STUDENT HANDBOOK

Academic Year

2018 - 2019

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FOREWORD

Chairman’s Message

Dear Student,

We would like to extend to you our warmest welcome to the European International College (EIC). In choosing EIC you have opted for a College that cares about students and quality education. We are immensely proud of the fact that EIC offers specialized courses in the fields of Hospitality & Tourism Management and Business Administration.

At EIC you will learn about different sectors and departments and the emerging opportunities in the hospitality and business industry. You will learn important skills to be able to perform at your best in these industries and learn how to develop your career in these fields. The college is in pursuit of embedding hospitality excellence in business education. EIC also helps you to improve yourself, strengthen your capabilities and meet your learning objectives. EIC holds the opinion that education is a two-way direction. We expect an active and committed attitude from you; as we fulfill our utmost service to you.

This handbook is an indispensable tool to guide you through EIC policies and procedures. It offers detailed information on EIC, rules and regulations, and the services available for you. Furthermore, it gives you guidance regarding your rights and responsibilities as a student of EIC. A thorough understanding of the policies and guideline in this handbook will help you make your stay at EIC easier, so please read everything carefully.

EIC has established policies and procedures in compliance with the Commission for Academic Accreditation (CAA) of the Ministry of Higher Education and Scientific Research (MOHESR). The handbook is subject to change; please also see the final note. We would like to wish you a successful, fulfilling and enjoyable learning experience at EIC.

Dr. Abdulla Abdul Jalil Al Fahim
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1 General Information

1.1 Introduction to the European International College (EIC)

1.1.a Aims & Philosophy

The principal aim of EIC is to prepare students for a successful career in the areas of Hotel Management & Tourism, and Business Administration. EIC stresses professional excellence. The concept of professional excellence goes beyond obtaining professional knowledge. EIC places strong emphasis on skills development and building a proper attitude. Embedding hospitality excellence in business education is the key thrust of EIC.

1.1.b EIC Vision

To be one of the leading educational institutions in the Gulf Region in training young people to become successful professionals. EIC offers an academic environment designed to give students the knowledge, research environment and training skills necessary to face global professional careers challenges in hospitality and business community.

EIC offers a Diploma Program in Hotel Management & Tourism, and Bachelor Degrees Programs in Business Administration (4 majors) in Human Resources Management, Marketing and Sales, Management, and Hotel Management & Tourism. EIC wants to be accessible and affordable for students who vary in age, background, and ability. The degree programs build on a sound sequence of coursework in general education, specialized courses, attitude and skills development, and management training.

EIC is committed to work as a dynamic, open-access academic institution that provides high quality educational and practical experiences for the community. The College provides lifelong learning, workforce development, and social and cultural enrichment. It is the mission of EIC to advance in the United Arab Emirates and abroad by promoting innovation and excellence in education and equip our students with the best platform to enhance their leadership and career opportunities in the fields of business and hospitality. The College is dedicated to develop professionals of exemplary integrity and work ethics in all fields of endeavor.

Today's world has become a global society. A global society needs well-equipped global professionals. These professionals are responsible for maintaining high standards of service and operations in the hospitality and business community.

EIC envisions a global hospitality and business community with highly qualified, well-equipped and motivated professionals. EIC aims to be one of the leading educational institutions in the Gulf Region to train young people to become these professionals.

EIC offers a field of study, designed to give students the knowledge, skills and attitude necessary for entry-level operational or supervisory positions in the (international) hospitality and business community.
1.1. EIC Mission

EIC mission is to provide excellence in hospitality and business education and to advance in the United Arab Emirates and beyond by promoting innovation and excellence in education, equip our students with the best platform to enhance their leadership and career opportunities in the fields of business and hospitality and sustain an environment of ethical scientific research, innovation and discovery that creates new knowledge and opportunities for economic development and diversification, as well as improved quality of life in the communities we serve.

Our mission is to provide hospitality excellence embedded in business education. EIC is a licensed and accredited institution of higher education which is recognized, respected, and valued in the region for its quality, accessibility and affordability to career-oriented educational programs and services. EIC aims to become one of the leading educational institutions in the Gulf Region to cater for the hospitality and business community.

This will be achieved by differentiating ourselves in the education market by focusing on the student as well as the industry, and by ensuring that we satisfy their unique needs and demands. It is our challenge to recruit motivated students and to provide them with the possibilities to succeed in attaining their qualification and in their careers, by providing relevant and distinctive quality education.

1.2 EIC Core Values

1.2.a Excellence

A member of the EIC community is characterized by excellence. Student, faculty and staff perform competently to their fullest potential, thus rewarding the EIC community with notable achievements in all fields of endeavor. The EIC community cultivates a campus environment committed to a distinctive culture of excellence in academics, service and other facets of life.

1.2.b Integrity

A member of the EIC community is characterized by integrity. Full development of integrity and morality is among the primary purposes of EIC as a higher educational institution. Thus, EIC steadfastly promotes and adheres to a set of guiding principles and a code of conduct which are integrated into the curriculum, academic, programs and management policies and instilled in all members of the EIC community. It provides a good foundation for responsible conduct of lives.

1.2.c Creativity

A member of the EIC community is characterized by creativity. EIC provides a learning environment that encourages creativity and innovation. EIC community builds an organizational culture which influence creativity and innovation. Thus, EIC produces creative professionals contributing to the advancement of organizations, communities and the bigger society.
1.3 Definition and Scope

Definitions

For purpose of this student handbook, a few terms and their scope are defined below.

1.3.a Student

For purposes of this student handbook, the term ‘student’ includes the following:

A person who is enrolled in any credit – bearing course or EIC program, this can refer to a person who enrolled for full time studies, or a person who takes credit-bearing courses for personal enrichment, for transfer to another institution, or in preparation to apply to a graduate program.

1.3.b Faculty

The terms ‘Faculty’ and ‘Faculty members’ include all who teach and/or do Research at the College, including full-time Faculty, librarians, holders of research or academic ranks, lecturers, graduate students with teaching responsibilities.

1.3.c College Dean

The College Dean is the person who has the final responsibility and authority on all academic matters in EIC, like on the academic programs, policies and procedures.

1.3.d Directors

- Director of Academic Affairs is responsible for the academic operations of a particular academic program.
- Director of Research and Development is responsible of managing the research activities within the college.
- Director of Finance and Administration is responsible of managing and financial aspects as well as administration (e.g. HR, college operations etc.)

1.3.e Admission and Registration

The Registrar handles all files and documents, and monitors all procedures related to academics, leadership program, appeals, and conduct.

1.3.f At your Service

At your service is the student services/affairs unit of the college and it takes care of student activities, student well-being and student publications.
1.3.g  **Student Recruitment Officer**

The Student Recruitment Officer handles student recruitment plus all requirements, processes & procedures related to admission to the college.

1.3.h  **Internship and Student Career**

This unit supervises students during their internship and manages the different activities related to student placement and career services.

1.3.i  **Librarian**

The Librarian manages the EIC library, information services & learning resources of the college.

1.3.j  **Academic Advisor**

The academic advisor acts as a support to the academic performance and progress of students, both on a regular basis as well as on specific questions or issues.

1.3.k  **Student Counselor**

The student counselor supports students in personal matters and concerns; this can be on academics or on non-academic issues and concerns.

1.4  **Academic and Professional Standards**

EIC students are preparing for a career that demands high standards of honor, ethics, professional behavior and appearance. It is expected that business and hospitality students will conduct themselves according to these standards. Any individual who enrols in EIC voluntarily places him-/herself under the rules and regulations of the College and affiliated partners and agrees to abide by them.

Therefore, students should familiarize themselves with the rules and regulations affecting them. EIC has established policies and procedures in compliance with the Commission for Academic Accreditation (CAA) of the Ministry of Higher Education and Scientific Research (MOHESR).

1.5  **EIC Convictions**

The fulfillment of our mission and vision requires an environment that enables the members of our academic community to be successful. The free, healthy and ongoing exchange of ideas is central to all academic communities and the care and attention to the welfare of others is central to the academic business and hospitality community.

An environment that incorporates all of these characteristics is grounded in professionalism. Professionalism embodies the attitudes and behaviors consistent with high standards of excellence required in achieving success in one's work. The purpose is to articulate our convictions which provide the foundation for a culture of professionalism. This professionalism guides the daily activities at EIC. EIC is
accountable to the EIC team (students, faculty and staff) as well as the wider community. To achieve our academic and operational objectives, we strongly believe in the following convictions:

✓ Success is determined largely by effort and hard work;
✓ The most important stakeholders at our institution are the students. We are here for the students first and foremost and all efforts are to provide them with the best possible quality education;
✓ Our faculty and staff are our most important resource. We firmly believe in, and support their academic and professional growth & development;
✓ Students’ academic and professional development is a function of their learning environment; we believe that learning should be engaging, stimulating, inspiring and enjoyable;
✓ An awareness of, and respect for the natural, cultural and social environment is imperative so that future generations can enjoy their heritage
✓ Professional behavior is a prerequisite for creating a comfortable work and healthy learning environment;
✓ Decisions and actions should be taken in light of how others might be affected. We must abide by the highest ethical and moral code through merit-based processes;
✓ We value lifelong learning as the foundation for a better life;
✓ Honesty, fairness, respect, and trust are to be the foundation of everything we do, and are essential components of personal and professional success;
✓ We are creative, flexible, and passionate in our work and provide exemplary leadership in the community. We are committed to quality and excellence;
✓ We respect individual point of view, embrace differences, respect intellectual freedom, and promote a positive critical discourse. We are open and inclusive in our attitudes, enrollment policies, and hiring practices;
✓ We work as a team, have open and effective communication, and build internal and external partnerships;
✓ We believe in helping others, and we provide a safe, caring and supportive environment. We are accessible and responsive to our students, to community and each other.

Our convictions serve as a guideline for taking decisions at EIC and for our corporate culture.

1.6 The EIC Team

The EIC staff and faculty are chosen for their attitude as well as their expertise and industry experience. For EIC, using the concept of a ‘team’ in an academic context entails that the entire staff has a role to play in helping us achieve our common vision and mission. Every staff member must contribute to developing students’ competencies that will mold their knowledge, skills and attitude according to our vision and mission. EIC faculty has a particular and important role to play.
## 2 Academic Calendar

### 2.1 Undergraduate Program

**ACADEMIC CALENDAR 2018-2019**
**Undergraduate Programs**

<table>
<thead>
<tr>
<th>Weeks</th>
<th>Dates</th>
<th>Activities</th>
</tr>
</thead>
</table>
| 1     | 26 August - 30 August | 26 August - Sunday  
Beginning of Fall Semester 2018 for Undergraduate Students  
30 August - Thursday  
Last day to drop courses and receive a full refund of the tuition fees  
Last day to add courses with special permission  
Last day for new admission students to transfer courses and confirm admission  
Last day to pay 20% of Semester fees. |
| 2     | 2 September - 6 September | 6 September - Thursday  
Last day to drop courses and receive a partial refund (80%) of tuition fees  
Last day to pay remaining 25% of Semester fees |
| 3     | 9 September - 13 September | 13 September - Thursday  
Last day to drop courses and receive a partial refund (60%) of tuition fees  
Last day to pay remaining 25% of Semester fees  
11 September - Hijri New Year* |
| 4     | 16 September - 20 September | 30 September - Thursday  
Last day to drop courses without any refund  
Courses dropped after this date will receive a 'W' grade  
Last day to pay Semester Fees (final installment) Unless signed a payment plan with the Accounts Dept. |
| 5     | 23 September - 27 September | 25 October - Sunday  
Midterm exams grade announcement |
| 6     | 30 September - 4 October | 25 October - 25 October  
Midterm Exam Week |
| 7     | 7 October - 11 October | 25 October - 25 October  
Midterm exams grade announcement |
| 8     | 14 October - 18 October | 25 October - 25 October  
Midterm Exam Week |
| 9     | 21 October - 25 October | 25 October - Sunday  
Midterm exams grade announcement |
| 10    | 28 October - 1 November | 28 October - Thursday  
Last day to withdraw courses with "W" grade without special permission from the Program Director. Courses withdrawn after this date will receive an "F" grade |
| 11    | 4 November - 8 November | 25 November - 29 November  
Registration for Spring 2019 begins  
November - Martyr’s Day - Holiday* |
| 12    | 11 November - 15 November | 25 November - 29 November  
Registration for Spring 2019 begins  
November - Martyr’s Day - Holiday* |
| 13    | 18 November - 22 November | 25 November - 29 November  
Registration for Spring 2019 begins  
November - Martyr’s Day - Holiday* |
| 14    | 25 November - 29 November | 25 November - Sunday  
Registration for Spring 2019 begins  
November - Martyr’s Day - Holiday* |
| 15    | 2 December - 6 December | 2 December - UAE National Day - Holiday* |
| 16    | 9 December - 13 December | 2 December - UAE National Day - Holiday* |
| 16    | 16 December - 20 December | 2 December - UAE National Day - Holiday* |
| 17    | 23 December - 27 December | 2 December - UAE National Day - Holiday* |
| 18    | 30 December - 3 January | 2 December - UAE National Day - Holiday* |

*Indicates important dates that may affect the academic calendar.
<table>
<thead>
<tr>
<th>Issue Date 31/09/2017</th>
<th>Revision Date 31/09/2018</th>
<th>Form No. EIC/SH/004</th>
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### SPRING 2019

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 January - 10 January</td>
<td>6 January - Final exam grade release</td>
</tr>
</tbody>
</table>
| 11 January - 17 January | 13 January - Sunday  
Beginning of Spring 2019 Semester for Undergraduate Students |
| 17 January - Thursday | Last day to drop courses and receive a full refund of the tuition fees  
Last day to add courses with special permission  
Last day for new admission students to transfer courses and confirm admission  
Last day to pay 25% of Semester fees |
| 20 January - 24 January | 24 January - Thursday  
Last day to drop courses and receive a partial refund (80%) of tuition fees  
Last day to pay remaining 25% of Semester fees |
| 27 January - 31 January | 31 January - Thursday  
Last day to drop courses and receive a partial refund (60%) of tuition fees  
Last day to pay remaining 25% of Semester fees |
| 3 February - 7 February | 7 February - Thursday  
Last day to drop courses without any refund  
Courses dropped after this date will receive a "W" grade  
Last day to pay Semester Fees (final installment) Unless signed a payment plan with the Accounts Dept. |
| 10 February - 14 February |  |
| 17 February - 21 February |  |
| 24 February - 28 February |  |
| 3 March - 8 March | Mid term Exam Week |
| 10 March - 14 March | 18 March - Sunday  
Midterm exams grade announcement  
22 March - Thursday  
Last day to withdraw courses with "W" grade without special permission from the Program Director. Courses withdrawn after this date will receive an "F" grade |
| 17 March - 21 March | 25 February - Sunday  
Registration for Summer 2019 Semester Begins |
| 24 March - 28 March | SPRING BREAK* |
| 31 March - 4 April | SPRING BREAK*  
3 April - Israa & Miraj Night* |
| 7 April - 11 April |  |
| 14 April - 18 April |  |
| 21 April - 25 April |  |
| 28 April - 2 May |  |
| 5 May - 9 May | 5 May - Ramadan begins* |
| 12 May - 16 May | Final Exam Week |

### SUMMER 2019

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Description</th>
</tr>
</thead>
</table>
| 19 May - 23 May | 19 May - Sunday  
Summer 2019 semester begins  
Sunday final exam grade release for Spring 2019 semester  
19 May - Last day to add/drop courses with 100% refund  
22 May - Last day to add/drop courses with 80% refund  
23 May - Last day to add/drop courses with 60% refund |
| 26 May - 30 May |  |
| 2 June - 6 June | 5 June - Eid Al Fitr* |
| 9 June - 13 June |  |
| 16 June - 20 June |  |
| 23 June - 27 June | Final Exam Week |
| 30 June - 5th July | Final exam grade release |

* Islamic Holidays are subject to change based on the Hijri Year Calendar
In the event of loss of teaching days due to unscheduled closing, the teaching semester(s) may be extended into the Study and Examination period(s).

✓ EIC reserves the right to alter the dates stated herein, whenever required.
✓ EIC organizes several activities and events during the year. These will be announced during the year.
✓ EIC students participate in annual events in Abu Dhabi. Those events might coincide with classes or holidays. EIC aims to keep up with the Abu Dhabi event calendar, and to facilitate wherever possible.
✓ EIC students participate in a Leadership Program. This Program is taken in addition to the Regular Academic Program. It is scheduled every week and consists of guest lectures, field visits, workshops and training

3 Admission Policies

3.1 Admission Requirements: Freshman Students

Please visit the link http://eic.ac.ae/EIC/Undergraduate_Programme for information related to admission documents requirements. Make sure that you fulfill all requirements, otherwise your admission and enrolment is at risk. The Registration and Admission Unit will also assist you with all inquiries related to admission procedures and documents.

3.2 Admission Policy

All programs offered by EIC are accredited by the Ministry of Higher Education and Scientific Research (MOHESR) in the United Arab Emirates.

✓ Applicants are admitted based on their qualifications as approved by MOHESR.
✓ Applicants are encouraged to apply early to EIC. Last week of applying for new students only is one week after the add/drop week schedule.
✓ Students are granted admission for the specific semester for which they apply and, if they fail to join that semester, they will have to follow a new admission procedure the next semester, unless otherwise advised by the EIC admission and registration unit.
✓ The language of instruction for all taught programs at EIC is English; proficiency in English language both oral and written is an important factor in determining the success of the student in the EIC.
✓ European International College (EIC) has the right to reject admission if applicants provide forged documents to claim eligibility for admission. EIC also reserves the right to deny a request for readmission from a student with a history of deception.
✓ For transfer student please refer to Admissions requirement section.
3.3 Undergraduate Programs Admission

3.3.a General Undergraduate Admission Requirements:

European International College (EIC) intake policy for all Undergraduate Programs allows applicants to be admitted to EIC as following:

✓ Fall Semester of Each year
✓ Spring Semester of Each year
✓ Summer Semesters of Each year

In order to be admitted to European International college undergraduate programs, the following documents must be submitted to the Unit of Admission and Registration as per the deadlines mentioned in the Academic Calendar:

A completed Admission application form. (All parts of the application form must be carefully completed.)

✓ Attested copies of High School’s certificate and transcripts as approved by the MOHESR
✓ Students who obtained their secondary school certificates from outside the UAE have to meet the minimum admission requirements set by the UAE Ministry of Higher Education and Scientific Research. Their credentials must be certified by the Ministry of Education, the Ministry of Foreign Affairs, and the UAE Embassy in the country of origin. Only subjects classified as academic will be accepted for admission consideration.

✓ Six recent passport photos
✓ Valid copy of Applicant’s Passport and Valid Residence Visa copy (for expats only)
✓ UAE National ID (all nationalities)
✓ A TOEFL score of at least :( Paper based minimum of 500, computer-based minimum of 173, & IBT minimum score of 61), EMSAT score of 1100 or an IELTS minimum score of 5.0 for undergraduate admission. At the time of admission, the English test has to be up to date with less than 2-years validity.

✓ There is exception for a native speaker of English who has completed his/her undergraduate education in an English-medium institution and in a country where English is the official language.

✓ Student not having English proficiency test will be given a conditional admission for one semester. The student is allowed to register for maximum 15 credits from offered general education courses only. EIC may offer intensive English course depending on the number of students in order to reinforce their English proficiency. This does not exempt student from providing the required recognized English Proficiency Test score by the end of the first semester.

✓ Student who fails to submit the required English Proficiency Test score by the end first semester is not authorized to register the coming semester unless he/she provides the above.
✓ A non-refundable application fee of 300 UAE Dirham

3.3.b Minimum score required for admission based on Curriculum

✓ **UAE Curriculum:** General Track/Advanced Track/ADEC and MOE. Minimum score required: 60 %

✓ **GCC Curriculum:** General Track/Advanced Track/ADEC and MOE. Minimum required score: 60 %

✓ **Indian Curriculum:** Indian School Certificate awarded by ICSE or CBSE. Minimum required score: 55 %

✓ **Applicants with American Diplomas:** Must have completed 12 years of schooling. Must have the diploma attested by the relevant authority: MOE/KHDA/ADEC. It is required to submit 12th grade certification attested from the Ministry of Education.

✓ **British IGCSE:** Must strictly follow Ministerial Decree No. (200) of Year (2004) particularly for number of subjects; number of fields; and minimum grade for each subject. Must have taken at least 7 GCE/GCSE/IGCSE subjects A combination of GCSE (O level) and AS/A levels is acceptable provided that the subjects cover at least four of the following fields: Math; Science; Languages; Humanities and Social Sciences; and Arts and Design. Subjects in Year 12 taken out of school can be accepted so long as they are attested by The British Council. For the British system graduates, it is required to submit 12th grades certifications attested from the Ministry of Education.

The minimum grade for each level is C for the O level; D for the AS level; E for the A level

✓ **International Baccalaureate:** International Baccalaureate Diploma. Minimum required score: 24 points.

Note: Students with qualifications other than those listed above may visit the World Education Services webpage and find the equivalency for your country’s grade to make sure it represents at least a “C” in the US grading system.

3.3.c English Language Requirement for undergraduate admission

Students applying must provide one of the following minimum English scores:

<table>
<thead>
<tr>
<th>Standardized Tests</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>IELTS (Academic)</td>
<td>5 Overall</td>
</tr>
<tr>
<td>EmSAT *</td>
<td>1100</td>
</tr>
<tr>
<td>Internet-based TOEFL (iBT)</td>
<td>61</td>
</tr>
<tr>
<td>Computer-based TOEFL</td>
<td>173</td>
</tr>
<tr>
<td>Institutional paper-based TOEFL (PBT)</td>
<td>500</td>
</tr>
</tbody>
</table>
*Note: Applicants will not be asked to provide any alternative English language proficiency test if they have already provided an EmSAT achieve English score.

3.4 Admission as Transfer Student

Transferring students to EIC must satisfy the following minimum requirements:

✓ Meet all standard admissions requirements of the College undergraduate programs
✓ Have been enrolled at local universities and colleges accredited by the CAA of the MOHESR, or licensed and accredited by the country’s relevant authority for institutions located outside the UAE
✓ Meet the Standard English Proficiency requirement described for undergraduate admission
✓ In addition, credit transfer is subject to the following conditions and dispositions:
  ✓ The maximum authorized credit transfer is of 60 credit hours, representing 50% of the credit requirements of the Bachelor degree programs
✓ Transferred courses must cover at least 80% of the equivalent course content at EIC
✓ Only courses with a minimum grade of C are eligible for transfer
✓ Credit transfer will not be granted for the internship course and the capstone courses.
✓ Petition for transfer credit must be made at the time of enrollment at EIC and all records (transcripts etc.) must be received during the first semester
✓ Transfer credits are entered on the transcript and student’s academic record as “T”. The transferred courses are credited hours but no grade points are assigned and therefore, not considered in the student’s CGPA calculation. If the certification was issued outside of the UAE, an equivalency letter from UAE Ministry of Education must be submitted along with the certification.

3.4.a Evaluation Process of Transferring Credits

Students Applying to European International College (EIC):

✓ Official transcript with full course description from the previous university/college to admission and registration unit with the attestation of the Ministry of Higher Education & Scientific Research (MOHESR), UAE
✓ Student details should be documented in EIC transfer credit form by the Admission staff.
✓ Forms are centralized at the Office of the Registrar.
✓ All forms will be sent directly to the Director of Academic Affairs for course transfer approval.
✓ Upon approval by the Director of Academic Affairs, the Admission and Registration Unit will communicate with the students on the final outcome.
✓ European International College (EIC) is following the MOHESR standards 2011 transfer policy.

✓ It is applicants’ responsibility to provide all attested previous transcripts and diploma with course description to the admission and registration unit for credits transfer evaluation

✓ EIC may accept re-evaluation of transfer credits for a fee of AED 300 after students join EIC only after one semester.

✓ Transferred courses will be approved by the Director of Academic Affairs and the Registrar; courses for transfer credits count towards EIC degree requirements.

✓ If applicant attended more than one institute prior to applying to EIC, applicant must provide separate attested transcripts & course description for transfer credit evaluation.

✓ The maximum number of courses to be transferred is 50% of the concerned program.

✓ Transferred courses must be minimum of CGPA 2.00 for students transferring to the same major and if below; the student should transfer to a different major.

3.4.b Re-Evaluation Process and steps followed in European International College (EIC)

✓ This procedure is applicable only after one semester following the admission of transferred students to EIC.

✓ The student approaches the Registrar to fill -in the Re-Evaluation Form against a non-refundable fee of AED 300.

✓ In the Request Form the student will record all courses he/she believes that need or can be transferred.

✓ Requests forms are sent to the Director of Academic Affairs for re-evaluation and approval.

✓ Upon approval by the Director of Academic Affairs, the Unit of Admission and Registration will communicate with the students on the final outcome.

3.4.c Re-admission

✓ Any student who voluntarily withdraws and did not register for one academic year is required to apply for Re-admission and pay Re-admission fee. The amount is 315 AED (VAT included) for all majors.

✓ Any student who is dismissed due to academic deficiency is not allowed to register for 1 academic year in the same major. Any student who wishes to re-admit must re-apply as a new student.

✓ Students who have earned credits at other institutions or universities and wish to have that earned work evaluated for transfer credits must provide an official transcript(s) to the Admission and Registration Unit.

✓ All students must meet G.P.A. minimums for transfer purposes and all deadlines set by EIC. In making decisions on those applying for readmission, these guidelines will be used as the basis for further action:
✓ Any student who withdraws willingly from the European International College and is held in good standing with a cumulative G.P.A. of 2.00 or better at EIC will be given approval for readmission. Subject to the course offering.

✓ If the student has not increased his/her cumulative GPA to 2.00 or better up to the remaining number of probations – giving that the maximum number of probations is 3 by the end of the period of reinstatement, the student will be dismissed without any opportunity for appeal.

✓ Students who decide to leave EIC voluntarily while on second academic probation may be restored to their places but only under the above conditions. Subject to the course offering.

✓ Students who have been granted an official leave of absence may resume their studies without applying for readmission. Subject to the course offering.

3.4.d  English Language Proficiency

To complete the requirements for admission, applicants must have an English language proficiency test score in order to place them in an appropriate course. Applicants may be placed in either non-credit English courses or undergraduate credit courses depending on their proficiency in English. The following guidelines have been developed:

✓ All students must take an English language proficiency test unless they present an official certificate of English proficiency on an international standardized test indicating that the score meets the required level for their program of study approved by the Ministry of Higher Education & Scientific Research (MOHESR), UAE.

✓ If the English language proficiency test results were achieved by the student without having the pass grade that is required, he will be allowed to register for only one semester, under a condition to provide the required score on the following semester immediately.

✓ Applicants with an EMSAT score 1400, TOEFL minimum score 500, or IELTS minimum score 5.0, or equivalent can register for all undergraduate programs.

✓ English language scores are only valid for two academic calendar years

✓ A native speaker of English who has completed his/her undergraduate education in an English-medium institution and in a country where English is the official language will be exempted from providing the English proficiency test certificate.

✓ Transfer students or who are applying to EIC who have accomplished degree, should provide a true copy of a valid (less than 2-year validity at the time of his/her admission at the previous university) and recognized English proficiency letter (for scores, refer to the new student admission requirements) from the previous college/university. In addition, the student has to provide a true copy of the corresponding results.
4 Academic Programs

4.1 Undergraduate Programs

EIC's academic year consists of two 16-week semesters, exclusive of time fixed for orientation and holidays and one 6-weeks summer semester.

4.1.a Structure of Diploma Programs

The Diploma Program consists of 5 semesters including Internship semester. They contain 22 courses and (1) Internship that is a total of 69 credit hours. Each course semester lasts for 16 weeks. The Internship semester lasts for 6 months.

4.1.b Structure of Associate Programs

The Associate Programs consist of 5 semesters. They contain 20 courses and 1 Internship that is a total of 63 credit hours. Each course semester lasts for 16 weeks. The Internship semester lasts for 5 weeks.

4.1.c Structure of Bachelor Programs

The Bachelor Programs in Business Administration has 4 majors, Human Resources Management, Marketing and Sales, Management and Hotel Management and Tourism.

✓ Bachelor in Business Administration in Hotel Management and Tourism contains 8 semesters and a total of 42 courses including Internships that is a total of 126 credit hours.

✓ Bachelor in Business Administration in Management, Marketing & Sales and Human Resources Management contains 8 semesters and a total of 40 courses including Internship that is a total of 120 credit hours.

4.2 Credits and Credit Hours

Courses are calculated in credits. Each course carries 3 credits which are awarded after the successful completion of that course. Credit hours usually equal the number of hours spent in class per week. One credit hour is usually one and a half hours of lecture given weekly for a minimum of sixteen weeks. Courses of practical nature comprise more contact hours per week. Each course syllabus explains the amount of credits and credit hours.

4.3 Course Load

EIC semesters consist of a minimum of 2 courses and a maximum of 6 courses, or 6 to 18 credit hours. There are no elective courses (for Hospitality major). The course load of students is determined according to their study plan.
4.4 Independent Study Policy

1. The college does not encourage students to take courses as independent study. However, students may be allowed to take up to 9 credits hours for an entire Bachelor degree and 6 credit hours for an Associate or Diploma degree.

2. The only reason to allow student to take a course as an independent study is only when the course is not offered and not taking it may delay the student graduation. As such this situation, may occur only during the last 2 – 3 last semesters left for graduation. Independent studies are approved by the College Dean. If other exceptions, they have to be documented and approved by the College Dean.

3. Students who are taking courses as independent study are ensured with adequate student supervision and compatibility in course content and assessment methods. Student will be provided with all course materials (handouts, readings, activities, etc.).

4. An independent study course involves one-on-one interactions between a student and a faculty member. This interaction is documented in a log-in sheet to track time of direct supervision through sessions between student and faculty.

5. A tuition fees of a course taken as independent study are similar to a normal course. As such drop/add rules and refund policies are similar to a regular course.

4.5 Study Plans

4.5.a Diploma Program in Hotel Management & Tourism

<table>
<thead>
<tr>
<th>Semester</th>
<th>Course Code</th>
<th>Course Name</th>
<th>Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester 1</td>
<td>GE 111</td>
<td>English 1</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>BSA 112</td>
<td>Business Software Applications 1</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>FSO 114</td>
<td>Food Service Operations and Showmanship</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>FPO 115</td>
<td>Food Production Operation &amp; Food Safety</td>
<td>3</td>
</tr>
<tr>
<td>Semester 2</td>
<td>BEM 124</td>
<td>Beverage Management*</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>HTT 113</td>
<td>Introduction to Hospitality Management</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>FRO 116</td>
<td>Introduction to Front Office Operations</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>GE 112</td>
<td>English 2</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>BSA 122</td>
<td>Business Software Application 2</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>EVM 125</td>
<td>Event Management*</td>
<td>3</td>
</tr>
<tr>
<td>Semester 3</td>
<td>INT 131</td>
<td>Internship</td>
<td>3</td>
</tr>
<tr>
<td>Semester 4</td>
<td>BET 123</td>
<td>Business Ethics*</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>LAN 141</td>
<td>French 1</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>ACC 142</td>
<td>Introduction to Hospitality Accounting</td>
<td>3</td>
</tr>
</tbody>
</table>
### Semester 5

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Name</th>
<th>Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>MKT 143</td>
<td>Introduction to Marketing</td>
<td>3</td>
</tr>
<tr>
<td>FAC 144</td>
<td>Facilities Management</td>
<td>3</td>
</tr>
<tr>
<td>RDM 145</td>
<td>Rooms Division Management*</td>
<td>3</td>
</tr>
<tr>
<td>FBM 146</td>
<td>Food &amp; Beverage Management*</td>
<td>3</td>
</tr>
<tr>
<td>LAN 151</td>
<td>French 2*</td>
<td>3</td>
</tr>
<tr>
<td>ICS 152</td>
<td>Islamic &amp; Intercultural Studies</td>
<td>3</td>
</tr>
<tr>
<td>HSU 153</td>
<td>Hospitality Supervision*</td>
<td>3</td>
</tr>
<tr>
<td>HMS 154</td>
<td>Hotel Management Simulations*</td>
<td>3</td>
</tr>
<tr>
<td>GTT 156</td>
<td>Global Tourism &amp; Tourism Trends*</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>69 Credits</strong></td>
<td></td>
</tr>
</tbody>
</table>

(*Some courses have pre-requisites. Pre-requisites are same for the Diploma and BBA in Hotel Management and Tourism Program, please refer to the BBA in HTM study plan. All Diploma in HTM students have to complete the mandatory Leadership Program for graduation.)*

#### 4.5.b Associate Degree: Human Resource Management Specialization

<table>
<thead>
<tr>
<th>Semester</th>
<th>Course Code</th>
<th>Course Name</th>
<th>Prerequisites</th>
<th>Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester 1</td>
<td>GE111</td>
<td>English 1</td>
<td>TOEFL 500 or IELTS 5.0</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>GE101</td>
<td>Business Software</td>
<td>None</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>GE102</td>
<td>Islamic Studies</td>
<td>None</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>GE103</td>
<td>Mathematics</td>
<td>None</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>BUS 100</td>
<td>Principles of Management</td>
<td>None</td>
<td>3</td>
</tr>
<tr>
<td>Semester 2</td>
<td>GE104</td>
<td>Critical Thinking</td>
<td>None</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>BUS 101</td>
<td>Introduction to Accounting</td>
<td>None</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>GE 112</td>
<td>English 2</td>
<td>GE 111</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>BUS 103</td>
<td>Business Statistics</td>
<td>GE 103</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>BUS 201</td>
<td>Introduction to Economics</td>
<td>BUS 100</td>
<td>3</td>
</tr>
<tr>
<td>Semester 3</td>
<td>GE105</td>
<td>Environmental Studies</td>
<td>None</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>BUS 203</td>
<td>Principles of Marketing</td>
<td>BUS 201</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>BUS 202</td>
<td>Organizational Behavior</td>
<td>BUS 100</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>HRM 201</td>
<td>UAE Labor Law and Negotiation Skills</td>
<td>BUS 100</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>BUS 204</td>
<td>Management Information Systems</td>
<td>BUS 100 &amp; GE 101</td>
<td>3</td>
</tr>
<tr>
<td>Semester 4</td>
<td>BUS 205</td>
<td>Financial Management</td>
<td>BUS 101</td>
<td>3</td>
</tr>
<tr>
<td>HRM 202</td>
<td>Human Resource Management</td>
<td>BUS 100</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>HRM 203</td>
<td>Recruitment, Compensation and Training</td>
<td>BUS 205</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>HRM 204</td>
<td>HR Information Systems</td>
<td>BUS 205 &amp; GE 101</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>BUS 210</td>
<td>Internship</td>
<td>36 Cr. HrCo-Requisite: 9 cr. Hr. Specialization Courses</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Summer Semester</td>
<td>HRM 205</td>
<td>Capstone Project on HR</td>
<td>51 Cr. Hr. Co-Requisite: 12 Cr. Hr. Specialization Courses</td>
<td>3</td>
</tr>
</tbody>
</table>

4.5.c Associate Degree: Marketing Specialization

<table>
<thead>
<tr>
<th>Semester</th>
<th>Course Code</th>
<th>Subject Name</th>
<th>Prerequisite</th>
<th>Cr. H</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester 1</td>
<td>GE111</td>
<td>English 1</td>
<td>TOEFL 500 or IELTS 5.0</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>GE101</td>
<td>Business Software</td>
<td>None</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>GE102</td>
<td>Islamic Studies</td>
<td>None</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>GE103</td>
<td>Mathematics</td>
<td>None</td>
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<tr>
<td></td>
<td>BUS 100</td>
<td>Principles of Management</td>
<td>None</td>
<td>3</td>
</tr>
<tr>
<td>Semester 2</td>
<td>GE104</td>
<td>Critical Thinking</td>
<td>None</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>BUS 101</td>
<td>Introduction to Accounting</td>
<td>None</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>GE 112</td>
<td>English 2</td>
<td>GE 111</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>BUS 103</td>
<td>Business Statistics</td>
<td>GE 103</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>BUS 203</td>
<td>Principles of Marketing</td>
<td>BUS 201</td>
<td>3</td>
</tr>
<tr>
<td>Semester 3</td>
<td>GE105</td>
<td>Environmental Studies</td>
<td>None</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>BUS 201</td>
<td>Introduction to Economics</td>
<td>BUS 100</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>BUS 202</td>
<td>Organizational Behavior</td>
<td>BUS 100</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>MAR202</td>
<td>Consumer Behavior</td>
<td>BUS 203</td>
<td>3</td>
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<td></td>
<td>BUS 204</td>
<td>Management Information Systems</td>
<td>BUS 100 &amp; GE 101</td>
<td>3</td>
</tr>
<tr>
<td>Semester 4</td>
<td>MAR203</td>
<td>E-Commerce and E-Business</td>
<td>BUS 203 &amp; GE 101</td>
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</tr>
<tr>
<td></td>
<td>MAR204</td>
<td>Marketing Management</td>
<td>BUS 203</td>
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<td></td>
<td>BUS 205</td>
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<td>BUS 101</td>
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<tr>
<td>Semester</td>
<td>Code</td>
<td>Course Title</td>
<td>Prerequisite</td>
<td>Cr. H.</td>
</tr>
<tr>
<td>----------</td>
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</tr>
<tr>
<td>Summer</td>
<td>MAR205</td>
<td>Capstone Project on Marketing</td>
<td>51 Cr. Hr. Co-Requisite: 12 Cr. Hr. Specialization Courses</td>
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<tr>
<td></td>
<td>BUS 210</td>
<td>Internship</td>
<td>36 Cr. Hr. Co-Requisite: 9 cr. Hr. Specialization Courses</td>
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</tr>
</tbody>
</table>

4.5.d Bachelor of Business Administration: BBA in Management

<table>
<thead>
<tr>
<th>Semester</th>
<th>Code</th>
<th>Course Title</th>
<th>Prerequisite</th>
<th>Cr. H.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester 1</td>
<td>GE 111</td>
<td>English 1</td>
<td>TOEFL 500 or IELTS 5</td>
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<td></td>
<td>GE 102</td>
<td>Islamic Studies</td>
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<td></td>
<td>BUS 100</td>
<td>Principles of Management</td>
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<td>3</td>
</tr>
<tr>
<td></td>
<td>GE 103</td>
<td>Mathematics</td>
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<td>3</td>
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<tr>
<td></td>
<td>BUS 101</td>
<td>Introduction to Accounting</td>
<td>None</td>
<td>3</td>
</tr>
<tr>
<td>Semester 2</td>
<td>GE 101</td>
<td>Business Software</td>
<td>None</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>GE 104</td>
<td>Critical Thinking</td>
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<td>3</td>
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<td></td>
<td>GE 105</td>
<td>Environmental Studies</td>
<td>None</td>
<td>3</td>
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<tr>
<td></td>
<td>GE 202</td>
<td>Basic Statistics</td>
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<td>BUS 100, BUS 204</td>
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<td>GBM 404</td>
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4.5.e Bachelor of Business Administration: Hotel and Tourism Management

<table>
<thead>
<tr>
<th>Semester</th>
<th>Course Code</th>
<th>Course Title</th>
<th>Prerequisite</th>
<th>Credit Hours</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>GE 111</td>
<td>English 1</td>
<td>TOEFL 500 or IELTS 5</td>
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</table>

27
| Semester 2 | HTT 113 | Introduction to Hospitality Management | None | 3 |
| Semester 2 | FRO 116 | Introduction to Front Office Operations | None | 3 |
| Semester 2 | GE 112 | English 2 | GE 111 | 3 |
| Semester 2 | BSA 122 | Business Software Application 2 | GE 101 | 3 |
| Semester 2 | BEV 124 | Beverage Management | None | 3 |
| Semester 2 | EVM 125 | Event Management | FSO 114, FPO 115 | 3 |
| Summer Semester | INT 131 | Internship | FSO 114, FPO 115, FRO 116, Min CGPA 1.8 | 3 |
| Semester 3 | BET 123 | Business Ethics | INT 131 | 3 |
| Semester 3 | LAN 141 | French 1 | None | 3 |
| Semester 3 | ACC 144 | Introduction to Hospitality Accounting | None | 3 |
| Semester 3 | BUS 203 | Principles of Marketing | None | 3 |
| Semester 3 | FAC 114 | Facilities Management | None | 3 |
| Semester 3 | RDM 145 | Rooms Division Management | FRO 116 | 3 |
| Semester 3 | FBM 146 | Food & Beverage Management | FSO 114, FPO 115, BEM 124, MKT 143, ACC 142 | 3 |
| Semester 4 | LAN 151 | French 2 | LAN 141 | 3 |
| Semester 4 | GE 102 | Islamic Studies | None | 3 |
| Semester 4 | HSU 153 | Hospitality Supervision | HTT 113 | 3 |
| Semester 4 | HMS 154 | Hotel Management Simulations | FRO 116, RDM 145, BUS 203, ACC 142 | 3 |
| Semester 4 | GTT 156 | Global Tourism & Tourism Trends | HTT 113 | 3 |
| Semester 5 | GE 103 | Mathematics | None | 3 |
| Semester 5 | GE 203 | General Psychology | None | 3 |
| Semester 5 | BUS 201 | Introduction to Economics | None | 3 |
| Semester 5 | HTT 200 | Food & Menu Planning | BEV 124 | 3 |
| Semester 5 | HTT 201 | Customer Service Management | HTT 113 | 3 |
| Semester 6 | GE 202 | Basic Statistics | GE 103 | 3 |
| Semester 6 | BUS 301 | Business Law | GE 111/ BUS 100 | 3 |
| Semester 6 | HTT 202 | Restaurant Operations Management | FPO 115 | 3 |
| Semester 6 | HTT 300 | Food Production Management | FBM 146 | 3 |
### 4.5. Bachelor of Business Administration: Human Resources

<table>
<thead>
<tr>
<th>Semester</th>
<th>Course</th>
<th>Course Title</th>
<th>Prerequisite</th>
<th>Credit</th>
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<tbody>
<tr>
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<td>BUS 100</td>
<td>Principles of Management</td>
<td>None</td>
<td>3</td>
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<tr>
<td></td>
<td>GE 103</td>
<td>Mathematics</td>
<td>None</td>
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<td>Semester 2</td>
<td>GE 101</td>
<td>Business Software</td>
<td>None</td>
<td>3</td>
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<tr>
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<td>GE 104</td>
<td>Critical Thinking</td>
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<td>GE 105</td>
<td>Environmental Studies</td>
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<td>Managerial Accounting</td>
<td>BUS 101</td>
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<td>English 2</td>
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<td>Business Statistics</td>
<td>GE 202</td>
<td>3</td>
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<td></td>
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<td>Introduction to Economics</td>
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<td>3</td>
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<tr>
<td></td>
<td>BUS 202</td>
<td>Business Information Systems</td>
<td>BUS 100, GE 101</td>
<td>3</td>
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<td>Principles of Marketing</td>
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<tr>
<td>Semester 4</td>
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<td></td>
<td>HRM 300</td>
<td>UAE Labor Law</td>
<td>BUS 100</td>
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<td>Negotiation and Conflict Resolution</td>
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<td>BUS 205</td>
<td>Macroeconomics</td>
<td>BUS 201</td>
<td>3</td>
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<td>GED 300</td>
<td>UAE Culture and Society</td>
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<td>Semester 5</td>
<td>HRM 402</td>
<td>Training and Development</td>
<td>HRM 300</td>
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<tr>
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<td>BUS 300</td>
<td>Financial Analysis</td>
<td>BUS 200</td>
<td>3</td>
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<td>BUS 301</td>
<td>Business Law</td>
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### Bachelor of Business Administration: Operations Management

<table>
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<tbody>
<tr>
<td>BUS 302</td>
<td>Operations Management</td>
<td>BUS 100, BUS 204</td>
<td>3</td>
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<tr>
<td>BUS 303</td>
<td>Human Resource Management</td>
<td>BUS 100</td>
<td>3</td>
<td></td>
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<tr>
<td>HRM 400</td>
<td>Recruitment and Selection</td>
<td>HRM 300</td>
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<tr>
<td>HRM 401</td>
<td>HR Information Systems</td>
<td>HRM 300 &amp; BUS 202</td>
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<td>Special Topics in HR</td>
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<td>BUS 305</td>
<td>Organizational Behavior</td>
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### Bachelor of Business Administration: Human Resource Management

<table>
<thead>
<tr>
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<tbody>
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<td>BUS 400</td>
<td>Management and Strategy</td>
<td>BUS 302, BUS 303, BUS 304</td>
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<td>BUS 410</td>
<td>Business Research Methods</td>
<td>BUS 100, BUS 204</td>
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<td>HRM 410</td>
<td>Capstone Project on HR</td>
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<td>HRM 403</td>
<td>Performance and Compensation Management</td>
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### Bachelor of Business Administration: Management and Strategy

<table>
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</thead>
<tbody>
<tr>
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### Bachelor of Business Administration: Marketing and Sales

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<th>Prerequisite</th>
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<tbody>
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<td>GE 111</td>
<td>English 1</td>
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<td>GE 102</td>
<td>Islamic Studies</td>
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<td>BUS 100</td>
<td>Principles of Management</td>
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<td>3</td>
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<td>GE 103</td>
<td>Mathematics</td>
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<td>BUS 101</td>
<td>Introduction to Accounting</td>
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<th>Cr. H.</th>
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<td>Critical Thinking</td>
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<td>Environmental Studies</td>
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<td>GE 202</td>
<td>3</td>
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<td>BUS 201</td>
<td>Introduction to Economics</td>
<td>None</td>
<td>3</td>
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<tr>
<td>BUS 202</td>
<td>Business Information Systems</td>
<td>BUS 100, GE 101</td>
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## Academic Policies & Regulations

### 5.1 Grading System

#### 5.1.a Course Grading System

Students will be assigned grades, symbols and points for each course in which they have enrolled. The grade is based on a percentage score achieved in the course and is translated into a symbol and points. The minimum grade for passing an Undergraduate course is 60, which equals symbol D. Please note that a student should aim for the highest grades possible. Graduation requires a minimum CGPA 2.0 for Undergraduate.
The distribution of the total mark (100) on semester such as: quizzes, tests, midterm exam, projects, laboratory work, and the final exam are shown on the outline of each course which is distributed by the faculty to the students during the first week of the semester.

<table>
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<th>Minimum Value</th>
<th>Percentage Range</th>
<th>Description</th>
<th>Letter Grade</th>
<th>Grade Value</th>
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<tr>
<td>90</td>
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<td>Excellent</td>
<td>A</td>
<td>4</td>
</tr>
<tr>
<td>85</td>
<td>85-89</td>
<td>Very Good</td>
<td>B+</td>
<td>3.5</td>
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<tr>
<td>80</td>
<td>80-84</td>
<td>Good</td>
<td>B</td>
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<td>75</td>
<td>75-79</td>
<td>Satisfactory</td>
<td>C+</td>
<td>2.5</td>
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<td>70-74</td>
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<td>C</td>
<td>2</td>
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<td>65</td>
<td>65-69</td>
<td>Unsatisfactory</td>
<td>D+</td>
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<td>60-64</td>
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<td>D</td>
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<td>0</td>
<td>0-59</td>
<td>Fail</td>
<td>F</td>
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</table>

5.1.b Grade Point Average

Grade point average ‘GPA’ reflects student’s achievements in one semester; while cumulative grade point average ‘CGPA’ reflects student’s achievements in all semesters.

GPA and CGPA are evaluated as follows:

<table>
<thead>
<tr>
<th>Grade Point</th>
<th>Evaluation Diploma/Associate and Bachelor</th>
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</thead>
<tbody>
<tr>
<td>3.6 and above</td>
<td>Excellent</td>
</tr>
<tr>
<td>3.0 to less than 3.6</td>
<td>Very Good</td>
</tr>
<tr>
<td>2.5 to less than 3.0</td>
<td>Good</td>
</tr>
<tr>
<td>2.0 to less than 2.5</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>Less than 2.0</td>
<td>Unsatisfactory</td>
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</tbody>
</table>

5.1.c Computation of the Cumulative Grade Point Average

The GPA is calculated by multiplying the grade / points of each course by the number of its credit hours and dividing the total by the number of total credit hours taken in the semester. The CGPA is calculated by multiplying the grade / points of each course by the number of its credit hours and dividing the total by the number of total credit hours taken for all semesters.
GPA and CGPA are calculated according to the following formula:

\[
GPA = \frac{\text{Total} \ (\text{credit hours per course} \times \text{grades received per course})}{\text{Total of Credit hours per semester}}
\]

\[
CGPA = \frac{\text{Total} (\text{credit hours per course} \times \text{grades received per course}) \text{ for all semesters}}{\text{Total of Credit hours staked during all semesters}}
\]

Example:

<table>
<thead>
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<th>Course</th>
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<th>Grade Points</th>
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<td>12</td>
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<tr>
<td>Introduction to Food Service</td>
<td>3</td>
<td>4</td>
<td>12</td>
</tr>
<tr>
<td>Business Software Applications 1</td>
<td>3</td>
<td>2</td>
<td>6</td>
</tr>
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<td>Introduction to Food Production</td>
<td>3</td>
<td>3</td>
<td>9</td>
</tr>
<tr>
<td>Housekeeping</td>
<td>3</td>
<td>3</td>
<td>9</td>
</tr>
<tr>
<td>Food Safety</td>
<td>3</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>Total</td>
<td>18 credits</td>
<td></td>
<td>54 points</td>
</tr>
</tbody>
</table>

\[
GPA = \frac{(3 \times 4 + 3 \times 4 + 3 \times 2 + 3 \times 3 + 3 \times 3 \times 3 \times 2)}{3 + 3 + 3 + 3 + 3 + 3} = \frac{54}{18} = 3.0
\]

5.1.d Grade Appeal and Change in Grade

The student has the right to appeal the final grade of any course provided that:

✓ Grade appeal is valid for the major assessment (only one assessment: e.g. final exam) that weights 20% and above.

✓ The appeal form must be completed by the student and submitted to the Registrar within 5 working after assessment grade announcement / communication.

✓ The Registrar will submit the appeal form to the Director of Academic Affairs. The latter will consult concerned student and Faculty and will report and advice to the College Dean. The student will receive a response to the appeal within 5 working during a meeting set between the Director of Academic Affairs, Faculty member and the student. If no change of the grade the decision has to be communicated to the registrar. If the decision is to change the grade it has to be communicated with the justifications to the College Dean for approval before informing the registrar.

✓ If a second appeal is requested by the student, the College Dean decision is final.

The faculty member is required to submit the final grades only after preceding the several checks of the final grade. Once a final grade is handed over to the Registrar, a Faculty member can only change a grade in case of an error in calculation or recording of the grade after the Director of Academic Affairs approval.
The Faculty member needs to fill in a ‘Request for Change of Grade’ form and submit it to the Director of Academic Affairs for approval which has to be communicated to the registrar.

5.2 Add and Drop

EIC has a fixed study program, schedule and fee structure for students. Each semester offers a minimum of 2 courses and a maximum of 6 courses. Registered students pay the full tuition fee and are expected to follow the full program.

Students who withdraw before the start of the program or within the first week of the semester do not need to pay a cancellation fee. Students who withdraw after the first week of the semester need to pay the tuition fee as stated in the calendar. Students withdrawing after the third week of classes will not receive any refund. (Refer to the academic calendar for more details on the refund policy).

There are very few circumstances where EIC allows for withdrawal of courses and adjustment of tuition fee after the add/drop week. These circumstances must be related to illness, accident, handicap, or any other calamity on the student’s side, and must be proven by recognized official and valid documents (government hospital, police). A student who withdraws from a course needs to re-register for the course in the next semester.

5.3 Voluntary and Enforced withdrawal

5.3.a Voluntary Withdrawal

A request of voluntary withdrawal can be initiated by the student, there is no academic penalty for withdrawing from courses prior to the 7th week (before mid-exam) of a course in a 16-week course and Summer semester. In these cases, the letter 'VW' will be noted in the student’s file alongside the course. The student’s quality point average (CGPA) will not be affected.

If a student withdraws from a course after the 7th week -Semester of 16 weeks, he or she shall be given a mark of 'F' (0.0 grade point). Thus, the decision of timing the withdrawal from a course is important if it should become apparent to the student that he or she is failing the course. To retake the withdrawn, course the student has to pay the withdrawn course and re-register and repay all related course fees.

5.3.b Enforced Withdrawal

A withdrawal might also be initiated by the Faculty member, or advisor, in case of personal circumstances, overload and/or low performance of the student. This decision may occur at any time of the semester before final exams.

Faculty member might require a student to withdraw from a course as a result to complete assignments or any other reason that may affect the student performance. In this case, the student will be proposed for enforced withdrawal, the letter 'EW' will be noted in the student’s file alongside the course. The
student’s quality point average (CGPA) will not be affected. To retake the withdrawn, course the student has to pay the withdrawn course and re-register and repay all related course fees.

5.3.c Suspension

Student will be suspended from EIC if he/she exceeds the maximum duration of the degree he is studying for. The student can be also suspended from a course or the college because of academic or behavioral misconduct. In the latter case, when the suspension happens during the semester, the student will be given an ‘F’ mark (0.0 grade point) for the course and/or other registered courses. If the student was suspended only for a period of time, to retake the course the student has to pay the suspended course and re-register and repay all related course fees.

5.4 Missed Assessments & Postponement

5.4.a Tests and Exams

If circumstances beyond the student’s control cause the student to miss taking a scheduled midterm or final exam, the concerned faculty/instructor (upon approval by the Director of Academic Affairs) will permit the student to sit the missed examination. Valid & formal evidence and documentation shall be provided attesting to the student's inability to take the exam as originally scheduled. Evidence for absences for medical reason needs to be proved by a letter from a government hospital. An accident or any other calamity needs to be proved with an official police report or any other equivalent documents. In case of unintended absence as described above, the student shall be allowed to sit a missed exam. The student needs to pay the ‘make-up’ exam fee amounting to AED 500.

If a student cannot prove circumstances beyond the student’s control, the absence of the student in a midterm or a final exam will be considered as a disruptive and disrespectful act with respect to academic performance and progress. In this case, the student will be graded ‘zero’ and the course average will be calculated accordingly. In case this situation caused a course failing, a student has to re-register for the course and finalize the full fee for the failed course. The fee for re-registration for the course is the same amount as the published course fee.

5.4.b Assessments/Deliverables

Failure to meet the deadlines of submissions for assignments, home works, class activities, class works, reports, research papers, projects and other assessments/deliverables shall be marked as INCOMPLETE and should be completed on a prescribed period within the semester.

For completion to be approved, valid & formal evidence and documentation or a strong justification (to be assessed and documented by the faculty member) shall be provided attesting to the student’s inability to submit the deliverable(s) as originally scheduled. Before accepting the late submission of the student, the faculty member has to inform the registrar is the student has to release the payment of the so-called ‘Incomplete’ fee amounting to AED 100.
If by the end of the semester the student fails to submit the missing assessments the student will be graded ‘zero’ and the course average will be calculated accordingly.

In case this situation caused a course failing, a student has to re-register for the course and finalize the full fee for the failed course. The fee for re-registration for the course is the same amount as the published course fee.

5.4.c Requesting for examination postponement

Occasionally, circumstances may interfere with a student’s ability to complete an assessment or examination at the scheduled time. Students may request an extension or delay when health or private circumstances would preclude effective performance on an examination. Such circumstances might include but not limited to planned surgery, death in the immediate family, serious illness, or trauma, important event. Students are required to file a ‘Request for Reschedule of Examination Form ’if they believe circumstances might justify a postponement. The College Dean and/or Director of Academic Affairs will consider the request and will have discretion to reschedule the examination or to deny the student’s request. If the request is accepted the student has to pay 500 AED for exam reschedule.

5.5 Academic Honors

The Registrar issues the Academic Honor list at the end of each semester. To be placed on the academic honor list, a student must:

✓ Have registered for at least 5 courses in the semester
✓ Have passed all courses in that semester.
✓ Have at least a CGPA of 3.8
✓ Have no disciplinary action against him/her.

5.6 Academic Probation

5.6.a Academic Probation for undergraduate

✓ A student whose cumulative grade point average (CGPA) by the end of any semester falls below 2.0 is placed on academic probation. An official warning is issued and communicated to the student.
✓ A student on academic probation is expected to raise his/her CGPA in the following semester. The student will be encouraged to retake courses in order to improve his CGPA depending on the courses offered.
✓ If the student reaches the 3rd probation a final warning will be issued and he is allowed to register to the following semester.
✓ If the student fails to remove the probation after three times probation, by the end of the following semester, the student will be advised to change the major of his/her study otherwise
will be suspended from the program for one year. After one year, if the student would like to be enrolled in the same major, please refer the “Readmission” section.

✓ If the student’s CGPA in last semester (5th for Diploma and 8th for Bachelor) is at least 1.8 and he completed at least 75% of the credits required for graduation, he/she will not be dismissed from EIC but rather permitted to continue until he/she exceeds the maximum period of study.

5.7 Academic Advising

Academic advising is at the core of our learning experience at EIC. Faculty members who are effectively trained become Academic Advisors and are chosen for their ability to give assistance to students in their curricular and co-curricular goals. Advisors can assist the student with virtually all aspects of the academic experience and provide information regarding campus resources as needed. They guide all students to choose the right courses and class timetables from the beginning of the first semester to work on these goals. Students are given faculty advisors based on their major subject specialization.

Advisors help students become familiar with the educational system followed by the EIC. They assist students in understanding and becoming familiar with the course requirements; map out their priorities, help students decipher test scores, monitor student advancement toward graduation, and help students with working out major and/or career choices.

Academic Advisors help student throughout their academic journey, by helping them discover new goals and evaluating them in their progress.

The Academic Advisors also provides individual and group counseling intervention to assist students with career, personal and social concerns in addition to academic advising. Counseling Services assist student and:

• Provide a safe environment where students can receive the appropriate intervention to cope with challenges that impact aspects of their lives.

• Help students develop personal skills.

Academic Advisors may also refer students to other faculty, Director of Academic Affairs and/or College Dean to meet advising needs under specific situations

5.8 Internship and Student Career

Practical training is an integral part of the study plan of each College student. The training period is for 5 weeks (for Bachelor / Associate students) & 6 months (for Diploma students), and senior status is generally required for enrolment, and senior status is generally required for enrolment.

It is imperative that the student does the training outside the classroom where he/she gets exposed to real life workplace and business environments in order to apply the skills that he/she acquired in the classroom and on campus. The Internship and Student Career unit in cooperation with relevant
departments will make every effort to establish a database of firms that can absorb our students for practical on-the-job training each year. Normally, practical training is done in the summer, but in some cases, the course might be offered during the regular semesters.

The training program at the EIC aims at preparing students for their future careers and business endeavors, improving the organizational, interpersonal, communication and business skills in the trainee. It also emphasizes the sense of punctuality, responsibility and encourages trainees to be creative, innovative, and able to work under the pressure of deadlines and competition. In addition, trainees learn the business way of thinking and taking decisions and realize the importance of contributing to the host organization.

The Internship and Student Career unit is responsible for advising, placement, monitoring and follows up on student interns and student career support. Students may suggest their organization of work for completing their internship. Students who are employed may choose their organization to complete their Internship within the Major opted by the student and related to their plan of study at EIC.

Some of the services provided by the Internship and Student Career unit are:

✓ Surveying of internship employers
✓ Conducting student workshops
✓ Reviewing students’ CVs
✓ Assessing student career preferences
✓ Contacting Employers
✓ Assigning students to employers
✓ Building a filing system
✓ Identifying faculty advisors
✓ Preparing the logistics for faculty advisors to make on-site visits
✓ Following up on students' complaints
✓ Administering student project presentations
✓ Please find the Internship Handbook on clicking this link

5.9 Leadership Program

EIC puts strong emphasis on professional attitude, team work and skills development. For this, EIC has developed a Leadership Program for the Diploma in Hotel Management student. This is a non-credited course but is mandatory for graduation. The program has 3 components:

✓ Workshops
✓ Industry meetings (fieldtrips and guest lecturers/subject matter experts)
✓ Attitude, behavior and appearance

Program Description
EIC aims to prepare, develop, and equip students to become emerging leaders in both hospitality and business industry. Through a series of seven (7) well-designed sessions, students will participate in presentations, workshops, fields’ trips, and case studies.

The leadership program is only open to students who join the Diploma in Hospitality Management & Tourism. Students are required to take the program once during their studies at EIC and it is a graduation requirement for them. This is an extra-curriculum program with no credit. BBA, and transfer students are not required to take it.

The leadership program will be assessed by work activity outputs written assignments, oral presentations and attendance. The program requires a final grade of 60% for a ‘Pass’. If the final course grade is below 60, then the program is considered ‘Failed’. In this case, the full course has to be retaken.

5.10 Capstone Project

The purpose of the graduation project paper is to evaluate the students' ability to complete a project in an area of study. The project is designed to give students an opportunity to integrate their learning through research, self-reflection, and presentation. The students may choose their own topic from a variety of project types, including academic research, internships, student-developed businesses, or an area of personal interest with focus of his/her field of study.

5.11 Transcript of Records

A student receives an official transcript at the end of his/her graduation. If the student needs official transcript while studying at EIC he/she has to make a request to the Registrar and pay for the official transcript.

A student who has fulfilled all of the academic requirements of the program and has settled all of his/her monetary and administrative obligations with EIC will receive a student copy of his/her academic transcript together with an official degree.

If the student needs an unofficial transcript he has the possibility to print it directly from his access to the Learning Management System (LMS).

5.12 Graduation

Undergraduate Completion Requirements Policy

To be eligible for graduation, the student must satisfy each of the following requirements:

✓ Must have passed all courses of the curriculum in which the student is registered.
✓ Must have achieved a CGPA of at least 2.00.
✓ Must have fulfilled the requirements with respect to professional attitude and leadership (Valid only for Diploma Program).

The student becomes a degree candidate when the Registrar certifies that the student has completed the study program and met all requirements for graduation. The Registrar recommends graduation to the College Dean.

The student must have met financial obligations to EIC within the time specified by the Admission and Registration Unit. Certificate for graduation and transcripts will be withheld on past-due accounts and loans.

✓ Bachelor Programs: The minimum time required to complete the degree is equivalent to eight regular semesters, the maximum time required to complete the degree is seven academic years. Maximum of 8 years for Hotel Management & Tourism as it includes 6 months of internship.

✓ Diploma program: The minimum time required to complete the degree is equivalent to five regular semesters, the maximum time required to complete the degree is five academic years.

✓ Associate programs: The minimum time required to complete the degree is equivalent to four regular semesters, the maximum time required to complete the degree is four academic years.

The below table shows the total credit hours according to program of study:

<table>
<thead>
<tr>
<th>Program</th>
<th>Major</th>
<th>Total credit hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor of Business Administration</td>
<td>Management</td>
<td>120</td>
</tr>
<tr>
<td></td>
<td>Human Resources Management</td>
<td>120</td>
</tr>
<tr>
<td></td>
<td>Marketing and Sales</td>
<td>120</td>
</tr>
<tr>
<td></td>
<td>Hotel and Tourism Management</td>
<td>126</td>
</tr>
<tr>
<td>Associate</td>
<td>Human Resources Management</td>
<td>63</td>
</tr>
<tr>
<td></td>
<td>Marketing and Sales</td>
<td>63</td>
</tr>
<tr>
<td>Diploma</td>
<td>Hotel Management and Tourism</td>
<td>69</td>
</tr>
</tbody>
</table>

**5.13 Student’s Record**

Each student’s permanent record at EIC includes:

✓ Basic identification information of the student;
✓ A listing of all coursework accepted by EIC for transfer;
✓ A semester-by-semester listing of all EIC courses attempted and completed;
✓ All grades, credits, and grade point averages earned each semester;
Any necessary notations concerning academic probation, suspension, or dismissal;
A notation of degree completion.

This student record is considered to be permanent and it will be kept as an active record in perpetuity and will never be disposed of by the institution. It is the permanent and official record of all grades, credits, and diplomas earned by the student at EIC. EIC holds an office to make sure that all student data are up to date. It is the responsibility of the student to contact the Admission and Registration unit immediately in the event of any changes in address, name or other personal details. The information will then be disseminated to all the concerned departments. With the exception of authorized personnel at EIC who access to courses will have completed and grades earned by the student in order to fulfill their administrative responsibilities and assist students with registration, advisement, degree completion and career direction, no one shall have access to, nor will the institution disclose, any information from a student’s permanent academic record without the written consent of the concerned student. Please refer to the Student Records Policy for detailed information.

5.14 Attendance Rules & Regulations

5.14.a Absences

EIC students are expected to attend all classes regularly and abide by the strict rules & regulations on attendance.

A student is allowed to miss classes up to 21% of attendance. Beyond this limit the student will be withdrawn from the course. The student will receive a ‘EW’ (enforced withdrawal) for this course. But the course fee from the withdrawn course is no longer refundable and student is required to finalize the payment all related fees.

EIC holds the opinion that a student who misses more than 21% of the classes does not take responsibility for his/her own academic and professional development, disrupts class and group performance & progress.

A student incurring beyond 21% absences have the possibility to be excused for only one time in the semester. This is under the condition the student is able to provide a valid and formal justification document(s). Upon validation and if the decision favors the student, the Director of Academic Affairs will grant an 21% status for the absences and shall allow him/her to continue on the course. The student must not be absent any more on that particular course and only an absence due to ‘force majeure’ shall be given the second chance for reconsideration.

A student shall be personally responsible in closely monitoring his/her attendance and request for reconsideration (to be filed at the Unit of Admission of Registration) as the need arises.

Regular attendance is essential for successful performance in any future career in the hospitality and business industry. Therefore, students should respect the attendance rules.
5.14.b Rules of Attendance

✓ Students who are on time and attend for the full duration of the class will be marked as present.
✓ Any student who is absent for the full duration of the class will be marked absent.
✓ A student who comes in late is not allowed to enter (late is when the door of the classroom is closed, meaning the class has commenced). He or she can only join the class after the break (if there is a break). The student will be marked absent.
✓ The student is encouraged to inform beforehand the faculty member about the late attendance in order to show professionalism and respect. In this case, it is up to the faculty member to accept or not the late attendance of the arrival time is beyond 15mn from the start of the course. If the late arrival is accepted the student will be marked present.
✓ Any student who comes in late after the break (in case there is a break) will not be allowed to enter and will be marked absent.
✓ Any student who comes in on time but leaves class before the actual end of the class (only possible in break time) will be marked absent.
✓ Faculty member has to count one absence for each 1.5-hour class period.

Example of 21% rule

Most of the EIC courses take 32 classes, conducted in 16 weeks (16 weeks x 2 classes). An absence of 21% means missing 7 classes.

✓ The student will be withdrawal when missing the 8th class
✓ The same rules apply to the practical training in kitchen and service, a student cannot miss more than 3 days of practical training. Being withdrawn from practical training also means being withdrawn from the full course of which the training is part.
✓ The same rules apply for theoretical classes in kitchen and service. Being withdrawn from the theoretical classes implies being withdrawn from the full course.
✓ EIC students are expected to attend all classes regularly and abide by the strict rules & regulations on attendance.
✓ A student who misses 21% of attendance will be withdrawn from the course. The student will receive a ‘EW’ (enforced withdrawal with no credit earned) for this given course & without course fee refund.
✓ When reaching 21% of absence official warning is issued. In this case the student has to provide valid and formal justification document(s) for absences. Upon validation and if the decision favors the student, the Director of Academic Affairs will grant an 18% status for the absences and shall allow him/her to continue on the course. The student must not be absent any more on that particular course and only an absence due to ‘force majeure’ shall be given the second chance for reconsideration.
✓ A student shall be personally responsible in closely monitoring his/her attendance and request for reconsideration (to be filed at the Unit of Admission of Registration) as the need arises. Record of absences can be monitored by student through the student portal.
5.15 Dress code and Practical Courses Uniform

EIC students are required to dress in Professional attire (or local dress) when they come to the college. Any student who comes in the class not wearing a Professional attire, Faculty member has options to issue warning maximum 2 times. After 2 warnings, faculty has the right not to accept the student and may give an oral warning, and /or call for a disciplinary committee case hearing. For the 3rd time a written warning is issued to the student and for 4th time a disciplinary action follows.

Practical courses- Some practical courses require students to wear uniform. The local attire is accepted during practical but it is always encouraged to wear uniforms where applicable for safety and hygiene reasons especially in the kitchen and similar area.

Student who will be using the kitchen as a part of their curricula will be required to take the Hepatitis B vaccine in accordance with the U.A.E Rules and Laws. Students using the Kitchen will also be undergoing HACCP training from the HACCP certified and trained faculty who will be handling the course.

Examples of WHAT NOT TO WEAR

<table>
<thead>
<tr>
<th>SHIRTS</th>
<th>PANTS</th>
<th>SHOES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MEN</strong></td>
<td>see through materials, T-shirts,</td>
<td>athletic shoes,</td>
</tr>
<tr>
<td></td>
<td>denim materials, jeans, too short, worn out materials, walking shorts</td>
<td>flip flops</td>
</tr>
<tr>
<td><strong>WOMEN</strong></td>
<td>see through materials, T-shirts, sleeveless, spaghetti straps, revealing &amp; low necklines, backless styles, strapless tops</td>
<td>denim materials, jeans, too short, worn out materials, minis, shorts or Capri shorts, walking shorts</td>
</tr>
</tbody>
</table>

5.16 Examinations & Proctoring / Invigilation Policies & Procedures

Big class shall be divided in two separate rooms or placed in bigger rooms. A big class with several numbers of students will be divided into two groups and assigned two (2) rooms to use; or be placed in bigger rooms. Therefore, seating arrangement may still follow the “two-seats apart” or “one-seat apart” spacing. List of students be posted outside the assigned classroom.

✓ Room entry as per schedule

Examinees shall enter designated exam room as per schedule. Early entry shall not be allowed.

✓ Designated area for bags, gadgets, books, notebooks & belongings

There shall be a designated area inside the examination room where students will put their bags, gadgets, books, notebooks and other belongings, preferably in the front of the Instructor’s desk.
No bags, gadgets, notebooks and other personal belongings shall be allowed beside the examinee’s seat.

✓ **Extra sheets or scratch papers must be submitted**

The college shall provide for extra sheets or scratch papers (stamped by the college). Requested and used papers by the students/examinees for whatever purpose (calculation, need more space to write, etc.) must be submitted together with their answer sheets/test manuscripts. Student’s name (or student number) must be written on each sheet. No personal extra sheets nor own scratch papers be allowed for use.

✓ **Designated Marshall**

There is a designated Marshall or Marshalls who will do regular and continuing rounds while examinations are on-going. The Marshall will maintain silence in the corridors and may serve as reliever for proctors/invigilators who need to go to the comfort room, get extra pens/papers/calculators, and call the subject course faculty for test questions/instructions clarification and other urgent/emergency situations.

✓ **Announcement board**

Drop-down tarp banner or announcement board is placed strategically located on main entry area. Important key guidelines, rules & policies pertaining to examination should be posted for everybody to see & read.

**Examinees must observe the following rules:**

✓ Examinees must wear proper dress attire/business attire.
✓ Examinees must enter exam room as per schedule.
✓ Occupy assigned seat.
✓ Bring valid ID (e.g. EIC ID, Emirates ID, company ID). It shall be presented for the receiving of the test papers.
✓ Examinees must register their leaving time in the attendance sheet before leaving the room.
✓ Use pens in writing the exam. And pencils are not allowed.
✓ As per exam need, examinees must bring their own calculator. Sharing of calculator is not allowed. All calculators shall be checked by the Proctor/Invigilator. Use of mobile phones are not allowed for computations
✓ In case of translation problem, examinees must bring their own dictionary. Digital dictionary is not allowed. Sharing of dictionary is not allowed. All dictionaries shall be checked by the Proctor/Invigilator.
✓ No smart phones and smart watches (example: I watch) be allowed to be used during examinations.
✓ Eating is not allowed and only bottled water shall be permitted entry to the exam room.
✓ All forms of cheating are not allowed. And shall be subjected to disciplinary action.
✓ Respecting and obeying the exam guidelines and Proctor’s/Invigilator’s instructions is mandatory.

5.17 Smoking Policy

EIC is a smoke-free facility. EIC has designated an outdoor area as smoking area. A student caught smoking in a non-smoking designated area will face disciplinary action.

6 Student Life

6.1 Student Initiatives and Organization Policy

EIC focuses on the overall development of students by conducting extracurricular activities and events. Each student has the possibility to propose and organize within the college any activity or event. The proposal has to be sent to the designated Director of Academic Affairs or Faculty member for review.

Any student can lead any initiative that falls under the following categories:

6.1.a Hospitality & Cultural diversity initiatives

Aim to promote hospitality as a professional career and as an industry that promotes peace and cultural awareness. Examples of initiatives: Field trips, promotion of culture and heritage of different communities, Culinary competitions, etc.

6.1.b Cultural & Arts initiatives

Aim to promote relations between different stakeholders at the College and the community at large. These initiatives cover various social and cultural activities. Examples of initiatives: Art exhibitions, Cultural workshops, Film projection and discussion, Art competitions, etc.

6.1.c Sports initiatives

Aim to promote team work and EIC family spirit. Examples of initiatives: participate or organize tournaments.

6.1.d Public Service Initiatives

Aim to reach out to others and encourage community service. e.g. events with charity organizations, environment awareness initiatives, Health and wellbeing (e.g. smoking, blood donation, breast cancer), etc.
6.1.e Corporate initiatives

Aim to reinforce the links of the of students with the professional environment and to enhance his/her critical thinking and the education experience. Examples of initiatives: inviting a guest speaker, organizing seminars, round table sessions addressing major topics about various industries and businesses, etc.

The initiative proposal has to be sent to the designated Director of Academic Affairs or faculty member. The proposal has to describe the following aspect:

✓ Name of the initiative, date, list and role of students involved in the initiative organization.
✓ Description of the initiative and its added value to the students, EIC, and the community at large.
✓ Initiative tentative program
✓ Estimated cost and other resources needed from EIC (space, IT, etc.)
✓ Fundraising or sponsorship if needed (organizations and communities to be approached).

These initiatives are selected then by the appointed Director of Academic Affairs or Faculty member in consultation with the College Dean based mainly on the following criteria

✓ Relevance of the initiative with the five categories mentioned above.
✓ Feasibility of the initiative within the timeframe.
✓ Availabilities of the required resources

If approved the Director of Academic Affairs or Faculty member will communicate the information to the concerned student. For the organization and budget management of the initiative the student team will work under the supervision of the designated Director of Academic Affairs or Faculty member.

6.2 At your Service Unit

As part of the dynamic and engaging learning at EIC, students are encouraged to lead and embrace group work in various forms such as community-oriented activities, creative clubs, students’ organizations. EIC is committed to support these student organizations as long as they contribute to enriching the learning experience at the college. “At your service” represents EIC’s students services and affairs unit. The responsibilities of “At Your Service” are the following:

- Student Activities:
  - Organizes EIC’s events and facilitates student events and activities (Academic, Entertainment Cultural, Volunteering, Charity, etc.) in the college or with external partners.
  - Develop student activities calendar in collaboration with the Student Council and support students in the activities implementation and promotion.
  - Organize meetings and workshops and manage classrooms, laboratories, and logistics, allocation and bookings.
• Liaise with the industry in order to obtain advantages and benefits for the students and staff.

- Student Wellbeing:

  • Liaise with outsourced companies in charge of inspecting and providing services to maintain health and safety standards.

  • Make sure that health and safety procedures and policies are implemented in collaboration with specialized companies and health and safety department of Head Office when needed.

  • Provide and communicate the counselling services by directing students to adequate partners with whom the college has agreements (e.g. nurse, psychologists, hospitals, etc.).

  • Collect complaints and communicate them to the concerned person/unit and facilitate the decisions implementations. Provide monthly complaint report to the management for administrative and academic services’ improvements.

- Students Publications

  • Facilitate student printed or electronic publications and make sure that the content is in line with policies and procedures.

  • Produce in collaboration with library an annual report to promote the college events and outreach activities as well as student activities organized during each academic year.

  • Provide the needed communication and promotion (internally and externally) of all activities and events organized by students, faculty members and the college.

6.3 Clubs & Associations

Student-sponsored clubs are an integral part of the college learning process. The academic experience is enriched by participation in activities that allow students to pursue their personal interests outside the classroom. Academic Advisors/Admission and Registration Unit/ Student Services/Affairs Unit (At Your Service) act as the central support for the clubs and associations on campus. Their role includes supervising and providing assistance with program planning and implementation. Activities may be student-run or organized with faculty/staff. Clubs can vary each semester depending on students’ interests.

6.4 Student Role in Governance

To participate in the college governance, students have different channels:

6.4.a Open Door Policy

EIC aspires to develop the family spirit and believes that the voice of each EIC member has to be heard and taken into consideration. The open-door policy confers the possibility of each student, preferably after requesting a meeting, to meet directly the College Dean or Director of Academic Affairs to share
opinion and ideas about the any issues related to the college improvement and development. Raised concerns are followed up and the student is informed about the actions taken.

6.4.b Student Council

It represents the student body and conveys its views and opinions to the College management. It consists of three members selected from among students through elections. One representative of each curriculum program: One from Hotel Management and Tourism Program one from Business Program (Undergraduate). Scheduled at the beginning of each Academic Year and supervised by the designated Director of Academic Affairs. The Council acts as a liaison between students and EIC Management. Students can liberally express their ideas and points of view to the Council through its members. Major duties and responsibilities of the Student Council are to:

Participate in proposing rules and policies pertaining to all students of the College;
- Promote student participation in various events and activities
- Utilize internal and external opportunities to better serve students’ interests
- Engage and promote students outreach activities
- Voice students’ problems and concerns

The Student Council is composed of:

Council President – his/her major duties and responsibilities are:
- Sits in EIC College Council.
- Chairing all the Student Council meetings
- Scheduling and attending meetings with Heads of committees
- Overseeing the annual calendar of activities and events
- Meeting with College Dean, Director of Academic Affairs, other Directors, to voice concerns of students with regard to specific academic and non-academic issues

Secretary – His/her major duties and responsibilities are:
- Maintaining minutes of meetings and attendance reports of the Student Council
- Communicating reports with the Director of Academic Affairs
- Keeping records of personal information of all members of the Council

Treasurer – His/her major responsibilities are:
- Reviewing all financial transactions, with the approval of the Director of Academic Affairs, related to the Council and the student committees
- Preparing budgets and monetary issues related to the Council and the student committees
- Communicating financial reports to the Director of Academic Affairs
Members of the Student Council elect, during their first meeting, the President, Secretary, and Treasurer. The Director of Academic Affairs supervises the election process. Members of the Student Council, who are elected for one-year duration, should possess the following qualifications:

✓ Enrolled at the College and completed at least 15 credit hours
✓ Maintaining a cumulative GPA of 2.5 or higher.

6.5 Guidelines for Student Publication

Guidelines for student-printed materials are provided so that students, in preparing material for distribution and publication, may plan the contents of those materials to be consistent with the basic aims and endeavors of EIC. Students or student organizations preparing newspapers, magazines, or newsletters for public distribution ("Publication") should be aware of and must conform to the following guidelines, which also apply to all statements, pictures, and illustrations in such material:

✓ EIC has appointed a faculty or staff member to be the editor of any student publications.
✓ Any publication must adhere to the United Arab Emirates publication laws.
✓ Any publication must comply with the copyright laws of the United Arab Emirates.

6.6 Students’ Rights and Responsibilities

As a student, you have rights which assist you in taking your place as a member of the diverse student community and EIC community as a whole. EIC is composed of individuals interacting with others for the mutual benefit of all, thereby developing a culture with standards of conduct and distinguishable aims. EIC is a system based on the concept of freedom of choice that creates the educational and cultural conditions for the full development of students and members of the community.

It is the right of students attending EIC to retain their individualism, personal freedom, autonomy, and dignity, while respecting at the same time the rights of others. Students attending EIC should be provided with the opportunity to learn, to develop to their fullest potential, and to grow as individuals. All students are individuals and display different abilities, skills, interests, appreciations, attitudes, beliefs, and values. Therefore, students who enroll, neither lose their personal freedom or rights, nor do they escape the duties of a legal UAE resident or citizen while enjoying significant educational opportunities at EIC. Students have a responsibility to themselves, to their fellow students, to the laws of the UAE, and to policies of EIC in which, by their own choice, they enroll. Student rights and responsibilities are presented below.

They are as follows:

✓ Every student enjoys within the Institute all rights and freedoms recognized by the Laws of the United Arab Emirates.
✓ Every student has a right to equal treatment by the Institute. A student has a right to be free from any discrimination.
✓ Every student has a right to the safeguard of his or her dignity.
✓ The college has an obligation to ensure that administrative decisions are made, or actions taken, with fair regard for the known and legitimate interests of students keeping in line with the Institute policies and regulations.
✓ The College has an obligation to maintain safe and suitable conditions of learning and study.
✓ To have appropriate opportunities for learning & to pursue the educational goals of your courses
✓ To have opportunities to discuss and express any views which are relevant to the subject matter of courses and which are not contrary to religious, political, cultural, and moral values of the UAE
✓ To the reasonable use of campus facilities
✓ To join appropriate campus organizations and engage in recreational activities subject to reasonable conditions
✓ The Institute has an obligation to ensure that adequate measures are taken to protect the security of students on college property.

6.6.a  Academic Rights

This section describes student academic rights. These rights include:

✓ The instructor’s obligations to inform students what will be learnt and how the learning will be assessed.
✓ The right to a fair and impartial assessment of your performance as a student.
✓ In order to preserve the rights and freedoms of its students, the Institute has a formal process for adjudication of academic and non-academic student grievances.
✓ Availability in each course of a course Outline/Syllabus

6.6.b  Procedural Rights

This section describes your procedural rights in such cases. In general, you have the right to:

✓ A fair and complete decision by an impartial committee assigned by the Institute.
✓ A full and fair hearing by an impartial committee for the determination of a student’s rights

6.7  Student Information and Access to Student Records

The college respects student’s right to privacy of personal information. This implies that

✓ Information disclosed by you and for you is considered to be personal; and
✓ This information will not be disclosed to third parties without your consent.
✓ A permanent record for each student enrolled in the college is maintained by the Registrar. The written consent of the student is officially required to disclose his/her academic record. Exceptions are made for parents, guardians, sponsors, authorized UAE government entities or in compliance with a judicial order.
6.8 Grievance and Appeal

A student grievance and appeal policy, applicable to all students of EIC, is used to provide reasonable assurance that all practices and actions are pertinent and realistic and are applied in a non-discriminatory manner. The policy is designed to help maintain good student relations, to handle grievances efficiently at the level closest to the problem, and to establish a problem-solving academic and non-academic environment with full student participation.

6.8.a Confidentiality

All grievances and complaints are confidential.

6.8.b Reprisal

A student may enter a complaint or grievance without fear of interference, retaliation, or harassment from EIC authorities and staff members.

6.8.c Processing a Grievance

A grievance must be presented to the source of the problem for discussion and consideration. In the case of a grievance about a Faculty, for example, the grievance must first be aired with that Faculty. In case the grievance is not properly solved or addressed, a student can file a grievance to the Registrar. (Incident Report Form available with the registrar). The grievant shall address only one (1) subject in any one (1) grievance.

A written grievance shall contain:

✓ The date the action took place, the location, and the parties/persons involved.
✓ A clear and concise statement of the grievance, referring to the actual action that occurred and the policy that is alleged to have been violated.
✓ The action undertaken towards the source(s) of the grievance, the remedy sought, and the outcome agreed upon/discussions left/decision left to be taken.

The following steps shall be followed in an effort to reconcile a grievance. The procedure applies for academic as well as non-academic grievances:

✓ The grievant shall discuss the nature of the grievance with the source of the problem.
✓ The grievant, if dissatisfied with the outcome of the discussion, will report to his Advisor or may prefer to fill out the grievance form at the Admission and Registration Unit.
✓ In case the issue is perceived as sensitive, the grievant might submit the grievance form without interference or support of the Advisor.
✓ The grievance form has to be submitted to the Admission and Registration Unit within 10 working days after the occurrence of the grievance. No appeal will be accepted after that.
✓ The Registrar will discuss with the Director of Academic Affairs. The Director of Academic Affairs will hear all people concerned in the reported matter.

✓ The registrar will report back to the grievant within 10 working days after reception of the grievance form.

If the grievant fails to meet the time limits at any step, the grievance is automatically considered dropped; if the EIC departments, at any step, fail to meet the time limits, the grievance can be reported to the College Dean. Extension of time limits for any step may be authorized through the College Dean, EIC, upon written request.

6.9 Student Learning Resources and Support Services

6.9.a Learning Support Services

EIC has a Professional Training and Continuing Engagement Department that offers challenging and exciting educational programs to the student community. Academic advisors provide additional study hours for students who need additional coaching and attention to development in areas as Business Skills, IT skills, soft skills etc.

6.9.b Study Rooms

There are study rooms available for students’ study. The rules and regulations are as follows:

✓ The study rooms for students have to be reserved in advance. The group that wants to use the rooms for discussion should give their names and the time for use at least one day before the requirement.

✓ The rooms are for studies and group discussions purpose only.

6.9.c Students Orientation

Every student at EIC must attend an orientation program. This orientation is designed to familiarize students with all aspects of EIC and College life in general. The orientation is offered before the start of semester 1. Student orientation programs are designed to aid freshmen and transfer students in adjusting to the academic and social life of EIC.

The primary purpose of the EIC orientation programs is to help students understand the nature of the College, the educational opportunities available to them, the values and functions of EIC community, and the central objective of EIC as an academic enterprise. Students will receive important information about EIC program, policies and rules, student services, code of conduct and behavior, learning resources, job opportunities, internship opportunities and procedures, student activities, career counseling, etc.
6.9.d Cafeteria & Coffee Shop

EIC has a cafeteria, a coffee shop and a training kitchen. During college days (Sunday to Thursday) breakfast, lunch & snacks are served. During the academic year, the coffee shop’s opening / serving hours are from 8:00 AM to 9:30 PM.

6.9.e Changing rooms

EIC provides changing rooms/toilets for males and females (strictly segregated), to be able to change before or after school, or before or after training (operational from 8:00 AM to 9:30 PM).

6.9.f Library

The library and the learning resources are at the core of EIC learning experience. The library services go beyond providing books to students and faculty, to provide full-assistance on TURNITIN, EBSCO search assistance, e-books subscriptions, plagiarism-policies, and carrying out workshops that are aimed at enhancing the students out-of-the-class learning and research capabilities.

The Library has a collection of books, journals and periodicals in English, Arabic and many other international languages related to the subjects and programs that the EIC delivers.

As a vital resource for learning and teaching, the EIC Library offers academic support for students, faculty and staff to help them find the materials they seek and use the Library’s resources to their best use. The Library staff coordinates the collection development, cataloging and utilizing of all kinds of resources. Valid identification is necessary for using the Library.

6.9.g eBooks

An on-line study tool providing EIC students access to e-books, digital version of course textbooks are now made available anywhere and anytime on students’ laptop, tablet and smart phones. It would improve student outcomes and helps student get better grades. Personalized learning is made simple with technology.

6.9.h EBSCO

EIC provides its students with an access to EBSCO (the world’s leading repository of scholarly research journals) as part of its commitment to develop the research capabilities of its graduates. Faculty may require students to conduct active searches on the database to generate research deliverables that may be part of their overall assessment.

6.9.i Printing & Copying

The library has facilities for printing & copying for EIC students. Handouts of the lecture material will be provided to students in hard and/or soft copy, at the discretion of the faculty. For using the printing and copying facilities, students are required to pay a nominal fee.
6.9.j  Study Materials & Stationary

Students are responsible for their own materials and stationary (like pen, calculator, notebook, ruler, binder, etc.). All these items are not provided by the college; it is the sole responsibility of the students to bring his own stationary.

6.9.k  Computer Lab

EIC has a computer lab for training in computer software and language skills.

6.9.l  Learning Management System

EIC uses a customized LMS tool that integrates all the students’-related data into a single interface that includes registration, finance, attendance, scheduling, correspondences, academic performance, lecture materials...etc. Students once registered in the EIC LMS will be given username and password to access the LMS. They may view their study plan, grades courses, financial information and request for official letters through the student portal of the LMS.

6.9.m  Personal Counseling

EIC guarantees the confidentiality of students’ personal consultations and provides necessary assistance and orientation if external professional consultancy is needed. Academic advisors also act as Personal Counselors to assist student with their needs for a successful student life at EIC.

6.9.n  Career Counseling

The internship and student career unit are assisted also by EIC Academic advisors as Career Counselors to provide various services to students with regards to their career planning and employability. Its services include, but not restricted to, the followings:

 ✓ clarify your interests, skills, values, and work style
 ✓ explore various career options that are consistent with your profile
 ✓ help you develop a plan for your career
 ✓ develop effective strategies for obtaining a job
 ✓ learn effective resume writing and interviewing skills
 ✓ prepare for your academic job search

6.9.o  Student Discount and Scholarship

EIC students are accorded discounts and special offers from partner-industry shops and commercial establishments. For details please see our Student Recruitment officer. Students who score a CGPA of 3.8 and above with a course registration of 15 credits are waived a percentage of their corresponding
semester fees. The amount will be decided by the College Dean. For Scholarship policy refer to in the Student Policy Manual.

6.9.p Health-care coverage

EIC commits to providing students with a healthy environment that respects the highest standards of health and safety. In addition, students who are sponsored by EIC are systematically covered by health insurance. Other students who are not under the sponsorship of EIC are required to be covered by a third party insurance scheme. If not covered, EIC will not be liable otherwise. EIC has on call a nurse and a psychologist to assist with student medical conditions. In addition, EIC is situated within 20 meters from Al Rowdha Health Clinic and Tajmeel dental clinic. Students have quick access to the professional services provided from these clinics.

6.9.q Dining Services

EIC has a cafeteria on campus for students where food and beverages are served at reasonable prices.

6.9.r Sports Activities

The Unit of Student Services/Affairs (At Your Service) organizes, implements, and supervises sports events at or outside the College, and develops collaboration with other institutions in Abu Dhabi for various student trainings and competitions.

6.9.s Student Social and Cultural Activities

The Unit of Student Services/Affairs (At Your Service) organizes social and cultural activities. Its main objective is to help students develop their interests, abilities and social skills. EIC places great emphasis on extracurricular activities. EIC also encourages students to meet each other and to start a student society, club and interest group.

EIC emphasizes that participating in organizations or clubs is an effective means of establishing healthy interpersonal relationships, developing leadership skills, and generally enhancing the academic program.

6.9.t Prayer Rooms

The College assigns two separate places for praying, one for males and the other for females. Prayer rooms are located on each floor.

6.9.u Student Career Planning Services

The internship and student career unit provide internship, career planning and job services to its students. The unit assists EIC students in finding their way to internships and jobs of their interest.

EIC supports students to become capable and confident in selecting and managing their careers and identifying further training needs. The Internship and Student Career Unit teaches students and graduates
how to develop educational and career goals, decision-making skills and job search strategies needed to manage their professional and academic pursuits.

The internship and student career unit provide intends to accomplish its mission by working with students, alumni, employers and related third parties, Faculty and staff. Working with students, the unit will:

Help them learn more about careers and develop their plan of action. The following services will be available for students:

✓ Career discussion sessions to discuss career interests and concerns
✓ Guidance and support in finding internships and management trainee positions
✓ Links to assessment tools and recruitment agencies
✓ Workshops in grooming, attitude, presentation, job application, etc.
✓ Links with hotels and other tourism/hospitality organizations in the country
✓ Work with the students on one-to-one basis
✓ Host career fairs on-campus
✓ Organize on-campus job interviews
✓ Job vacancy board

6.10 Alumni

Student Marketing and Recruitment Unit works to assist the EIC Alumni and help them find employment opportunities by:

✓ Make available a list of potential companies
✓ Get them involved in the job fairs organized by EIC
✓ Review their resumes and give them guidance on how to improve it
✓ On-line job posting
✓ Job search consultation
✓ An on-line Alumni Directory to find contact information of former classmates and identify
✓ Alumni gatherings to keep contacts and relations and share experiences

6.11 Internship and Student Career Unit

The unit works with employers and related third parties, the unit will:

✓ Invite employers and third parties to post their vacancies (jobs an internships) on EIC website and vacancy board
✓ Invite employers and third parties to participate in the job fairs organized by EIC
✓ Invite employers and third parties to meet EIC students in the context of guest lecturers or field trips
✓ Schedule on-campus interviews to meet and interview EIC students and alumni

✓ Make it possible for employers and third parties to obtain student and alumni resumes posted at the center, to respond to their current internship and job vacancies

7 Operations & Conduct

7.1 Electronic and I.T Resources Usage

EIC’s information technology facilities include computing devices and associated peripherals, communications infrastructure and related equipment, facsimile machines, scanners, copiers, telephones, video and other multimedia devices and all forms of software. They are intended for use for teaching, learning, research, and administration in support of EIC’s mission. In using EIC’s information technology facilities, the user agrees to the following conditions of use:

✓ All persons using EIC’s information technology facilities shall be responsible for adhering to the appropriate user policy as circumscribed by the laws and regulations of the UAE, such as the UAE Cyber Crimes Law, the Penal Code of the United Arab Emirates.

✓ Information technology facilities are not to be used for personal, commercial, or non-EIC-related purposes without written authorization from the Institute.

✓ EIC reserves the right to limit permanently or restrict any user’s usage of the college’s information technology facilities; to copy, remove, or otherwise alter any information/data or system that may undermine the authorized use of information technology facilities.

7.2 Discipline & Conduct

7.2.a Inappropriate Conduct

Conduct which violates any cultural and religious values, practices, beliefs; and/or that violates any U.A.E laws, rules and regulation. Also, EIC’s expectations on personal conduct either on EIC premises or at functions sponsored by or participated in by EIC.

7.2.b Disorderly Conduct

Conduct which is disorderly, lewd, or indecent; breach of peace; or aiding, abetting, or procuring another person to breach the peace on EIC premises or at functions sponsored by or participated in by EIC.

7.2.c Offensive Material

Students are not to produce, view, store, possess, or transmit materials which are of an offensive nature (including harassing or obscene). Although personal opinions as to what is considered offensive may vary, the following items are viewed as offensive: lewd images, excessively violent or graphic content, and items considered to be discriminatory or demeaning in content.
7.2.d Disruption

Disruption means disrupting or obstructing education, study, management, discipline, and any other EIC activities, including public-service events either on or off campus, or other sanctioned non-EIC activities, when on EIC premises.

7.2.e Unauthorized Demonstration

Taking part in campus demonstrations which negatively affects the normal running of EIC and infringes on the rights of other people in the EIC community, or leading or baiting others to try to negatively affect regular activities on campus, or the deliberate blocking of areas which interferes with freedom of movement on campus.

7.2.f Non-Compliance with Directions

Not following of EIC officials’ directions or those of law enforcement officers who are acting in their professional capacity and/or the failure to identify oneself to them when requested to do so.

7.2.g EIC College ID

Student is required to identify oneself successfully and/or to produce a legitimate EIC student ID to an EIC official when asked. Failure to do this is considered as misconduct.

7.2.h EIC Guests & Visitors

Failure to abide by EIC regulations with regards to guests and visitors, students are at all times accountable for their actions while on campus.

7.2.i Unauthorized Soliciting

Unofficial soliciting, promotion or taking part in private business activities by any person, group, or organization on Campus or at any EIC event or function without permission is a violation of the Code of Conduct.

7.2.j Charitable Fundraising

All charity proposals must be recorded and endorsed in advance through the Student services/affairs (At Your Service). Students or student organizations must hand in a written form which contains the following:

✓ Who the funds are being raised for
✓ The time period, the manner, and at what time funds will be collected
✓ Fund storage
✓ Distribution date of funds and to whom they will be given (Destination)

Furthermore, the amount raised must be publicized on campus, and confirmation in writing of the fund delivery the appropriate people must be sent in to At-your service unit.
7.2.k Bribery

Offering or giving money or any item of service to an EIC employee for the purpose of attempting to obtain assistance and/or favor that would not have otherwise been provided.

7.2.l Abuse of the student discipline system

Including but not limited to:

✓ Failure to come before the EIC officials when asked to.
✓ Fabrication, misrepresentation, or perversion of data given as part of the arbitration process.
✓ Disturbance or intrusion with the normal manner of the disciplinary investigation and general process.
✓ Untrue allegations of misbehavior deliberately without reason.

7.2.m Non-Discrimination

Discrimination against anyone on the basis of age, sex, sexual orientation, religion, race, color, disability, marital status or national origin is against policy. EIC follows a non-discrimination policy towards all students and staff. Students are encouraged to report matters of discrimination of any sort by filing an official grievance form.

7.2.n Sexual Harassment

Sexual harassment is categorized as any unwanted sexual moves, requests for sex, or other spoken or actual behavior that is sexually motivated, and makes surrendering to or rejecting the behavior, affects either explicitly or implicitly, the academic performance of an individual, or unfairly affects with the individual’s academic performance by developing a threatening, aggressive, or odious environment.

Behavior which can be defined as sexual harassment incorporates, but is not limited to unwanted physical contact that could easily be interpreted as being sexual, such as touching, pinching, flirting, or superfluous contact; overt or covert pressure on an individual to force them to perform sexual favors or to begin an undesirable sexual relationship; verbal allusions or sexual humor, including unambiguous or corrupting comments about a person or their look; the use of suggestive expressions or signals to depict a person’s body, dress, or sexual behavior. You are referred to the current Student Handbook for more information on this and other processes.

7.2.o Disruptive Students

The Disruptive Student Policy defends students, faculty and staff from any behavior of students:

Students, who cannot abide by these principles of fitting behavior as set out by the EIC, will not be allowed to hinder other students’ access to a college education. EIC students are under national laws and all regulations and policies and procedures of the Board of Trustees of EIC. Abuse of these laws; policies and procedures may mean the violator is then subject to the necessary action required by EIC authorities.
The Head of Student Service / Activities (At You Service) is allowed to suspend or oust students because of behavior. If essential, the Head of Student Services/Activities will use due legal process. Nonviolent dissent does not fall under this policy. For students who show behavior grave enough to warrant disciplinary action, the EIC can refer the student for the appropriate psychological or psychiatric evaluation.

7.2.p Rights and Responsibilities

Every student has to understand the rules and regulations set out by the EIC. Ignorance of rules or regulations will not be a satisfactory argument during the prosecution process. No student or member of the EIC community shall be deprived of academic freedoms, rights or liberties without due process in the applicable EIC rules. No disciplinary sanction can be forced upon anyone under authority of the EIC without the due process provided above.

7.2.q Student Code of Conduct Procedures

Student discipline will be administered and will be flexible and in line with the philosophy and objectives of the EIC. The Head of Student Services/Activities (At Your Service) or designee will be responsible for the administering of sanctions and can impose a variety of disciplinary action. For further information with regard to disciplinary procedures, please refer to the current Student Handbook.

7.2.r Dishonesty & False Representation (Plagiarism)

Dishonesty, including but not limited to the following:

7.2.r.1 Class Assessments

The term “cheating,” incorporates but is not limited to, duplicating other students’ assignments; working with others on a home-based test or on homework when this is particularly prohibited by the Instructor; looking at and/or duplicating text, notes or another’s exam paper during an examination. Cheating also incorporates the giving of information to other students to be duplicated and then used as their own. This includes but is not limited to giving someone answers to exam questions either when the exam is taking place or after its having taken place; informing other students of precise questions that turn up or have previously appeared on an exam in the same semester; giving or selling papers, reports, projects or other restricted written materials to others. Cheating may also occur with the use of technology such as mobile phone, I-watch, calculator, etc.

An assessment/deliverable found to be produced as a result of cheating shall be given the grade ‘zero.’ The instructor and Director of Academic Affairs shall validate and judge whether cheating occurred or has been committed.

7.2.r.2 Plagiarism

The term ‘plagiarism’ incorporates, but is not limited to, individuals trying to assert the work or study of others as their own, whether published or not. Plagiarism incorporates, but is not limited to, the quotation
or summary of text or other materials without citing the sources on an exam, assignment, on homework, or any other written item handed in as one’s own work. Plagiarism also incorporates handing in papers that were purchased or downloaded and presenting another person’s work as one’s own. In short, plagiarism occurs when:

✓ Taking credit for someone else’s work
✓ Copying words and ideas without acknowledging the author
✓ Not using quotation marks when using the exact words of the author
✓ Using the wrong source
✓ Incorrect paraphrasing without citing the source
✓ Copying the majority of the work from other sources

EIC employs ‘Turnitin’ software. It is an academic plagiarism checker technology for teachers and students. It is an Online plagiarism detection, grammar check, grading tools. All assignments / papers / essays / reports submitted by students need to be checked via ‘Turnitin.’ All student works must be handed in as a soft and a hard copy. Similarity index for the submitted paper must not reach 20% (percentage of the amount of text being matched – except when stipulated differently by the faculty for specific courses). The instructor and/or disciplinary committee are responsible to judge whether plagiarism has occurred using the originality report.

✓ Supplying misleading information to any member
✓ Falsification, changing, or exploitation of any of the EIC’s documents, records, or methods of identification
✓ False Representation: Acting to Contract or representation in the name of the EIC
✓ Changing the election result of any EIC student organization
✓ Recording Prohibition: Students cannot make an audio or video recording of a lecturer or speaker without advance consent. However, if recording is a disability consideration, it will be normally approved

7.2.r.3   Code of Academic Honesty

Members of the European International College community study and work together in an institutional framework dedicated to the pursuit of knowledge and learning. Freedom of inquiry, learning and intellectual pursuit flourishes only in a community in which the participants are committed to the mutual respect of each other’s role and activity. Academic freedom, freedom of expression and dissent, tolerance of diversity are values that guide the norms of conduct of students, faculty, staff and administration at EIC. The educational mission of the EIC community is best realized and advanced when the rights, responsibilities, and reasonable standards of conduct and academic integrity are observed. The European International College expects the highest standards of academic integrity and honesty from its students.
In light of the above noted values and norms of conduct, the Student Code of Academic Honesty outlines acceptable and unacceptable academic behavior for EIC students as well as appropriate disciplinary procedures, penalties and sanctions for violations of academic integrity.

Upon admission to the EIC, students agree to behave dutifully in all areas of academic, personal and public conduct and to take full blame for their individual and joint action.

8 Health and Safety Plan

8.1 Emergency Response

The Faculty/Staff/Campus Coordinator

✓ Makes a frequent inspection of area to maintain safety awareness and files a monthly emergency and safety inspection report with the College Dean.
✓ Conduct scheduled drills and awareness orientations.
✓ Provides each Faculty/Staff Emergency Responder and phone installation with a copy of the "Emergency Response" card.
✓ Ensure all EIC staff and faculty members and volunteers ("Faculty/Staff Emergency Responders") must be thoroughly familiar with:
  ▪ The Emergency and Safety Plan
  ▪ The location and operation of all available fire alarms
  ▪ The location of the fire extinguisher on each floor
  ▪ Basic handling and use of a fire extinguisher
  ▪ All emergency exits and building evacuation routes

✓ During an emergency, Faculty/Staff Emergency Responders will identify themselves by wearing yellow vests while performing their duties. Each classroom and the workstation of each full-time employee are equipped with a yellow vest that employees can utilize when responding to an emergency situation.

8.2 General Procedures

Emergency responses fall into two general categories: those requiring a building evacuation, and those requiring occupants to shelter-in-place inside the building.

In any emergency situation requiring evacuation, immediately take these actions:

✓ Pull the nearest fire alarm station.
✓ Wear the yellow emergency response vest.
✓ Call and inform the Campus Emergency Response Coordinator or direct someone else to do so.
✓ Go to the designated floor command post, and with the assistance of other faculty/employees, direct all occupants to leave the floor using the stairs.
✓ Ensure that the floor has been searched, including all offices and restrooms, and that everyone has left the floor.

NOTE: Persons with physical disabilities are exempt from practice drills

9 Fees & Payments

9.1 European International College Fees Schedule – AY 2018-2019

<table>
<thead>
<tr>
<th>Details / Items</th>
<th>Diploma</th>
<th>BBA Hotel Management</th>
<th>BBA (Management and Marketing)</th>
<th>Comment / Remark</th>
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<tbody>
<tr>
<td>Application / Re-Admission Fees</td>
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<td>300.00</td>
<td>300.00</td>
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<td>VAT 5%</td>
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<td>VAT 5%</td>
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</tr>
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<td>VAT 5%</td>
<td>180.00</td>
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<td>E-Books**</td>
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<tr>
<td>Internship (6 months)</td>
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<tr>
<td>Internship (5 weeks / 200 hours)</td>
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<tr>
<td>VAT 5%</td>
<td>-</td>
<td>100.00</td>
<td>100.00</td>
<td></td>
</tr>
<tr>
<td>Uniforms</td>
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<tr>
<td>Service</td>
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<td>380.00</td>
<td></td>
<td>Onetime payment for Hotel Management only</td>
</tr>
<tr>
<td>Kitchen</td>
<td>350.00</td>
<td>350.00</td>
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</tr>
<tr>
<td>HACCP</td>
<td>450.00</td>
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</tr>
<tr>
<td>VAT 5%</td>
<td></td>
<td></td>
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<tr>
<td>Service</td>
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<td>19.00</td>
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<td>Onetime payment for Hotel Management only</td>
</tr>
<tr>
<td>Kitchen</td>
<td>17.50</td>
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<tr>
<td>HACCP</td>
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<tr>
<td>Incomplete Grade</td>
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<td>Upon Request</td>
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<tr>
<td>VAT 5%</td>
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<tr>
<td>Service</td>
<td>Regular</td>
<td>VIP</td>
<td>VAT 5%</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>---------</td>
<td>-----</td>
<td>--------</td>
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</tr>
<tr>
<td>Re–take exam*</td>
<td>500.00</td>
<td>500.00</td>
<td>25.00</td>
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<tr>
<td>Replacement of Lost ID Card</td>
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<td>75.00</td>
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<td>Grade Appeal</td>
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<td>Transcript Issues</td>
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<td>Letters</td>
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<td>30.00</td>
<td>2.00</td>
<td></td>
</tr>
</tbody>
</table>

*Only for Valid & Formal excuse.

** eBooks will be charged for Capstone Undergraduate

** the new tuition fee per credit will be applicable to current students starting from Spring 2017

*** EIC reserves the right to change the tuition fee at any time

*** Every Single bounced cheque costs AED 200

**** All Fees and other charges are subject to 5% VAT.

***** Additional 500 for Late Registration, start on 24th of January 2018

All Payments must be made in UAE Dirhams (AED) only.

Payment acceptance method as follows: a) Cash in UAE Dirhams (b) Cheque drawn on in the name of European International College (c) Credit Card / Bank Transfer to:

Account Name: European International College

Bank - First Abu Dhabi Bank

Account number: 143-132-3249439-01-0 - IBAN: AE770351431323249439010

SWIFT: NBADAEAAAXX
9.2 Payment Policy

EIC reserves the right to make changes in the published tuition fees and additional costs. Students and parents will be informed in advance if such an increase is planned to take place. EIC accepted students are required to pay all fees as listed in EIC Fee structure upon receiving their acceptance letters.

9.3 Tuition Fees Refund Procedure:

After admission to EIC any student’s withdrawal due to unavoidable circumstances, tuition fees only will be refunded as the following:

- During 1st Week 100% of the tuition fees only – Please see the calendar for exact date-
- During 2nd Week 80% of the tuition fees only– Please see the calendar for exact date-
- During 3rd Week 60% of the tuition fees only– Please see the calendar for exact date-
- No refund after the third week– Please see the calendar for exact date-

9.4 Payment Method:

All payments must be made in UAE Dirham (AED) only. Payment acceptance method as follows:

- Cash in UAE Dirham
- Cheque drawn on in the name of European International College
- Credit Card
- Bank Transfer to:
  - Account Name: European International College
  - Bank: First Abu Dhabi Bank
  - Account Number: 143-132-3249439-01-0
  - IBN: AE770351431323249439010
  - SWIFT: NBADAEAAXXX

9.5 Sponsored Students: Terms and Conditions

Students whose tuition and fees are to be paid by an employer, or other sponsor, must provide an authorization letter from the sponsored party explaining their responsibility towards tuition fees payment plan and person in charge to communicate with him in this regard. Any charges not covered by the sponsor falls under the responsibility of the student.
9.6 Scholarship and Financial Advantages Policy

European International College (EIC) encourages and rewards student who has a high academic performance. For this purpose, EIC offers scholarship and financial advantage:

- Scholarship is based on academic merits
- Financial advantages are provided to enhance student loyalty


10 Final Note

This handbook is updated periodically. Students are bound by the latest regulations.

The handbook gives information and guidelines and attempts to be as accurate and updated as possible.

EIC has the right to change policies, rules, programs or other whenever circumstances dictate. Students and staff will be informed promptly.

EIC Management reserves the right to make decisions based on personal circumstances and considerations.

In case of any dispute that arises from a certain situation, the final decision is to be made by the College Dean.