

# Student Handbook

2023-2024

Version 3



**Update Log: Student Handbook**

| <b>DATE</b> | <b>AMENDMENT DETAILS</b>   | <b>Page No.</b>  |
|-------------|--|--|
| 03.09.2023  | Version 1:<br><ul style="list-style-type: none"> <li>- Academic Calendar updated</li> <li>- Added MIHM information</li> <li>- Updated Student Contract section</li> <li>- Added Full Time Faculty to Student Ratio</li> <li>- Updated Academic Integrity section</li> <li>- Updated Academic Misconduct section</li> <li>- Added the Resit/Repeat Options</li> <li>- Updated Grading System for both UG &amp; PG</li> <li>- Updated Faculty and Staff Directory</li> </ul> | Pg. 4-5<br>Pg. 8<br>Pg. 24<br>Pg. 24-25<br>Pg. 25-28<br>Pg. 28-31<br>Pg. 43<br>Pg. 45<br>Pg. 46-47 |
| 04.01.2024  | Version 2:<br><ul style="list-style-type: none"> <li>- Updated Student Council information</li> <li>- Updated Student Activities information</li> <li>- Updated Faculty and Staff Directory</li> </ul>   | Pg. 10-11<br>Pg. 11-13<br>Pg. 46-47  |
| 15.02.2024  | Version 3:<br><ul style="list-style-type: none"> <li>- Updated Spring Trimester ExamBoard date for Postgraduate Academic Calendar</li> <li>- Changed the minimum ongoing assessment grade to be eligible to re-sit exams from 50% to 40%</li> </ul>  | Pg. 6<br>Pg. 44  |

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## MESSAGE FROM THE DEAN

*Welcome to the Emirates Academy of Hospitality Management!*

The Emirates Academy of Hospitality Management (EAHM) is a leading global higher education institution specialising in Hospitality Management. It provides a unique learning environment in a fully accredited university, located in Dubai, at the heart of international tourism and innovation. For the last 20 years, the EAHM has become an internationally renowned hospitality business school, known for its innovative and industry-relevant education.

Studying at EAHM means a true immersion in the world of hospitality management, as we are proudly part of Jumeirah Hotels and Resorts. EAHM distinguishes itself by its approach to learning, preparing graduates with capabilities for a rewarding professional and personal life. The programmes offered at EAHM introduce students to a learning experience focusing on the reality of Hospitality Management, while studying in one of most exciting global destinations. Experiential learning defines us, and it is an approach where students are constructing their learning. The emphasis is placed on real-life situations and interactions to encourage creativity and innovation and becoming an actor in the development of a leisure and tourism economy at local and international levels.

Mixing a customized approach to learning with a diverse student population provides opportunities to be immersed in a truly global life on campus. Teamwork and diversity are essential words in the field of hospitality and tourism. Indeed, you will meet and study with students from more than 50 nationalities on campus, while the academic team represents more than ten countries. Being in a sophisticated tourism destination, students are also exposed to a highly refined set of companies, and the constant interaction with industry, on campus, through projects and working in the companies, provide multiple opportunities to learn through real-life experience. The campus life remains friendly and safe, learning in a boutique and resort style of university. Each student is assisted by personal tutors, and the campus offers conducive learning and recreational facilities. Dubai is one of the safest cities globally with virtually unlimited options for entertainment; you will be ensured of a rewarding and versatile student life too!

Firmly established as a global leading hospitality management school, the quality and versatility of our academic awards provide graduates ready to take a role as global leaders in the field of hospitality and tourism. This includes a choice of careers in top-end hotels and restaurants, in the service sector such as banking, in strategic management and consultancy, as well as founding start-ups and entrepreneurial ventures in the sector. The uncompromising dedication to quality boasts an industry-leading 97% employment rate amongst recent graduates. And with thousands of alumni worldwide, you will become part of a network of sought-after #EAHMproud hoteliers.

Congratulations on choosing the Emirates Academy of Hospitality Management for your studies. We are happy to join you on your journey to a rewarding and exciting career in the international hospitality industry!



Dr. Frederic Bouchon  
Dean  
The Emirates Academy of Hospitality Management

## ACADEMIC CALENDAR 2023 – 2024

### Undergraduate

#### **First Trimester 2023**

|                           |                     |   |
|---------------------------|---------------------|---|
| 07-08 September           | Thursday - Friday   | Orientation and Introduction Week         |
| 11 September              | Monday              | Classes Begin                             |
| 11-15 September           | Monday – Friday     | Add/Drop of Courses Without Grade Penalty |
| Week 3                    | TBC                 | Certificate of Equivalency (CoE) Briefing |
| Week 4                    | TBC                 | Culture and Discovery Trip                |
| Weeks 5 & 10              | TBC                 | Leadership Series                         |
| 27 November - 03 December | Monday – Sunday     | National Day Holiday Break (TBC)          |
| 04-08 December            | Monday - Friday     | Final Examinations Week                   |
| 09 December               | Saturday            | End of the Trimester                      |
| 14 December               | Thursday            | Exam Board (Confirmation of Grades)       |
| 09-10 January             | Tuesday - Wednesday | Resit Examination (September 2023)        |

#### **Second Trimester 2024**

|                    |                      |   |
|--------------------|----------------------|---|
| 03-05 January      | Wednesday - Friday   | Orientation and Introduction Week         |
| 08 January         | Monday               | Classes Begin                             |
| 08-12 January      | Monday – Friday      | Add/Drop of Courses Without Grade Penalty |
| Week 3             | TBC                  | Certificate of Equivalency (CoE) Briefing |
| Week 4             | TBC                  | Culture and Discovery Trip                |
| Weeks 5 & 10       | TBC                  | Leadership Series                         |
| 25 March – 5 April | Monday – Friday      | UAE MoE Holiday (TBC)                     |
| 08-12 April        | Monday – Friday      | Eid Al Fitr Holiday Break                 |
| 15-19 April        | Monday – Friday      | Final Examinations Week                   |
| 20 April           | Saturday             | End of the Trimester                      |
| 25 April           | Thursday             | Exam Board (Confirmation of Grades)       |
| 01-02 May          | Wednesday – Thursday | Resit Examination (January 2024)          |

#### **Third Trimester 2024**

|                 |                      |   |
|-----------------|----------------------|---|
| 24-26 April     | Wednesday - Friday   | Orientation                               |
| 29 April        | Monday               | Classes Begin                             |
| 29 April-03 May | Monday – Friday      | Add/Drop of Courses Without Grade Penalty |
| Week 3          | TBC                  | Certificate of Equivalency (CoE) Briefing |
| Week 4          | TBC                  | Culture and Discovery Trip                |
| Weeks 5         | TBC                  | Leadership Series                         |
| 16-18 June      | Tuesday – Friday     | Eid Al Adha Holiday Break                 |
| Week 10         | TBC                  | Leadership Series                         |
| 07 July         | Sunday               | Islamic New Year (TBC)                    |
| 22-26 July      | Monday – Friday      | Final Examinations Week                   |
| 27 July         | Saturday             | End of the Trimester/Academic Year        |
| 01 August       | Thursday             | Exam Board (Confirmation of Grades)       |
| 11-12 September | Wednesday - Thursday | Resit Examination (April 2024)            |

#### **RELIGIOUS AND PUBLIC HOLIDAYS**

| <b>DATE</b>  | <b>DURATION</b> | <b>EVENT</b>                              |
|--------------|-----------------|---|
| 29 September | 1 day           | <b>Prophet Mohammad's (PBUH) Birthday</b> |
| 01 December  | 1 day           | Commemoration Day                         |
| 02 December  | 1 day           | UAE National Day                          |
| 01 January   | 1 day           | New Year's Day                            |
| 08-12 April  | 4 days          | Eid Al Fitr                               |
| 15 June      | 1 day           | Arafat Day                                |
| 16-18 June   | 3 days          | Eid Al Adha                               |
| 07 July      | 1 day           | Islamic New Year                          |

#### **NOTES:**

EAHM will officially announce any closure on a religious and/or public holiday to the students once the official confirmation has been received from the Ministry of Education (higher education section) via email and/or posted on the noticeboard/timetable. If there are any scheduled classes that cannot be delivered due to a religious holiday, the classes may be re-scheduled accordingly.

*Postgraduate*

**First Semester 2023**

|                           |                    |   |
|---------------------------|--------------------|---|
| 07-08 September           | Thursday – Friday  | Orientation Week/Arrival Week             |
| 11 September              | Monday             | Classes Begin                             |
| 11-15 September           | Monday – Friday    | Add/Drop of Courses Without Grade Penalty |
| Week 3                    | Monday – Friday    | Certificate of Equivalency (CoE) Briefing |
| 27 November – 03 December | Monday - Sunday    | National Day Holiday Break                |
| 09 December               | Saturday           | Start of Winter Break                     |
| 08 January                | Monday             | Classes Resume                            |
| 29 January – 02 February  | Monday - Friday    | Final Exam Week                           |
| 03 February               | Saturday           | End of Semester                           |
| 08 February               | Thursday           | Exam Board (Confirmation of Grades)       |
| 12-14 February            | Monday – Wednesday | Resit Exam                                |

**Second Semester 2024**

|                     |                    |   |
|---------------------|--------------------|---|
| 12-16 February      | Monday – Friday    | Orientation Week/Arrival Week             |
| 19 February         | Monday             | Classes Begin                             |
| Week 3              | Monday – Friday    | Certificate of Equivalency (CoE) Briefing |
| 25 March – 07 April | Monday – Friday    | UAE MoE Holiday (Spring Break)            |
| 08-12 April         | Monday – Friday    | Eid Al Fitr Holiday Break                 |
| 16-18 June          | Sunday – Tuesday   | Eid Al Adha Holiday Break                 |
| 01-05 July          | Monday - Friday    | Final Examinations Week                   |
| 06 July             | Saturday           | End of Semester                           |
| 11 July             | Thursday           | Exam Board (Confirmation of Grades)       |
| 2-4 September       | Monday – Wednesday | Resit Exam                                |

**Summer Semester 2024**

|                     |                 |                                     |
|---------------------|-----------------|-------------------------------------|
| 15 July – 02 August | Monday – Friday | Summer Semester                     |
| 05 September        | Thursday        | Exam Board (Confirmation of Grades) |

**RELIGIOUS AND PUBLIC HOLIDAYS**

| <b>DATE</b>  | <b>DURATION</b> | <b>EVENT</b>                       |
|--------------|-----------------|------------------------------------|
| 29 September | 1 day           | Prophet Mohammad’s (PBUH) Birthday |
| 01 December  | 1 day           | Commemoration Day                  |
| 02 December  | 1 day           | UAE National Day                   |
| 01 January   | 1 day           | New Year’s Day                     |
| 08-12 April  | 5 days          | Eid Al Fitr                        |
| 15 June      | 1 day           | Arafat Day                         |
| 16-18 June   | 3 days          | Eid Al Adha                        |
| 07 July      | 1 day           | Islamic New Year                   |

**NOTES:**

*EAHM will confirm any closure on a religious and/or public holiday to the students once the official confirmation has been received either from Jumeirah Group or the Ministry of Education (higher education section) via email and/or posted on the noticeboard/timetable. If there are any scheduled classes that cannot be delivered due to a religious holiday, the classes will be re-scheduled accordingly.*

## **THE EMIRATES ACADEMY OF HOSPITALITY MANAGEMENT (EAHM)**

### **OVERVIEW OF THE INSTITUTION'S HISTORY**

The Emirates Academy of Hospitality Management (EAHM) opened in 2001 and specialises in providing business management degrees with a hospitality focus.

Located in Dubai, a city that has become an iconic hospitality and tourism industry destination, EAHM is situated in the heart of hospitality. EAHM is owned by the world leading Jumeirah Hotel Group and located opposite sister hotel properties such as the Burj Al Arab, the world's most luxurious hotel; Madinat Jumeirah, Dubai's Arabian Five Star Resort, Wild Wadi Water Park and the multi-award-winning Jumeirah Beach Hotel.

As an integral part of the Jumeirah Group, students at EAHM are able to gain first-hand experience through internships, part-time jobs and building relationships with people in the industry. EAHM works closely with other international hotel chains, and this enables graduates to be well placed for their future careers and to be sought after by the hospitality industry.

With internationally recognised study programmes, highly respected Faculty members drawn from all over the world, state of the art infrastructure, modern facilities, strong partnerships with the hospitality industry, a strong alumni association, and the close proximity of EAHM to some of the best hotels in the world, EAHM truly is, at The Heart of Hospitality.

The Emirates Academy of Hospitality Management provides an abundance of exciting career opportunities for its graduates and is poised to become one of the world's leading hospitality management schools.

### **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.

## ACCREDITATION AND LICENSURE

*The Emirates Academy of Hospitality Management (EAHM), located in the Emirate of Dubai, is officially Licensed from 14 September 2023 to 21 August 2026 by the Ministry of Education of the United Arab Emirates (Ministerial Resolution No. 270 of 2023) to award degrees/qualifications in higher education.*

EAHM has earned Accreditation through the Commission for Academic Accreditation of the Ministry of Education, UAE for the following degrees: Bachelor of Business Administration in International Hospitality Management and Master of Business Administration in International Hospitality Management.

All programmes of study are also accredited by the Institute of Hospitality (IOH) in the United Kingdom, and THE-ICE (International Centre of Excellence in Tourism and Hospitality Education) in Australia. It is also a higher education member of the CHRIE (EuroCHRIE), and the Association to Advance Collegiate Schools of Business (AACSB).

See below summary of domestic and international accreditations and memberships:

|  |   |
|--|---|
| <b>Institutional License &amp; Programme Accreditation</b> | UAE Ministry of Education (MOE) - Commission for Academic Accreditation (CAA)   |
| <b>Programme Accreditation</b>                             | Institute of Hospitality (IOH) - Validity: November 2020 – November 2025  |
| <b>Programme Accreditation</b>                             | International Centre of Excellence in Tourism and Hospitality Education (THE-ICE) – Validity: December 2020 – December 2025 |
| <b>Member</b>  | Association to Advance Collegiate Schools of Business (AACSB)   |
| <b>Member</b>  | Association for Tourism and Leisure Education and Research (ATLAS)  |
| <b>Member</b>  | Council on Hotel, Restaurant & International Education (EuroCHRIE)  |
| <b>Member</b>  | EUHOFA International  |

## ACADEMIC PROGRAMMES

Below are the programmes offered at EAHM under the Ministry of Education, UAE accreditation (CAA) since 2010.

| <i>UG programmes</i>  | <i>Status</i>   |
|---|---|
| Associate of Arts in Business and Tourism   | Inactive (since 2010)                                       |
| Bachelor of Arts in International Tourism Management                                  | Inactive (since 2010)                                       |
| Associate of Science in International Hospitality Operations                          | Inactive (since 2014)                                       |
| Bachelor of Science (Honours) in International Hospitality Management                 | Inactive (since 2014)                                       |
| Associate of Business Administration in International Hospitality Management          | Inactive (since 2021)                                       |
| Bachelor of Business Administration (Honours) in International Hospitality Management | Active, however no longer open for new student enrollment   |
| Bachelor of Business Administration in International Hospitality Management           | Active (since 2021)   |
| <i>PG programmes</i>  | <i>Status</i>   |
| Master of Science in International Hospitality Management (MSc)                       | Inactive (since 2014)                                       |
| Master of Business Administration in International Hospitality Management (MBA)       | Active, however no longer open for new student enrollment   |
| Master of International Hospitality Management (MIHM)                                 | Active from September 2023, open for new student enrollment |

## STUDENT RIGHTS AND RESPONSIBILITIES

### Student rights

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

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

### Student Responsibilities

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

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

## STUDENT COUNCIL

The **Student Council** is the conduit between students, EAHM faculty and -management and all stakeholders. The Student Council (Board) will report directly to the Student Council Liaison(s) for financial, operational, and general day-to-day matters. The Student Council Liaison(s), in turn, have the responsibility to support all Student Council activities and efforts. The Student Council represents student body in various forums to ensure that students voices are heard, and they participate actively in decision making. The members of Student Council are elected/ selected annually by the students' body in a democratic way. The Student Council operates within the laws of the United Arab Emirates. Student council organizes and coordinate student related events and programs.

The Student Council Board consist of five (5) members:

1. President
2. Treasurer
3. Secretary
4. Event & Club Manager
5. General Board Member\*

*\* Examples of functions a General Board Member can have (yet not limited to) are: Club Manager, Student Health and Well-being Manager, Innovation Manager, Culture Manager, Sports Manager, Community Manager, Society Manager)*

Any EAHM student can nominate themselves as a Student Council member and can eventually run for a position on the Student Council Board. The Board is elected by the entire student body in Week 10, nominations start every week 8 of the trimester.

### Election Process:

- Internal elections are applicable for all the Board positions (5),
- Members willing to participate in the elections should present their candidature through a 1-minute video pitch, which will be collected in week 8.
- All active EAHM students will be invited to vote, including those on internship.
- The Acting Board (supported by the Student Council Advisor) will organize the elections.
- Results will be shared in week 11.

### Unusual cases:

The nomination and election process can sometimes have an unexpected result.

- If only one (1) to three (3) students nominate themselves for elections, they would win by default.
- If a draw occurs during the elections, a new election will be held until definitive results are obtained.

### President:

He or she will have the main responsibility of directing the meetings, ensuring a smooth transition between topics, and keeping the council in harmony. At the beginning of each year, the President has the responsibility of distributing a Student Council recap of the previous year to EAHM and to the Student Council Members. The President must also meet the Student Council Advisor at least once per two weeks to brief the Student Council Advisor regarding Student Council activities. The president oversees all focus areas of the Student Council.

### Treasurer:

He or she will have the main responsibility of managing the budget and P&L of the Student Council activities. These are reported to the Student Council, and to the Student Council Advisor and the EAHM Management.

Secretary:

The Secretary is responsible for taking minutes during the meeting, preparing an agenda, and sending out meeting requests and Student Council-related information to students and faculty.

Events and Club Affiliation Manager:

The Events and Club Affiliation Manager is responsible to develop extracurricular activities and events through the creation of student-led 'Clubs'. Based on a well underpinned rationale these Clubs should support the student life and experience on campus, meeting the Student Council responsibilities. The Club Affiliation and Development Manager is furthermore responsible for a well-functioning alignment between all student-led vehicles, and making sure that all are acting within the rules and regulation of the Academy.

General Board Member:

The General Board Member will take responsibility of an appointed focus area and may change per semester as such. The focus area and as well as the job title will be appointed by the elected Board and advisor, based on current demand, and need.

Examples of Focus areas on which the Members can act or can have a coordinating role:

1. Community Services - (Community coordinator)
2. Health and well-being - (Student health and well-being coordinator)
3. Sports - (Sports coordinator)
4. Innovation - (Innovation coordinator)
5. Culture - (Culture coordinator)

**Student Activities**

The Student Council Advisor and the Director of Operations will be the first line of contact for any proposed extracurricular activity. The Director of Operations will also be responsible for assisting Student Council Members with any financial transactions related to an event, including raising PRs, producing supporting documentation, etc. The Director of Operations is responsible for ensuring that EAHM Alumni and the entire study body and staff are invited to all relevant activities.

The Student Council has a mandate to organize student events. When an activity proposed by the Student Council is approved, the Council will assume responsibility for organising it, promoting it, and cleaning up after it, and for keeping the Director of Operations informed at all stages.

Any student, Faculty member or EAHM colleague may propose an activity by completing an Extracurricular Activity Proposal form (See Appendix A) and submitting it to the Student Council Advisor.

The Student Council is responsible for developing proposals for the following types of activities and submitting their recommendations through the Student Council Advisor for approval:

- Clubs, short courses, sports competitions or workshops on non-academic subjects like photography, chess, tai chi, etc.
- Recreational activities like sports competitions, movie nights, barbeques, etc.
- Funding-raising events or drives for charity
- Non-course-related tours or field trips

Note that any event involving publicity and/or interaction with an outside body must comply with EAHM rules and regulations regarding media relations etc. They should contact the Director of Marketing & Enrolment at EAHM for further direction.

Each proposal will be assessed on the following criteria:

- The justification provided in the proposal
- Student commitment to organizing the event
- The estimated number of students / others who will participate
- The cost implications for EAHM (although this will not disqualify a good idea)
- The feasibility and ease of implementing the idea
- The health and safety and insurance implications

Once approved, the Extracurricular Activity Proposal form will be signed by either the Student Council Advisor and the Program Manager or Dean and filed in the Student Council Advisor Office. A copy will be returned to the proposer.

The student responsible for the Club or other event/activity may be supported by other departments such as the Marketing Department and must conform to all policies and procedures as mentioned in the Student Handbook and this Policies and Procedures Handbook. If a 'Club' is made up of more than one student, a 'terms of reference' document must be produced and approved by the Student Council Liaison Committee and any publication related documents such as flyers/posters and newsletters or email invitations must be pre-approved by Student Council Advisor and/or Student Council President.

All Extracurricular Activities should be included along with Student Council related activities when Student Council presents the yearly Student Council updates in any governance related meetings or at Campus Update presentations.

## **Learning Resources Centre**

EAHM's Learning Resource Centre (LRC) aims to be a Centre of Excellence for information provision in the fields of hospitality management, travel and tourism. It offers a comprehensive collection in multiple formats, user-oriented services and up-to-date appropriate technology.

### **Mission**

The mission of the Learning Resource Centre is to:

- Deliver information and services which meet the learning, teaching and research needs of the EAHM's students and faculty;
- Make effective use of the best available technology to facilitate academic endeavors;
- Offer a space that is suitable for individual and collaborative learning and knowledge-sharing;
- Promote and stimulate academic research among Faculty and students;
- Play an active role in developing students' information literacy and lifelong learning skills.

### **Facilities**

The main library is a purpose-designed facility with an area of 360 square meters and seating for over 100 people. It provides students with an environment that is conducive to

study, with natural light, individual study carrels, study tables, computer workstations and meeting rooms for group study.

The LRC is fully integrated with EAHM's IT network. The Learning Resources Centre catalogue and a variety of electronic resources can be accessed from anywhere on campus as well as remotely from anywhere in the world via a secure single-sign on access.

### **Collections**

The Learning Resources Centre supports the teaching and learning programs of EAHM through the identification, acquisition, organization and preservation of appropriate information. Selection is the joint responsibility of teaching faculty and senior library staff. The aim is to provide access to a comprehensive body of current international literature in the EAHM's specialist curriculum areas of hospitality and tourism management, with strong supporting collections in business and management, including marketing, information technology, accounting and finance, organizational behavior, human resources, economics, as well as communications, languages, cultural heritage studies and geography, interior design, and other topics related to the evolving curricula.

The collection currently includes over 22,000 print and electronic books, videos, 80 print journal and magazine subscriptions, electronic resources, reports, government documents, and various ephemeral materials related to the hospitality and tourism industries, including a collection of menus from Jumeirah, other hotels' and students' restaurants.

### **Electronic Resources**

The LRC provides access to an ever-growing range of electronic resources in relevant subject areas, including books, journal articles, reports and conference papers, reference works like dictionaries and encyclopaedias, and company data. With these electronic resources and our print periodicals, the LRC is able to provide students with access to all the top-ranked journals in hospitality and tourism, along with many other subjects. A diverse collection of current business and management books is available in electronic form as well as access to the UN World Tourism Organization e-library. We believe that provision of relevant high-quality electronic resources encourages research and reading by students in many cases more familiar with online materials than traditional academic resources.

### **Audio-Visual Materials**

The Learning Resource Centre offers a full range of multi-media items. Audio-visual equipment is provided for in-house use of the materials.

Within the LRC is a multi-media lab equipped with:

- Heavy duty colour and black & white laser printers and copiers
- Scanning facilities
- Laminating machine
- Multi-media desktop computers
- Binding machine
- Paper cutting machine

### Information Literacy Training

All first-year students attend "information literacy" sessions which is part of the English Language course (ENG7103) and is thirty (30%) percent of the total grade. Six full sessions of two hours each are delivered in the form of information literacy classes at EAHM. These classes aim to provide the students with basic skills in locating, evaluating and presenting information for academic purposes. They are taught how to use the library resources, how to evaluate print and electronic resources (including internet resources) for academic use, how to avoid plagiarism by referencing their sources using a standard academic system and how to search electronic databases and the internet effectively. Every trimester the library also conducts campus-wide workshops on the effective use of open-access and subscription databases and academic integrity.

### LRC services

A range of services are offered through the LRC to help students find relevant information and, more importantly, help them develop the life-long information literacy skills they need to excel at their studies:

- Reference and enquiry: qualified librarians are available to answer quick queries and complex reference questions, give advice on appropriate sources, and teach students how to use the library catalogue and electronic resources;
- Library help pages: are continually updated set of webpages that contain information on using the library as well as revolving book and website reviews, lists of newly received resources, links to relevant websites, guides to using the catalogue, scanner, etc.;
- Mini-workshops and individual training sessions on online information searching, e-books, database searching, referencing;
- Library orientation sessions for each new intake of students and refresher sessions for all classes at the beginning of each year;
- Document delivery: if journal articles are not available within our paper or electronic collections, they may be ordered from the British Library or Ingenta;
- Displays of new or themed materials;
- Circulation services which includes books, magazines, laptops, chargers, audio recorders, headphones, etc.
- Lists of web resources to coincide with class projects;
- SDI (Selective Dissemination of Information) service is integral to encouraging research related activities and sharing knowledge.
- Online suggestion box on Moodle Library course page as well as [library@emiratesacademy.edu](mailto:library@emiratesacademy.edu) mailbox.

### Future directions

Our strategic plan for the future involves continuing to develop the best collections in hospitality and tourism in the region, as well as excellent core collections in business and management topics. We seek collaborative arrangements with other universities to maximize our access to resources in the most cost-effective manner. Our chief focus will always be meeting the learning and teaching needs of EAHM students and faculty subsequently we constantly seek and apply best practices in academic libraries.

|                            |                  |
|----------------------------|------------------|
| Opening hours              |                  |
| Monday to Friday           | 09.00 – 21.00hrs |
| Saturday                   | 14.00 – 18.00hrs |
| Sunday and Public Holidays | CLOSED           |

\*All timings are subject to change.

## Student Services and Facilities

### Learning Support Centre

#### ***eMada (Student Information System - SIS)***

This SISPortal provides access to online application, student transcripts, instructor and student schedules, grading, registration, course schedules and general administration for students as well as staff and faculty. The SIS is accessible on campus and off campus.

#### **Moodle**

Modular Object-Oriented Dynamic Learning Environment (Moodle), a popular open source Learning Management System (LMS). This simple, light weight platform provides an easy to use menu driven browser interface to the EAHM students, faculty and administration. Course materials and information as well as submission of assessments are facilitated through Moodle. This system is the primary source of information on EAHM announcements and events.

#### **Personal Counselling**

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

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

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

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

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

#### **Academic Counselling**

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

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

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

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

The course faculty member is the first point of contact for any course-related issues. The personal tutor is the first line of contact for general student concerns and feedback. For more complex issues or for those requiring a more in-depth approach, tutors should refer their tutees as follows:

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

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

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

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

### **Role of the Tutee**

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

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

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

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

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

### **Career Counselling**

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

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

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

### **Career Placement Services**

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

### **Prayer Rooms**

EAHM provides separate maintained Prayer Rooms for male and female members respectively located at Ground Floor, Phase 2 Building (near the Phase 2 Reception). Both the rooms are provided with ablution area, air conditioning and Holy Quran. In most cases, lectures have breaks for prayer, which is part of the regular class break.

## Recreational Facilities

The campus has comprehensive sports and leisure facilities, including a swimming pool, gym, multi-sports facility and tennis courts, which are available on campus. 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. The numerous sporting clubs and associations in Dubai offer students an opportunity to participate in a wide range of activities off campus too. This includes the sports and leisure centre at the nearby Jumeirah Beach Hotel and Madinat Jumeirah, where students receive discounted rates on sports classes.

## Residence Halls

### 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 21m<sup>2</sup> (3m x 7m) of living space, which provides single or twin occupancy. Each studio has a fully equipped 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 21m<sup>2</sup>. These newly refurbished studios consist of 33 Queen and 12 Twin studios that include 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.

## Dining Services

The clubhouse is composed of a recreation/ social area called *Barza*, the Pool Side Restaurant, "*Cioccollillys*" 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.

## Health Services

All students are required by UAE law to have medical insurance cover and a copy of the policy (in English) must be placed in the student file and submitted to the Registrar's Office along with relevant identification documents. The students should always ensure that they have their Emirates ID, Passport & UAE visa (or entry permit) available to them along with their insurance card or copy of policy. Students should contact the EAHM Student Services Centre (Registry team) to update their contact details and their insurance related information as required. A list of nearby clinics/hospitals are available in this document.

All students have an obligation to report all accidents or illnesses to EAHM Security at the earliest opportunity (call 222 from any landline; 04-3480955 security office; or security duty mobile +971 58 1002459). If a student is in class and is not feeling well or is aware that another student has fallen sick or is under distress, he/she must inform their faculty member and/or EAHM Student Services Centre immediately and/or contact EAHM Security.

Students who are aware that a fellow student has been involved in an accident or is ill and unable to attend, should likewise report the incident at the first opportunity to EAHM Student Services Centre immediately and contact EAHM Security who will contact the Director of Operations or Executive Dean accordingly.

The EAHM Security Office will contact paramedics from any of the nearby Jumeirah hotels who are on stand-by 24/7 or the relevant authorities for further medical support. The Head of Operations, Executive Dean, Student Support Officer, Head of Registry and/or assigned staff member will liaise with the relevant guardians and/or visa sponsors if required. All departments have First Aid supplies and there are a number of First Aid trained staff members on-campus. The Director of Operations and his/her team along with Security maintain a supply of required security equipment in various locations around campus, which is inspected on a regular basis by relevant authorities and external vendors.

A Health and Safety presentation and Fire Drill is conducted by the Director of Operations and his/her team during every orientation week.

All dental work in the UAE is provided by private practice and must be paid for by the student at the time of treatment.

### **Orientation**

EAHM holds Orientation Programmes at the beginning of each term, for both new and returning students.

It can be daunting moving to a new country; our Orientation Programme includes an understanding of the rich history of the UAE and its culture as well as on and off campus support for when you need it.

The programme includes an onsite welcome for those students moving into the halls of residence, as well as a campus tour and guide. The programme is designed around social activities to encourage the students to make friendships and build networks, as well as introduce the faculty and finally focus upon academic expectations.

The programme also includes presentations and introduction regarding (but not limited to) the following areas:

- Learning Resource Centre
- IT Device and Set up
- Access to LMS, SIS and Office 365, etc.

The Orientation Programme is managed by the Student Experience Team and the Student Council, and they welcome any input and suggestions from students.

## **USE OF INSTITUTIONAL FACILITIES AND ELECTRONIC RESOURCES**

### **Appropriate use**

Appropriate use of computing and networking resources include instruction, independent and classroom study, professional research, communication and official work for students, Faculty and staff. For staff, personal email and limited activities related to job seeking or personal study are also acceptable but are subject to monitoring and limitation by line managers.

### **Authorized users:**

Authorized users are currently Faculty, staff, and students (including Professional Training & Development students) of EAHM only. External visitors to the library may use designated

computers to access the internet under supervision of library staff. Same applies to the use of classrooms and all included equipment e.g., Projector, workstation, presenter, printer, etc.

A user must be specifically authorized to use a particular computing or network resource by EAHM unit responsible for operating the resource. Computer systems are protected by access controls to ensure that only authorized users have access. This access is restricted to only those capabilities that are appropriate to each user, as specified by an individual's department head.

### **Sharing of access**

Login accounts are assigned to individual users and must not be shared with others. You are responsible for any use of your own account. However, generic account can be used by multiple users but with basic access and should not be shared without an EAHM representative's approval.

### **Termination of access**

When a user changes status, terminates employment, graduates, retires or changes position, the individual's department head is responsible for notifying the IT Department of the necessary disabling and enabling of accounts. A user may not use facilities, accounts, access, privileges or information for which he/she is not authorized.

### **Unauthorized network or file access**

Users of computing and network facilities may not

- damage computer systems, for example by hacking or intentionally infecting the system with a virus
- gain unauthorized access to systems
- share passwords with other users
- deprive another user of authorized access.
- remove or install software without approval of the IT Department.
- change the configuration of systems or set-up
- use EAHM computing resources for unauthorized monitoring of electronic communications.
- use EAHM computing or network resources in connection with outside work or for the benefit of organizations not related to The Emirates Academy of Hospitality Management or Jumeirah.
- Use EAHM computing resources to communicate confidential or proprietary information, or trade secrets

### **Unauthorized use of hardware**

Users of computing and network facilities owned by the campus may not

- Move a computer
- Move a printer
- Connect or disconnect items of equipment.
- intentionally damage a computer, printer or associated equipment
- Computers that belong to classrooms should not be taken outside the class unless there is an official approval from the IT department.
- Students should not take any EAHM computer outside the campus unless it is officially loaned by the IT department.
- Connected cables should not be disconnected without advice from an IT staff.

### **Privacy (Applicable to all)**

To the greatest extent possible the EAHM IT department seeks to preserve user privacy. All records and files maintained by EAHM are confidential and remain the property of EAHM. All content residing on the system is subject to inspection by the IT Department. Personal information is subject to inspection if stored on the EAHM network/Shared folders.

EAHM reserves the right to access the contents of any messages sent over its facilities if it believes, in its sole judgment, that it has official need to do so. If for example IT administrators discover that circulation of a large file through the network by email is slowing down network transmissions generally, they will investigate until they discover the source of the file.

Unauthorized individuals are prohibited from looking at, copying, altering or destroying anyone else's files.

The ability of an unauthorized user to access a file or other information does not imply permission to do so.

### **Password policy (Applicable to all)**

- Choose a secure yet memorable password. Passwords such as "password" and "1234" should not be used. It should be something like "changeme!199".
- Avoid gibberish or bizarre character combinations. Combinations such as dfTe#2) might be hard to guess but are also very difficult to remember and are not encouraged.
- The password should be a minimum of eight characters and should include symbol, numbers and letters.
- Do not change the password too often, if passwords are changed too often users are more likely to forget them.
- Under no circumstances is a user allowed to give away their passwords to another user, including EAHM students, staff, Faculty, or any other third party.
- A password must be changed immediately if it is suspected that it has become known to others.
- Do not keep on trying a wrong password more than twice, if that happened, please refer to IT Department immediately in order to avoid accounts suspend.
- To change the password, press on (CTRL+ALT+DEL) then choose "Change password" from the list, to know the password criteria please refer to the first point.
- Users may contact the IT department if faced any challenges in changing the password.

### **Harassment (Applicable to all)**

The following constitutes computer harassment:

- Intentionally using the computer to annoy, harass, terrify, intimidate, threaten, offend, or bother another person by conveying demeaning, defaming, sexually suggestive or obscene language, pictures, or other materials.
- Intentionally using the computer to disrupt or damage the academic, research, administrative, or related pursuits of another.
- Intentionally using the computer to invade the privacy, academic or personal pursuits of another, or threatening to invade someone's privacy.

### **Copyright (Applicable to all)**

All members of EAHM community are prohibited from using, inspecting, copying, storing and redistributing copyrighted programs, CD ROMs, web-based resources or any other material in violation of UAE and international copyright, trademark or patent laws. Failure to observe copyright or license agreements may result in disciplinary action by EAHM and legal action by the copyright owner.

### **Unlicensed software / Personal software (Applicable to all)**

No software may be installed, copied or used on EAHM computer systems unless properly licensed. Installation of personal software will be subject to the IT Manager's approval and will be carried out by the IT Department only if licensed and compatible with the operating system in use.

The user will have to sign an agreement stating that the software/drivers have been installed on personal request and the IT Department will not bear any responsibility for loss, damage or the non-functionality of the device after installation.

Any damage caused to the computer due to personal software will be the sole responsibility of the user.

### **Use of licensed database resources**

The EAHM Library subscribes to a wide range of licensed electronic resources for the academic purposes of EAHM community. By the terms of the licenses, only authorized, current The Emirates Academy of Hospitality Management students and Faculty may use these resources. Login details and passwords may not be given to anyone outside EAHM. Jumeirah colleagues and EAHM Alumni may not access the licensed databases although library staff may perform searches on their behalf.

Students and Faculty must observe United Arab Emirates (UAE) and international copyright law in their use of licensed electronic resources.

### **Confidentiality (Applicable to IT staff)**

Information about The Emirates Academy of Hospitality Management network setup, IT structure, and its employees, customers, suppliers and vendors are to be kept confidential, and divulged only to individuals within the company who need and are authorized to receive such information.

If in doubt whether information should be divulged, or not discuss the situation with your manager.

Under no circumstances can any member of staff disclose or give away the EAHM administrator or local administrator passwords.

For vendors there is a separate login ID and password available to access required systems after signing the Non-Disclosure Agreement.

### **Help desk policy (Applicable to IT)**

Under normal operations, support will be given on a first come, first served basis and problems will be solved as soon as possible.

The following ranking scheme should be used to categorize priorities for assistance. During extraordinary situations, such as a natural disaster, prolonged power outage, or other disasters, contact and resolution time may be longer.

| Priority | Problem  | Contact       | Resolution |
|----------|--|---------------|------------|
| <b>A</b> | Highest importance- Mission critical systems with a direct impact on the organization,   | Immediate     | 30 minutes |
| <b>B</b> | Single user or group outage that is preventing user(s) from working (Examples: Classroom malfunction during a session, Failed OS or Hard disk, Login errors) | 10-15 minutes | 1 hour     |
| <b>C</b> | Problems that can be permanently or temporarily solved with a work around (Examples: PDA sync, PC sound problem, Printer error)                              | 30 minutes    | Same day   |
| <b>D</b> | Scheduled work (Examples: New desktop installation, office move and clean-ups, software installation, scheduled events)                                      | 1 hour        | 1-3 days   |

The help desk is available from 0900hrs to 1800hrs.

**Internet and use of external email**

Internet and external email is provided to users for official work and to obtain information related to work /studies.

Users must not

- Use these facilities for purposes that are illegal, unethical, harmful to EAHM or Jumeirah, or non-productive.
- No user, including students, staff and Faculty, may send or forward chain emails, or browse or transmit any content that is offensive, illegal or harassing.
- Users cannot conduct personal business using EAHM/Jumeirah resources, including telephone, fax and computer networks.
- Program downloads from the Internet are not permitted unless specifically authorized by the IT Department.

The responsibilities of users are to

- Ensure that communications are for professional reasons and do not interfere with productivity.
- Be responsible for the content of all text, audio, or images that sent over the Internet.

**GUIDELINES FOR STUDENT RUN MEDIA**

**Publications and Media:** Inviting, editing, and submitting articles for publications, and taking care of copyright issues is under the responsibility of the student council. All communication is strictly in confidence with the student council liaison.

**Promotional materials:**

*Print materials* - Any student or student group wishing to post or distribute a flier, banner, poster or other document anywhere within the EAHM campus must first have the item approved and stamped by the Director of Operations.

Before approval, printed messages will be assessed for completeness (including nature of the activity, target audience, location, date & time, cost if any), clarity and whether the event is an EAHM function or not. Cultural sensitivity and appropriateness will also be taken

into consideration. All posted messages must comply with EAHM branding guidelines, unless approved by the Director of Operations.

Refer to policy 06ST18 Student Publications and Media for complete guidelines for student run media.

**EAHM STUDENT CONTRACT**

The objective of the Emirates Academy of Hospitality Management (EAHM) Student Contract document is to clarify rights and responsibilities of the students, and the academy expectations of them, in order to help students achieve success during their study. The Emirates Academy of Hospitality Management (EAHM) requires all students to sign this document to acknowledge receipt and understanding of the Student Contract upon registration with Student Services.

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

**FULL-TIME FACULTY TO STUDENT RATIO**

**FTE Faculty: Full Time Faculty Equivalent** of a faculty appointment is based on the number of credit hours (or responsibilities with pre-determined credit hour-equivalents, i.e dissertation supervision, course development) assigned during an academic year. It provides an estimate of the total full-time employment by converting part-time employees to a full-time equivalent.

**FTE Student: Full Time Student Equivalent** It provides an estimate of the total full-time student numbers by converting part-time students to a full-time equivalent.

**FTE Student / Faculty Ratio**, is calculated by dividing the FTE Student /FTE Faculty

**Full-time faculty (FTEF), corresponds to 1.00 FTE;**

The Full Time Equivalent of a faculty member is based on the number of credit hours assigned during an academic year and follows the CAA guidelines (Standards for Institutional Licensure and Program Accreditation, December 2019, 5.7).

An FTE of 1.00 recognizes the CAA mandated allocation of workload based upon a faculty member holding a non-terminal (30 credit hours per academic year) or terminal degree (24 credit hours per academic year) or a terminal degree holder teaching on the MBA program (18 credit hours per academic year) or a prorated mix of credit hours based upon teaching allocations.

This workload reflects teaching responsibilities including dissertation supervision, laboratory work (kitchen skills) and administrative release for program managers, deans and research supervision.

Adjunct (part-time) employment is expressed as a fractional FTE, 0.3 for individual trimester programs where credit hours are annualized over the academic year.

**FTE (F) = FTE total of faculty + (adjusted adjunct FTE)**

**Full-time student (FTES) corresponds to 1.00 FTE**

This represents a full-time equivalent student enrolled across 3 trimesters during the academic year and attempting 9 – 15 hours credit hours each trimester. Students enrolled

in 6 credit hours or less in a trimester are calculated at 0.5 FTE and annualized across 3 trimesters.

**FTE (S) = FTE total of students + (adjusted student FTE)**

**The Full Time Equivalent (FTE) Student: Faculty ratio is calculated as:**

FTE Student / Faculty Ratio = FTE(S) / FTE(F)

### **Use of the Calculation**

The FTE Faculty Student ratio is to be calculated and reported by the Academic Services and Registry Office at the conclusion of Add/ Drop week, each trimester and a final, annualized ratio is to be reported at the end of each academic year.

This data should be collated and reported annually and may be used to assess faculty workload, student numbers and used in marketing materials.

## **ACADEMIC INTEGRITY**

The Emirates Academy of Hospitality Management (EAHM) believes that learning and practicing **academic integrity** is an essential part of a university education. If someone acts with *integrity* it means that he or she follows a strict code of moral or ethical behaviour. Students with *academic integrity* display honesty in all their academic pursuits; they take full responsibility for their own learning, rather than relying on the efforts of others; they show respect for other students by not asking them to participate in academic misconduct; they trust their faculty members to value their work fairly and consistently, and they in turn are trusted by their faculty members to submit only the results of their own efforts.

**Academic Integrity** includes:

**Honesty:** Students and researchers are expected to be truthful in all their academic work. This includes representing their own ideas and findings accurately and giving credit to the sources of information and ideas they use in their work, including the use of AI generated content.

**Originality:** Students are encouraged to produce original work and ideas. Plagiarism, which involves presenting someone else's work, ideas, or words as one's own, is considered a serious violation of academic integrity.

**Collaboration:** Collaborative work is encouraged, but it should be conducted within the guidelines set by faculty. It's important to distinguish between individual and collaborative efforts and give credit to collaborators where necessary including the use of accurate citations.

### **Authenticity of work**

The use of professional agencies or external assistance in the production of your work is an offense. Furthermore, the submission of material that has been written for you, either via artificial intelligence (AI) sources, professional agencies, or with the consent of the person who has written it, is a breach of academic integrity. Students should utilise available tools for their learning and reflection, while ensuring the submitted work is authentic and original.

At EAHM the use of AI is acceptable unless not authorized by the lecturer, and appropriately acknowledged and/or referenced. However, the similarity detection tool used at EAHM is still applicable when identified by the syllabus.

### *Referencing and citation*

It is mandatory to cite correctly the references and sources of authority (using APA). It can be done, using in-text reference, indicating where a quoted passage or an idea expressed by an authority comes from. The use of an automated referencing instrument is mandatory and Mendeley is used at EAHM. It provides an accurate list of references, automatically generated in the bibliography, as per the in-text sources.

### *Citing the use of AI*

You must correctly reference all use of AI including in-text citations and a reference list. You must use APA style and include the prompt used to generate the content in the reference list as well as the date of generation and the version of the LLM used.

### **Cheating in exams and tests**

This includes but is not limited to:

- Copying from another student's test paper or communicating in any way with another student during a test or exam.
- Using any unauthorised material or equipment during an exam.
- Using technology such as mobile phones and smart watches to request or exchange information from other students during a test or exam.
- Helping another student to copy from your test paper, providing answers, or any other kind of assistance to another student during a test or exam.
- Using books or notes of any type during a test or exam, without permission of the faculty member. Note that it is an offense to have unauthorized notes with you in an exam room, even if you do not use them and even if the notes are irrelevant to the questions on the exam.
- Allowing another person to write an exam under your name or writing an exam yourself under someone else's name.
- Obtaining a test or exam, or information about all or part of a test or exam that has not yet been administered to you. This includes buying, stealing, or simply asking for the information.
- Providing information about a test or exam to another student who has not yet taken it, when told not to; or giving a copy of a test to someone who has not yet taken it, when told not to remove the test paper from the exam room.

### **Collusion**

Collusion is working with another student on an assessment, without permission from the lecturer who assigned the work. It includes, but is not limited to:

- Submitting the same or similar work as another student for an *individual* assessment without permission from the lecturer.
- Providing another student with a copy of your assessment, thereby allowing him or her to copy your work, in full or part.
- Submitting work that has been substantially edited or changed by another person.

### **Falsifying data in academic work**

This includes but is not limited to:

- Submitting work that includes false or fabricated data or information. (for example, inventing facts or figures, including them in your essay and attributing them to a false source, or using unsubstantiated data generated by AI)
- Misrepresenting sources such as the use of fake or inaccurate references
- When a graded assessment is returned to you, changing answers or data surreptitiously and then asking for a better grade.

### Lying for academic gain (misrepresentation)

This includes but is not limited to:

- Knowingly giving false information or omitting to provide complete information to the Head of Academic Services and Registry, Dean or Lecturers, for any academic purpose. For example, you are guilty of misrepresentation, if you miss an exam and tell your lecturer that it was because there was a death in your family, when there was not. (Note that proof is required in such a case).
- For Undergraduates, knowingly giving false information to your supervisor or manager during your internship. For example, you misrepresent yourself when you tell your supervisor you missed a day because of illness when in fact you were not ill at all (a doctor's certificate is required for all absences due to illness, for Undergraduate students).

### Plagiarism

You plagiarize when you use the work of someone else and present it as your own work.

Plagiarism includes but is not limited to:

- Using the exact words from a source (a book, website, DVD, journal or any other information source including AI generated content) without quotation marks and without naming the source. Note that there is no number of words below which using exact words is *not* an offense; using even one or two words is plagiarism if they are distinctive. This point also applies to charts, tables, figures, etc., taken from a source and used in your work.
- Presenting the ideas, opinions, facts, figures, images, charts, tables, or research results from a source, in your own words, without naming the source, and /or paraphrasing badly, too closely following the original in wording and/or sentence structure.
- Submitting the same or very similar work as another student for an individual assessment.
- Allowing another student to copy your work. Note that this is considered as serious an offense as copying someone else's work yourself.
- Self-plagiarism: This means submitting the same assessment for more than one course, without permission from the lecturer. Note that this is considered academic dishonesty even though you prepared the original paper completely yourself.
- Submitting work done entirely or in part by someone else, and representing it as your own work or the work of your group (for example a paper purchased or downloaded from the web, or written by another student or a relative or generated entirely from the use of an AI Large Language Model). The penalties for this are severe.

### Use of Turnitin for similarity detection

- EAHM makes available to students and faculty the plagiarism-testing software Turnitin, that should be used for all written assessments.
- For research projects (RES7313/RES906/RES916) and applied research methodology (RES7303/RES903), the use of Turnitin is mandatory.
- Turnitin submission is the responsibility of students when submitting their work.
  - First Year students may submit a single piece of work using Turnitin, up to three (3) times, to check their referencing skills.
  - Second- and Third-Year students must submit work via turn it in once only
- First year students will be trained to use Turnitin in ENG7103 and in **Referencing training**.

### Interpretation of Turnitin Similarity Report

A similarity of 20% or less with existing literature in the submitted students' work, as detected by Turnitin is excluded from any penalty. Higher similarity percentages carry the following penalties for first offenses\*:

#### Levels of similarity and Penalties:

| Level | Similarity Percentage | Penalty   |
|-------|-----------------------|---|
| I     | 0 – 20 %              | This is an acceptable level of similarity. Students should aim for the lowest possible percentage and understand where the similarity components originate from, to improve their authenticity of work.   |
| II    | 21 – 30 %             | This means substantial similarity, a serious compromise with academic integrity. For this violation, a meeting will be scheduled with the course lecturer who will decide between a resubmission of work or an immediate deduction of 25% of the awarded score. |
| III   | 31 % and above        | This means substantial similarity, a serious compromise with academic integrity. This assignment doesn't meet the integrity standards and results in a failed grade. For this violation, a meeting will be scheduled with the lecturer and programme manager.   |

An AI-generated similarity of 40 % or more requires further review of the work/assessment produced

| Level | AI generated content | Required review of integrity of work  |
|-------|----------------------|---|
| I     | 0 – 40 %             | This is an acceptable level of similarity. Students should aim for the lowest possible percentage and understand where the similarity components originate from, to improve their authenticity of work.   |
| II    | 41 – 50 %            | This means substantial similarity, a serious compromise with academic integrity. For this violation, a meeting will be scheduled with the course lecturer who will decide between a resubmission of work or an immediate deduction of up to 25% of the awarded score. |
| III   | 51 % and above       | This means substantial similarity, a serious compromise with academic integrity. This assignment might not meet the integrity standards and result in a failed grade. For this violation, a meeting will be scheduled with the lecturer and programme manager.        |

Faculty will assess each final Turnitin report, checking the highlighted sections to ensure that students have properly summarised, paraphrased and referenced the text. Incorrectly referenced or unreferenced matches will incur penalties.

Refer to Policy 06ST23 Student Academic Integrity  
03EP20 Academic Misconduct

## STUDENT DISCIPLINARY POLICIES, GRIEVANCE AND APPEALS

### Academic Misconduct

EAHM expects its students to show respect to others and take responsibility for their action. With regard to their personal behaviour and attitude towards others in the society, students are expected to respect the religious beliefs, values and heritage, law and order, property and rights of others. By their own initiative, students are encouraged to display a sense of personal honour and integrity, and to conduct themselves in a manner associated with the values of care and attention associated with hospitality.

**Reporting an academic misconduct**

After receiving a case report from the concerned faculty or staff member, or a complaint from a student, the Programme Manager will report it immediately to the Dean.

*Academic misconduct by Undergraduate students in first year*

Instances of academic misconduct during this period **are** penalized but penalties are the sole responsibility of the individual faculty member. A record of each offense is kept in the student file. If a first-year student wishes to appeal when accused of an offense, the case is automatically processed following the procedures for second and subsequent years. This means it will be heard by a Disciplinary Committee as described below.

*Academic dishonesty by Undergraduate students after first year*

Students in second and subsequent years of study at EAHM will be expected to know what constitutes academic dishonesty, and how they can avoid it in the work they submit for assessment. Proven offenses will receive progressively stricter penalties.

All alleged offenses after first year will be reported by the faculty member to the Dean, who will convene a Disciplinary Committee, as described below. If the Disciplinary Committee upholds the accusation, the offense will be recorded in the student's file and may be kept on file for up to five years after the student graduates. (Usually a letter recording a first offense will be removed when the student graduates, but the Disciplinary Committee reserves the right to extend the period if it deems an offense more serious).

*Academic dishonesty by Postgraduate students*

Postgraduate students will be expected to know what constitutes academic dishonesty, and how they can avoid it in the work they submit for assessment, from the first module onward. A phased approach to penalties is not used for Postgraduates.

**Assessment of the graveness of the issue**

Depending on the graveness of the issue, the Dean may recommend the concerned faculty member to resolve the issue at his/her own level (generally for minor offenses). Other matters of academic misconduct will be dealt by the Disciplinary Committee directly.

*Procedures for handling accusations of serious academic misconduct after first year (UG), or first module (PG)*

- The faculty member will forward the evidence to the Dean and the accused student within five (5) working days of discovery of the alleged misconduct.
- Within two (2) working days of receipt of an accusation, the Dean will convene a Disciplinary Committee, comprising the following:
  - faculty member,
  - the relevant program director
  - the Dean, or designated replacements.
- A replacement will always be nominated when the programme manager or Dean is also the faculty member involved. The Disciplinary Committee shall analyze and evaluate the seriousness of academic offence and misconduct while giving a chance to the concerned student to represent his/her arguments.
- The student will be given a chance to refute the accusation and to furnish proof. He or she may elect to be accompanied by an advisor from within EAHM.
- If the accusation is upheld, the Disciplinary Committee will announce a decision and a sanction within two (2) working days of the "hearing".
- If the Disciplinary Committee upholds the accusation, the offense will be recorded in the student's file and may be kept on file for up to five years after the student graduates. (Usually a letter recording a first offense will be removed when the student graduates, but the Disciplinary Committee reserves the right to extend the period if it

deems an offense more serious).

**Definition of offences**

|                |  |
|----------------|--|
| Minor offences |  |
| Plagiarism     | There is evidence that the student has not yet mastered the necessary skills for effective referencing and/or paraphrasing |
|                | The extent of the plagiarized work is limited (e.g. a couple of sentences in a long paper).                                |

| Serious offences        | First offense   | Repeat offense  |
|-------------------------|---|---|
| Plagiarism or collusion | In final year UG and in the PG programme, the evidence that the student has not yet mastered the necessary skills for effective referencing and/or paraphrasing is not defensible.  | It is a repeat offense, with third offenses being treated most severely. A repeat offense may involve more than one instance of the same type of academic dishonesty, e.g. two cases of plagiarism, or one instance each of two or more types of misconduct, e.g. one collusion offense and one plagiarism offense. |
|                         | <p>Large-scale plagiarism</p> <p>The student cheats, plagiarizes or colludes on an assessment or test with a high weighting in relation to the overall grade for the course, for example, 30% of the total grade or more.</p> <p>There is clear evidence of intent to deceive. Such evidence would include, for example, a print-out from Turnitin or another source, showing the exact words appearing in a student’s essay without attribution.</p> |   |

A defense of insufficient knowledge of EAHM’s policies or of the means to avoid academic misconduct will not be accepted.

**Disciplinary Sanctions**

The Disciplinary Board may impose a sanction on the student who breaches the EAHM’s Code of Conduct. Sanctions for academic misconduct may include one or more of the following:

- A verbal or written disciplinary warning.
- A zero mark allocated to the assessment component involved with the misconduct
- A placement under behavioral observation for a set period and the student may face a more severe disciplinary sanction if it comes clear that he/she breaches the Code of Conduct while in the observation period.
- An academic suspension for a trimester or more or for a period not less than the remaining period of the semester at the least.
- A dismissal and permanent expulsion.

*Appeals*

Any student has the right to appeal the disciplinary decision issued against him/her, through a written appeal within three (3) working days from receiving the decision. The Appeal should be based on one or more of the following bases:

- a. The disciplinary proceedings stipulated herein have not been observed.
- b. New evidences have arisen which were not known before and have a significant impact of the decision.
- c. Disproportion between the violation and the disciplinary sanction.

Appeals to the sanctions imposed by the Disciplinary Board may be addressed to the Managing Director.

Refer to Policy 03EP20 Academic Misconduct

## **STUDENT GRIEVANCE: APPEALS, COMPLAINTS AND THE PROCESS OF RESOLVING**

The purpose of the student grievance procedure is to ensure that students have recourse to an impartial, consistent review process in the event of a decision or action taken by a member of The Emirates Academy of Hospitality Management (EAHM) Faculty or administration that is perceived to be contrary to EAHM's policy, procedure or conventional practice. This aims to protect the rights of both students and EAHM's Faculty and staff when disagreements arise.

If a student has a complaint or grievance about any aspect of the student life:

- They are advised to consult the Student Counsellor or their Personal Tutor who will explain the process and advise on the student's particular case. A student who has a grievance must first try to resolve it directly with the party or parties involved through informal discussion.
- If informal resolution is not initially successful, or if the student feels unable to confront the person alone, the student may request an arbitrator. The arbitrator (a neutral individual from within EAHM) will mediate at a meeting between the two parties.
- If informal means are not successful in resolving the issue, the student should submit a written grievance to the Dean, including a history of resolution attempts to date.
- The Dean will then determine if the complaint is substantive, and if so, he will convene an ad hoc Student Grievance Committee within two working weeks of receipt of the written complaint.
- The ad hoc Student Grievance Committee will meet and will review all the written records to date.
- The Committee will give its verdict within two working days of the hearing, along with its recommendations for action.

Refer to Policy 06ST25 Student Grievances

## **STUDENT SAFETY**

All department heads are responsible for assuring adequate safety equipment and personal protective equipment is designated and available for use in these areas. Faculty members are responsible for the safety of their students while in class.

Every year, EAHM organises training for fire and safety, first aid, mock drill and other relevant training for ensuring student safety at EAHM.

### **Fire Safety**

When a fire alarm rings, students must follow the directions of the fire wardens in that section of the building. If directed to vacate the building and when the fire alarms rings for

the second time, students must do so promptly. Failure to do so will result in disciplinary action.

Tampering with fire safety equipment such as extinguishers, fire alarms, sprinklers, etc., is prohibited, as is setting off a fire alarm with no threat of fire. Disciplinary or even legal action may be taken against offenders.

**Candles, tea lights and any sources of open flame** are prohibited in or around the campus area, including the accommodation studios. Other hazardous items such as fairy lights and electric blankets are also banned.

Students are expected to take reasonable care on EAHM premises and grounds, and in student accommodation, to avoid starting fires. Starting a fire through carelessness may incur disciplinary action; maliciously setting a fire or damaging fire safety equipment **will** incur EAHM disciplinary procedures and the police will be called as well. In the latter case the sanctions will be harsh.

Fire safety training, including emergency evacuation procedures, will be given during Orientation.

### **Emotional Safety**

EAHM is committed to supporting emotional health and wellbeing of our students. A Student Counsellor is available to address any emotional safety needs of students and can be contacted via Moodle, email or through Student Services

## **STUDENT RECORDS**

A file for each student is kept in a locked cabinet in the Registrar's Office or in secure fire-proof cabinets in the allocated storage room. It contains all the student's application and registration data, as well as academic transcripts, memos and correspondence relating to awards, warnings and penalties, notes from meetings with personal tutors, etc.

A student may review the academic records within his or her file. Parents, sponsors and legal guardians of a student may be granted access to the student's records and academic progress reports as deemed appropriate by the Registrar and with the students' permission.

Student records may also be made available to

- the student's Personal Tutor
- Faculty members in whose courses the student is currently enrolled
- the Executive Dean or other EAHM officials who are instituting disciplinary procedures related to the student
- the Head of Registry and Academic Staff
- the Senior Manager of Quality, Institutional Effectiveness and Risk
- the Director of Operations
- representatives from the Ministry Education and other authorised government bodies.

For full details, please refer to Policy 06ST06 Student Records

**NB:** EAHM reserves the right to inform a student's parents, guardians or sponsors of the student's academic progress or of any disciplinary or other offences and issues as authorised by the Dean or Managing Director and in case of an emergency.

## ACADEMIC POLICIES

Please refer to the Catalogue for more information about the following:

### Admissions

#### Undergraduate Admissions

##### *Academic entry requirements*

As per ministerial decree 55, Yr 2021

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 2.0 on a 4.0 scale (See Catalogue for country-specific entry requirements)

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).

##### *Submission of application*

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

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

##### *Application file review*

The Admissions unit shall review the applications within two days from the date of receipt and shall notify the students about the status of admission. If the file is complete an interview with the academic team will be scheduled.

##### *Personal Interview*

All applicants are required to pass the personal interview organised with the Programme Manager or a member of the faculty. The outcome of the interview will be added to the application file. Applicants will be assessed on the following 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.

##### *Admissions Committee*

Applications will be review by the Admissions Committee (See TOR Admissions Committee). The outcome of the Committee meeting will be final.

There are three possible admissions outcomes:

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

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

#### *Conditional 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.

#### **When to apply?**

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

#### **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 Administrator looks at the entire profile of the candidate including their academic records, work experience, extracurricular activities, test scores and recommendations. The Admissions Administrator will first review the documentation submitted.

### Applicant's interview

Once documentation evaluated, the applicant will then be scheduled for an interview with the Programme Manager or a Faculty member. After the 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 Administrator will normally attend weekly meetings to take notes and present application files. All application files are to be submitted to the Admissions office for initial review prior to meeting taking place.

### Outcomes of the Admissions Process

There are three possible outcomes:

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

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

### Postgraduate Admission

#### *Academic entry requirements*

EAHM's requirements for postgraduate admission:

- Applicants must hold a recognised bachelor's degree
- Applicants must have received a minimum cumulative grade point average of 3.0 on a 4.0 scale, or its established equivalent, during the baccalaureate degree programme.

#### *English language requirements*

- Applicants require a minimum IELTS 6.0 or equivalent score on another standardised, internationally-recognised test (see Catalogue for other test results accepted);

**NB:** Applicants with cGPA between 2.50 to 3.00 and English score of IELTS 5.5 or its established equivalent maybe accepted subject to conditions et in the conditional acceptance section in page 16 of Postgraduate Catalogue.

#### *Work Experience*

Students applying for MIHM Programme should possess a work experience or equivalent professional exposure of at least 6 months.

#### *Submission of application*

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

- Transcript of bachelor programme (with English translation if needed)
- Bachelor's degree certificate (with English translation if needed)
- IELTS, TOEFL

- Passport-sized photograph
- Copy of the passport (and Residence Visa, if resident in the UAE).
- 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. Original certificates will be submitted for verification by Admissions during the orientation week.

*Application file review*

The Admissions unit shall review the applications within two days from the date of receipt and shall notify the students about the status of admission. If the file is complete an interview with the academic team will be scheduled.

*Personal Interview*

All applicants are required to pass the personal interview organised with the Programme Manager or a member of the faculty. The outcome of the interview will be added to the application file.

Applicants will be assessed 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.

*Admissions Committee*

Applications will be review by the Admissions Committee (See TOR Admissions Committee). The outcome of the Committee meeting will be final.

**Admissions Committee \***

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

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

**Outcomes of the Admissions Process**

There are three possible admissions outcomes:

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

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

Refer to Policy 06ST01 Undergraduate Admissions and 06ST02 Postgraduate Admissions and the Academic Catalogue 2023-2024 for more detailed information regarding the admission requirements and process.

### **Academic Progress**

At the end of every Trimester, the student's academic performance will be evaluated by the Examination Board.

#### *Undergraduate*

Students with a cumulative Grade Point Average of less than two (2.00) may be informed that the maximum amount of credits that the student may now register for is twelve (12) credit hours.

#### *Postgraduate*

Postgraduate students are required to maintain a CGPA of 2.00 in order to progress from one semester to the next.

Students whose CGPA is below 2.00 are placed on academic probation in the following trimester/semester of the programme. The Programme Manager will schedule appointment with the student to plan and monitor the return to a good academic standing i.e., CGPA 2.00 or more by the end of the probation period.

Refer to Policy 03EP10 Academic Progress

### **Scholarships and Tuition Fee Reduction**

A limited number of scholarships are available to successful applicants based on the criteria in the Scholarship Policy and awarded at the discretion of the EAHM Scholarship Committee. The Scholarship Policy is reviewed periodically and can be changed at any time without notice.

EAHM provides following scholarships depending on the circumstances of new students:

- Merit Scholarship
- United Arab Emirates National Scholarship
- Emirati ESSAD card holder discounts
- Non-Emirati ESSAD card holder discount
- Alumni Scholarship (for MIHM students only)
- Jumeirah Colleagues and Dependent Scholarship
- Sibling Scholarship
- Industry Scholarship
- GEMS graduate student discount

For returning students, they are eligible to apply for below:

- Financial Aid

A Scholarship, if any, will be applied on Tuition Fees only.

Should you wish to avail the scholarship, new students may contact the Marketing and Admissions department and returning students who wish to apply for financial aid should contact the Head of Academic Services and Registry.

Refer to Policy 06ST30 Scholarship & Financial Aid

### **Attendance**

Attendance of classes will be monitored, and failure to attend classes (without an approved reason) will result in disciplinary action in accordance with the published EAHM Policy and regulations set out in the Catalogue. This includes suspension from EAHM for the duration of the Term of study. Persistent failure to adhere to the professional standards and image of EAHM could result in the expulsion of the Student.

Refer to Policy 06ST14 Student Attendance

### **Course Assessment Undergraduate**

#### *Integrated course assessment*

The final mark of each course is the weighted average of the final examination mark and the marks on students' assessed coursework during the Trimester.

Each course shall normally be assessed as follows:

- a. No less than forty (40) percent and no more than sixty (60) percent of the mark shall be allocated for the final assessment, including an examination, where a final exam is required
- b. Coursework and assignments shall not account for more than sixty (60) percent of the total grade of the course.

Because of their nature, some courses may be exempted from the regulations. In these cases, the respective Faculty member with the Dean, will approve appropriate methods of assessing the student performance against the learning outcomes.

Students will not be re-assessed (retake, re-sit or re-submit) for any failed assessment components except for the final examination. The final mark as a weighted average can include assessments that received a failing grade; therefore, a student can compensate bad performance in one assessment component by excelling in another.

Mitigating circumstances for coursework extensions or re-submissions must be presented in writing prior to the deadline. The Dean or Assistant Dean will determine the mitigating circumstances and evidence to support these are appropriate. After a student has completed an assessment, no mitigating circumstances will be accepted as grounds for re-assessment since such circumstances should have been reported by the student prior to the assessment submission date, accompanied by a request to be absent or by a request for an extension (in case of course work).

In case of a course being taught by more than one instructor, the Dean shall appoint one of those instructors to coordinate the teaching process, set the exam dates and specify the integrated method for assessing the course.

#### *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.

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 the Dissertation Policy

- a. Any extensions can only be approved in writing by the Dean or Programme Manager in liaison with the Dissertation Coordinator, and this will be considered at the next Examination Board Meeting.
- b. Any request for a change of Supervisor must be made by following the process outlined in 03EP09 Dissertation Supervision and Examination.

#### *Late submissions*

- a. Course assignment or dissertation submitted within twenty – four (24) hours of the original deadline will receive a maximum grade of sixty (60) percent (or the degree worthy designation).
- b. Course assignment or dissertation submitted after twenty – four (24) hours of the original deadline will not be marked and the grade of zero (0) will be recorded.

#### *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 Regulation*

- 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 may 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, 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 also 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.

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.

### **Postgraduate**

#### *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 as a result 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 program as a whole. 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 program 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 program 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 program 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 program review, planning, budgeting and faculty development.

#### *Postgraduate Thesis/Dissertation*

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

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

Research Projects are graded by the respective supervisor and a second marker (usually nominated by the Research Project Coordinator). Should the difference between the supervisor's and second marker's grade be within 10%, the average will be treated as final, unless by mutual consensus, another value is agreed upon. In the event of the grade difference exceeding 10%, the supervisor and the second marker will hold a consultation to identify a 'common ground'. In the event of a lack of consensus, the concerned dissertation will be referred to a third marker. The third marker can call for the original grading reports of the supervisor and second marker. The final grade will be the average of the supervisor's or second marker's grade and the third marker's grade, whichever is closer to the latter.

#### *Late submissions*

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

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

#### *Final Examination and oral defense*

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

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

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

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

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

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

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

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

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

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

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

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

- The resubmission research project continues from the initial submitted research proposal in place;

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

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

Refer to Policy 03EP09 Dissertation Supervision and Examination

### ***Resit and Repeat Options***

#### *Re-sit*

Students may re-sit exams or resubmit final assessment for courses in which they have received an ongoing assessment mark above 40% AND their resulting final course grade is between 50% - 59%.

#### *Grading*

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

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

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

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

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

#### *Repeat*

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

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

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

#### *Time Limits:*

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

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

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

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

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

#### *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

### **Grading System**

#### *Grade Report and Transcript*

A grade report will be issued to the students and published on the student information system after the Examination board has confirmed the marks.

The grades are based on the quality of the student's performance on tests, assignments and practical work as indicated on the course syllabus.

The student's transcript reflects the academic achievement of a student. It is confidential and will be sent only to the student and the parent or sponsor of the student unless otherwise instructed by the student, parent or sponsor. Any instruction to the contrary must be made in writing to the Registrar by the student, parent or sponsor.

Academic records and transcripts will only be released to students who are in good financial standing with EAHM (not on "Financial Hold") and to students who have completed the clearance process (for graduating or withdrawing students) and who are not on "Academic Hold".

At the end of each Trimester a Grade Point Average (GPA) will be computed as follows:

$$GPA = \frac{\sum_{i=1}^n \text{Course\_Grade\_Point}_i \times \text{Course\_Credit\_Value}_i}{\sum_{i=1}^n \text{Course\_Credit\_Value}_i}$$

*Dean’s List*

Undergraduate students who have completed a minimum of forty-five (45) credit hours, who have achieved a cumulative grade point average (CGPA) of three point seventy-five (3.75) or above will be placed on the Dean’s List.

Postgraduate students who have completed twenty – seven (27) credits who have achieved a cumulative grade point average (CGPA) of three point seventy-five (3.75) or above will also be placed on the Dean’s List.

This is in recognition of their academic excellence.

*Undergraduate Grading System*

| Grade  |        |            |                |
|--------|--------|------------|----------------|
| Letter | Points | Percentage | Description    |
| A      | 4.00   | 90 - 100   | Excellent      |
| A-     | 3.67   | 85 - 89    | Very Good      |
| B+     | 3.33   | 80 - 84    | Good           |
| B      | 3.00   | 75 - 79    | Good           |
| B-     | 2.67   | 70 - 74    | Average        |
| C+     | 2.33   | 65 - 69    | Average        |
| C      | 2.00   | 60 - 64    | Pass           |
| F      | 0.00   | ≤59        | Fail           |
| WF     | 0.00   | Nil        | Withdrawn Fail |

*Postgraduate Grading System*

| Grade  |        |            |                  |
|--------|--------|------------|------------------|
| Letter | Points | Percentage | Description      |
| A      | 4.00   | 90 - 100   | High Distinction |
| A-     | 3.67   | 85 - 89    | Distinction      |
| B+     | 3.33   | 80 - 84    | Distinction      |
| B      | 3.00   | 75 - 79    | Merit            |
| B-     | 2.67   | 70 - 74    | Merit            |
| C+     | 2.33   | 65 - 69    | Pass             |
| C      | 2.00   | 60 - 64    | Pass             |
| F      | 0.00   | ≤59        | Fail             |
| WF     | 0.00   | Nil        | Withdrawn Fail   |

## CONTACT INFORMATION OF STUDENT SERVICES

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**GARGASH HOSPITAL**

Tel: 04 703 0000

**VIP** Doctor 247 – Doctor & Nurses at your home

Tel: 04 399 4881

Mobile: 056 327 4433

**Dental Clinics**

Happiness Dental Clinic

Tel: 04 334 4065

Oris Dental Centre

Tel: 04 380 9990

**Optical Clinics**

Yateem Optical Souk Madinat

Tel: 04 368 6512

Grand Optics Mall of the Emirates

Tel: 04 341 0350

**Pharmacy**

Medicina Pharmacy The Mall / In-store shopping

Tel: 04 321 9943

Panacea Pharmacy Souk Madinat / In-store shopping

Tel: 04 368 6123

**LOCATION**

The Emirates Academy of Hospitality Management is located in a purpose-built campus close to the world famous Burj Al Arab and the Jumeirah Beach Hotel. Just 25 minutes from Dubai International Airport, EAHM is situated less than a few hundred meters from the beach and the warm Arabian Gulf. From this location, students have easy access to the commercial districts in the city of Dubai, tourist and leisure developments such as the Dubai Marina, Dubai Mall and Palm Jumeirah, as well as easy access to neighbouring Emirates.

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