item Text	What major are you currently studying?	ما هو التخصص الذي تدرسه حالياً؟
Response Option	(OPEN)	(مفتوح)
Item	FL4	FL4
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	FL5	FL5
Item Text	What is your main reason for doing further study?	ما هو السبب الرئيسي الذي يدفعك للقيام بالدراسة؟ (إمضو 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 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	أردت 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 علامة على كل ما ينطبق
Item	WPMQ_FL2 (SECTION FL2 ONLY) WHEN IF AVAILABLE in the process of completing this course or through course and completed this FL2 FL1, I completed a course at FL2 FL1, I completed a course elsewhere (OPTIONAL)	لا أتم ذلك، سأتدرّس لإكمال البرنامج
Item Text	Now I am going to ask you some questions about the study that you have completed	الآن سأطرح عليك بعض الأسئلة عن دراستك التي أكتمتها
Item	FL2	FL2
Item Text	In which institution did you do your study?	في أي مؤسسة تعليمية (مدرسة/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	FL2	FL2
Item Text	What was the level of your study?	ما هو مستوى الدراسة الذي أكملته؟
Response Option	Diploma	دبلوم
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	FL3	FL3
Item Text	What was the major of your study?	ما هو التخصص الذي درسته؟
Response Option	(OPEN)	(مفتوح)
Item	FL4	FL4
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	FL5	FL5
Item Text	What was your main reason for doing further study?	ما هو السبب الرئيسي الذي يدفعك للقيام بالدراسة؟ (إمضو 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 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	أردت 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 علامة على كل ما ينطبق
Item	WPMQ_FL3 (SECTION FL3 ONLY) WHEN IF AVAILABLE in the process of completing this course or through course and completed this FL3 FL2, I completed a course at FL3 FL2, I completed a course elsewhere (OPTIONAL)	لا أتم ذلك، سأتدرّس لإكمال البرنامج
Item Text	Now I am going to ask you some questions about further study if you go for it	الآن سأطرح عليك بعض الأسئلة عن القيام بالدراسة في حال قررت ذلك
Item	FL3	FL3
Item Text	In which institution do you plan to do your further study?	ما هي المؤسسة التعليمية (مدرسة/كلية/معهد) التي تعتقد أنك ستكمل دراستك؟

Response Option	[AUTO-COMplete FROM LIST OF MINISTRY-ACCREDITED INSTITUTIONS PROVIDED]	
Response Option	[OPEN]	
Instruction	RECORD RESPONSE VERBATIM	
Item:	E1P2	E1P2
Item Text	What would be the level of your study?	
Response Option	Diploma	
Response Option	Master	
Response Option	Postgraduate Diploma	
Response Option	Bachelor	
Response Option	Higher Diploma	
Response Option	Diploma	
Response Option	Certificate	
Response Option	Non-award course / short course	
Response Option	Other [OPEN]	
Item:	E1P3	E1P3
Item Text	What would be the major of your study?	
Response Option	[OPEN]	
Item:	E1P4	E1P4
Item Text	Would you study full time or part time?	
Response Option	Full time	
Response Option	Part time	
Item:	E1P5	E1P5
Item Text	What would be your main reason for doing further study?	
Response Option	To improve employment prospects	
Response Option	I need further qualification for my desired job	
Response Option	I had always planned to do further study	
Response Option	I am interested in this area of study	
Response Option	Wanted to study a different discipline	
Response Option	Enjoy studying	
Response Option	Other [OPEN]	
Instruction	DO NOT READ OUT OPTIONS	
Instruction	WRITE ALL THAT APPLY	
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.	
Item:	E1.1 (THIS ITEM INCLUDES THE FOLLOWING RESPONSE OPTIONS: Levels, unlikely, less worthwhile)	E1.1 (THIS ITEM INCLUDES THE FOLLOWING RESPONSE OPTIONS: Levels, unlikely, less worthwhile)
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 30% more likely or unlikely to it that you would do a completely different major?	
Response Option	Study at a different institution	
Instruction	READ OUT FIRST TWO RESPONSE OPTIONS	
Item:	E1.2	E1.2
Item Text	Thinking about your current activity, would you say your study at [INSTITUTION NAME] was...	
Response Option	worthwhile (i.e. worth the time and effort; beneficial)	
Response Option	not worthwhile? (i.e. not worth the time and effort; not beneficial)	
Response Option	NOT SURE	
Instruction	READ OUT FIRST TWO RESPONSE OPTIONS	
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?	
Response Option	Yes	
Response Option	No	
Item:	E1.4	E1.4
Item Text	What are those courses that you think would be helpful to you?	
Response Option	[OPEN]	
Instruction	RECORD RESPONSE VERBATIM	
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 at all)	E1.5 (THIS ITEM INCLUDES THE FOLLOWING RESPONSE OPTIONS: Very much, somewhat, not at all, Not at all)
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?	
Response Option	Problem-solving	
Response Option	Critical and analytical thinking	
Response Option	Information and IT literacy	
Response Option	Writing skills	
Response Option	Job or work related skills	
Response Option	Speaking / Presenting skills	
Response Option	Collaboration and teamwork	
Response Option	Time management	
Instruction	IF NECESSARY, REPEAT RESPONSE OPTIONS: "Should you say very much, somewhat or not at all?"	
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?	
Response Option	Yes	
Response Option	No	
Item:	E1.7	E1.7
Item Text	Why you would not recommend?	
Response Option	[OPEN]	
Instruction	RECORD RESPONSE VERBATIM	
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?	
Response Option	Yes	
Response Option	No	
Item:	E1.9	E1.9
Item Text	Why you would not recommend?	
Response Option	[OPEN]	
Instruction	RECORD RESPONSE VERBATIM	
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.	

*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.

Update Log: Undergraduate Programme Specifications Documents

DATE	AMENDMENT DETAILS	Page No.
03.09.2023	<ul style="list-style-type: none"> - Updated Undergraduate Completion requirements - Updated Programme Structure and Curriculum - Updated venue capacity - Updated Methods for evaluating the quality and standards of teaching and learning - Removed focus group as an indicator of quality and standards - Updated Programme Schematics 	Pg. 7 Pg. 8-11 Pg. 21 Pg. 24-28 Pg. 28-29 Pg. 31-34
04.01.2024	<ul style="list-style-type: none"> - Updated Admissions Committee members - Updated Course Feedback survey form - Updated Library Graduate User survey form 	Pg. 18 Pg. 35 Pg. 36-40