



كلية دبي للسياحة
Dubai College of Tourism

STUDENT HANDBOOK

2025-2026

The statements set forth in this Handbook are for informational purposes only and should not be construed as the basis of a contract between a student and this institution. While provisions of this Handbook ordinarily will be applied as stated, Dubai College of Tourism (DCT) reserves the right to change any provision listed in this Handbook without actual notice to individual students. Every effort will be made to keep students advised of any such change. For the most current version of the Student Handbook, please visit the DCT Learning Management System.

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1. MESSAGE FROM THE GENERAL MANAGER

‘Seize the Day’



The role of Dubai Department of Economy and Tourism (DDET) is to raise Dubai to become a global centre for business, investment and tourism by supporting the evolution of the city through supportive tourism initiatives and future-proof economic programmes.

To compete in the global market, Dubai must identify, attract, develop and retain the best professionals available and provide them with suitable career development opportunities. With this in mind, in 2016 the Dubai Department of Economy and Tourism (DDET) established the Dubai College of Tourism (DCT), with the purpose of building professional excellence capability in all sectors of the economy related to the tourism industry.

Our vision is for DCT to be recognized as a leading institution for provision of innovative, accessible and exceptional education and training that supports people to enter, enhance or advance within the tourism sector and beyond by 2030.

All DCT programmes have been developed in collaboration with highly respected industry professionals as well as international education partners, so that our graduates can enter the industry with the knowledge and practical skills required to succeed in their chosen career. We have tailored our programmes to meet the needs of both our students and their future employers. As a vocational college, we deliver the knowledge, skills, and competencies required through both theoretical teaching and practical experience.

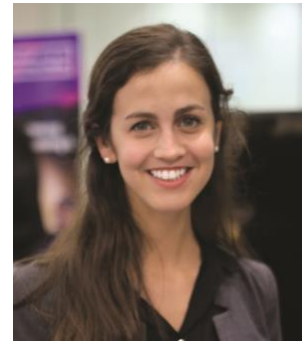
With tourism so central to Dubai's current and future plans, a career in this industry and all its related sectors is an exciting and rewarding one. I urge you all to seize this great opportunity and make the best of your time as students here.

Welcome to the Dubai College of Tourism!

Essa Bin Hadher
General Manager

2. MESSAGE FROM THE ACADEMIC DIRECTOR

‘Welcome to DCT’



The DCT faculty and administrative staff are delighted that you have chosen to study at Dubai College of Tourism (DCT). DCT aims to create an environment that fosters enthusiasm and enables each student to work to their full potential. We hope that you will enjoy your time with us and are able to reach your own personal, academic and career goals.

Whilst you are a student at DCT you will be in a partnership shared by all students, instructors and staff working together to ensure you have the best experience and support. We encourage you to familiarise yourself with your responsibilities and to take ownership of the many opportunities you will be given in order to build your future success both in the classroom and within Dubai’s exciting and dynamic tourism industry.

In this handbook you will find a complete guide to DCTs support services – what they are and how you can use them, as well as policies and expectations. This handbook is designed to serve as a reference to aid you throughout the academic year. By attending Dubai College of Tourism, you have agreed to abide by all college policies and it is the college’s expectation that you comply with them at all times, whether on the college campus facility or off.

We very much care about you and your success and we want to ensure that you benefit from the many advantages that are a part of the Dubai College of Tourism experience. Should you have any questions or concerns you should reach out to your assigned advisor, myself or the administrative team info@dct.ac.ae.

We wish you well in your course and hope truly make the most of your life here at DCT.

A handwritten signature in black ink that reads "O. Turner".

Olivia Turner
Academic Director

3. COLLEGE CALENDAR

Term Dates for the Academic Year 2025-2026

Term 1: 2nd September 2026 – 9th December 2026

Term 2: 5th January to 20th March 2026

Term 3: 7th April 2025 – 25th June 2026

Winter break: 10th December 2025 – 4th January 2025

Spring break: 21st March 2026 – 6th April 2025

Important Dates

Level 3 Internship 2025: 25th May 2026 – 6th July 2026

Graduation for class of 2025: 1st October 2025

4. DCT'S PURPOSE, VISION AND MISSION

Purpose

In preparation to host an expected 23 million tourists a year by the year 2025 Dubai Department of Economy and Tourism (DDET) launched the Dubai College of Tourism (DCT), with the aim of ensuring that the services Dubai's visitors experience all along their journey are exceptional, and thus contribute to the Dubai's aspirations to become the world's most visited city.

Vision

DCT is recognized as a leading institution for the provision of innovative, accessible and exceptional education and training that supports people to enter, enhance or advance within the tourism industry.

Mission

- To equip the industry workforce with necessary competencies and skills to deliver an exceptional and authentic visitor experience
- To champion vocational education as an attractive pathway

5. STUDENT RIGHTS AND RESPONSIBILITIES

The statement of rights and responsibilities provided below is designed to clarify those privileges which students may expect to enjoy during their time at DCT and the obligations which admission to the College places upon them.

Statement of Student Rights and Responsibilities

Application for admission to DCT represents a voluntary decision on the part of the prospective student to participate in the programmes offered by the College pursuant to the policies, rules, and guidelines as established or approved by the Board of Directors. Approval of that application, in turn, represents the extension of a privilege to join the DCT community and to remain a part of it so long as the student meets the required academic standards and abides by the policies and procedures of the College.

6. STUDENT CODE OF CONDUCT

DCT is committed to establishing an environment that is conducive to learning and supports the emotional and social well-being of students and the wider college community.

DCT has a high standard of conduct for members of its community, including students. Consistent with its educational mission, DCT students are expected to perform all work honestly, maintain prescribed academic standards, pay all debts to the College, and respect the property and rights of others.

The Academic Director is tasked with oversight of the Student Code of Conduct, and is authorised to review and amend the Student Code of Conduct, such as additional rules and regulations, if it is deemed appropriate and necessary for the orderly operation of the College.

Overview of Student Code of Conduct Expectations

1. The Student Code of Conduct applies to all students who are enrolled on DCT credit bearing programmes.
2. The Student Code of Conduct exists to protect the interests of the College community. Sanctions are intended to challenge students' moral and ethical decision-making and to help them bring their behaviour into accord with our community expectations.
3. Examples of unacceptable behaviours that might correspond to breaking the DCT Student Code of Conduct can be found in Appendix 1 of the full Student Code of Conduct policy which can be found on the DCT website. Please note that this list is by no means exhaustive. It is at DCT's discretion to deem whether a student's conduct is appropriate or inappropriate and requiring penalties and/or sanctions.
4. Each student will be responsible for his or her conduct from the time he or she applies for admission until the actual awarding of a qualification, including: the academic year; during breaks and between academic terms; before classes begin and after classes end; during periods between terms of actual enrolment; during College-sanctioned internship periods; and including conduct whether or not discovered until after a qualification is awarded. The Student Code of Conduct will apply even if the student withdraws from school while a matter is pending.
5. The Student Code of Conduct at DCT will apply to conduct on any DCT sanctioned student activity that occurs on or off College premises. For example, site visits, internships, volunteering, practical classes etc.
6. The Student Code of Conduct also applies to guests and community members, where student hosts may be held accountable for the misconduct of their guests. Visitors to and guests of DCT are also protected by the Student Code of Conduct, and may initiate grievances for violations of the Student Code of Conduct committed against them.

7. Behaviour conducted online such as harassment delivered by email or any other electronic means can subject students to code of conduct action. Blogs, web pages, social networking sites and other modes of electronic communication are in the public sphere, are not private, and can subject a student to allegations of misconduct. DCT does not seek out this information, but may take action if and when such information is brought to the attention of its staff.
8. Students should be aware that the student conduct process is an internal DCT process. Procedures and rights in student conduct proceedings are conducted with fairness to all.
9. No student will be found in violation of DCT policy without a preponderance of the evidence showing that a policy violation has occurred. DCT will treat an attempt to commit a violation listed in the Student Code of Conduct as if the attempted conduct had been completed.
10. DCT reserves the right to initiate an allegation and to initiate conduct proceedings without a formal allegation by the victim or witnesses of misconduct.
11. The DCT community encourages the reporting of conduct code violations. The College will not tolerate intentional false reporting of incidents. It is a violation of the Student Code of Conduct to make a false report of any policy violation or violation of any Federal UAE or Emirate of Dubai law.
12. DCT reserves the right to notify sponsors of dependent students regarding any conduct situation or violations they are involved with. DCT may also contact sponsors to inform them of situations in which there is an imminent health and/or safety risk.
13. Students continue to be subject to the Federal Laws of the UAE and the laws of the Emirate of Dubai while at DCT, and allegations, charges or violations of those laws may also constitute violations of the Student Code of Conduct.

PENALTIES FOR BREACHING THE STUDENT CODE OF CONDUCT

1. Allegations of inappropriate student behaviour should, wherever possible, be dealt with informally by discussion between the student(s) and the relevant staff concerned. The Registrar or Academic Director can be called to take statements if the relevant staff member deems it to be appropriate. If no further action is necessary then the student(s) should be advised of the potential consequences of inappropriate behaviour.
2. The formal procedure, as outlined in the DCT Student Grievance and Disciplinary Policy, should be invoked when informal procedures are inappropriate for the seriousness of the offence or when they fail to reach an agreed outcome.

7. ACADEMIC INTEGRITY CODE

DCT (the “College”) students are expected to uphold and abide by certain standards of conduct embodied within a set of core values in relation to academic integrity. The College intends to promote a culture of academic integrity and violations of this code are classed as Academic Misconduct and are taken very seriously.

Academic Misconduct includes all deliberate attempt(s) to gain any kind of unfair advantage in all forms of assessments. This might include, but is not limited to, cheating, plagiarism, collusion, fabrication or any other deliberate attempt to gain an unfair advantage.

DCT students should exemplify honesty, integrity and a respect for truth in all of their dealings. The College will provide students with clear guidance during their initial induction and early in their units of study on the expectations around appropriate preparation and presentation of work, including any writing, citation and referencing requirements. During student induction, the College will also explain the consequence of, and penalties associated with, violations of the Academic Integrity Code.

During the initial enrolment process, students will be asked to sign the academic integrity contract agreeing to abide by the rules and regulations of the College. All assessments must also include a DCT Cover sheet which students must sign to confirm that the work submitted is their own or has been written as part of an agreed piece of group work.

DCT students should exemplify honesty, integrity and a respect for truth in all of their dealings. Behaviour that demonstrates a lapse of integrity includes, but is not limited to:

2.1 *Cheating* includes (but is not limited to):

- a. Copying from or communicating with any other source of information during an assessment, including another person's work.
- b. Communicating with any other person apart from the assessor(s) during a closed book assessment.
- c. Using mobile phones or other electronic devices during an assessment when it has not been authorised.
- d. Collaborating with another person on an assessment in a manner not authorised by the instructor.
- e. Obtaining, distributing, or using the contents of an un-administered assessment.
- f. Obtaining and using all or part of another student's work with or without their permission.
- g. Substituting for another student or permitting any person to substitute for oneself in an assessment.
- h. Submitting material (either all or part of the assessment) that has been commissioned by or purchased from a third party, including essay-writing services, friends or family members.
- i. Submitting material that has already been submitted (even in part) for other DCT programme units, without prior permission from the instructor.
- j. Using Artificial Intelligence (AI) to write essays, complete assessments, or solve problems in a manner that bypasses the student's understanding or effort is strictly prohibited. Violations will be treated as academic misconduct.

2.2 AI use in assessments

What is AI: AI use refers to the use of AI tools to obtain information and content which might be used in work produced for assessments which lead towards qualifications. The misuse of AI tools in relation to qualification assessments at any time constitutes malpractice.

Students must submit work for assessments which is their own. This means both ensuring that the final product is in their own words, and isn't copied or paraphrased from another source such as an AI tool, and that the content reflects their own independent work.

AI tools must only be used when the conditions of the assessment permit the use of the internet and where the student is able to demonstrate that the final submission is the product of their own independent work and independent thinking.

Examples of AI misuse include, but are not limited to, the following:

- Copying or paraphrasing sections of AI-generated content so that the work is no longer the student's own
- Copying or paraphrasing whole responses of AI-generated content
- Using AI to complete parts of the assessment so that the work does not reflect the student's own work, analysis, evaluation or calculations
- Failing to acknowledge use of AI tools when they have been used as a source of information
- Incomplete or poor acknowledgement of AI tools
- Submitting work with intentionally incomplete or misleading references or bibliographies

2.3 *Plagiarism* includes submitting an assessment claiming to be the student's original work which has been wholly or partly created by another person; presenting as one's own the ideas, organisation, or wording of another person without acknowledgment of sources; and knowingly permitting one's own work to be submitted by another student as if it were the student's own. Plagiarism can also denote the re-presentation of one's own published or unpublished work, ideas, images, opinions without proper citing of source. This is generally known as self-plagiarism.

Plagiarism can be:

- a. **Intentional:** Intentional plagiarism has two forms – 'Sources Cited' and 'Sources Non-cited'.
 - Examples of 'Sources Non-cited' plagiarism include: turning in another person's work, word-for-word, as one's own; copying significant portions of text straight from a single source, without alteration; trying to disguise plagiarism by copying from several different sources and modifying the sentences to make them fit together while retaining most of the original phrasing; retaining the essential content of the source whilst altering the source's appearance slightly by changing key words and phrases; paraphrasing most of the paper from other sources and making it all fit together; and borrowing heavily from one's own previous work.
 - Examples of 'Sources Cited' plagiarism include: obscuring source locations; providing insufficient information on the sources of referenced material; situations the writer properly quotes and cites sources in some places, but goes on to paraphrase other arguments from those sources without citation; and when an author appropriately rewords, correctly use quotations and cites all sources but the work is entirely not original.
- b. **Non-intentional:** Intentional plagiarism arises when an author does not conform to orthodox standards for referencing. It also arises in situations where the author imitates a source text written in a language that the he/she does not understand the technical/ conceptual meaning and thus lacks the ability to present the ideas in his/her own words.

The College uses a software called UniCheck to support in the detection of plagiarism. All assessments that are uploaded to the DCT Learning Management System will, if appropriate, be submitted to the

UniCheck software tool, comparing the work to the college student learning guides, the World Wide Web and other DCT student work including past and present submissions. All materials suspected to have been plagiarised will be investigated. Additionally, prior to submitting an assessment on the Learning Management System (LMS), it is mandatory for all students to electronically declare the authenticity of the work as their own.

- 2.2 *Collusion* occurs when two or more students consciously work together on an assessment without permission or approval from the assessor. This work might then be submitted by each student in an identical or noticeably similar form and/or represented by each student to be the product of his or her individual efforts. Collusion can be differentiated from group work where the College has instructed students to work together on an assessment and are permitted to submit identical work. In these circumstances, students will be advised by their instructor on what they are expected to work on both as a group and individually.
- 2.3 *Fabrication* involves either intentionally or knowingly falsifying, changing or inventing information or data, without permission, to meet the needs of an assessment. It can also include making up citations or references or providing misleading information in regards to an assessment response.

PENALTIES FOR BREACHING THE ACADEMIC INTEGRITY CODE

The College strives to ensure fairness and consistency in the application of penalties to students across all programmes. The penalties and procedures for breaching the Academic Integrity Code and the process for student grievances can be found in the DCT Student Disciplinary and Grievance Policy.

All cases of suspected breach of the Academic Integrity Code as defined in this document must be investigated by the assessor. If there is sufficient evidence to support the finding of the breach, DCT's Registrar, Internal Quality Assurance Lead and the Academic Director should be informed and the disciplinary process found in DCT's Student Disciplinary and Grievance Policy should be initiated.

If there is uncertainty around the breach, then the assessor should:

- a. Investigate the matter as thoroughly as possible.
- b. Organise a meeting with the student(s) in question and invite the IQA lead, Registrar or Academic Director.
- c. Present suspicions and available proof for discussion with the student(s).
- d. Solicit the student's or students opinion/defense on the matter.
- e. If, as a result, the assessor is satisfied that no offence has been committed, the student may be excused, and the matter closed.
- f. If the student is able to provide convincing and reasonable explanations of the accusation, and is discovered to have unconsciously plagiarised, it may be concluded that the student committed an academic misdemeanor by referencing wrongly. A formal warning will be given as described in DCT's Student Disciplinary and Grievance Policy.
- g. If there is sufficient evidence to support the finding of the breach, the disciplinary process found in DCT's Student Disciplinary and Grievance Policy should be initiated.

The type of assessment and the alleged academic misconduct may prohibit the grading of the assessment and any subsequent feedback to the student, pending the outcome of the investigation. Where the decision is made that the allegation is not proven, then the work should be assessed and feedback provided to the student within.

8. Grievances

Appeals Against Code of Conduct and/or Academic Integrity Code Violations:

A student who is found responsible for violating the Student Code of Conduct and/or the Academic Integrity Code may petition within fourteen (14) calendar days of the notice of the email decision for review of a decision reached or a sanction imposed. Such petitions shall be in writing and shall be submitted to the Academic Director.

If the Academic Director determines that the appeal may be reviewed, the matter will refer to the original hearing body for re-opening of the hearing to allow reconsideration of the original determination and/or sanction(s). The Academic Director serves as the final level of review in a conduct matter.

Except as required to explain the basis of new information, an appeal will be limited to review of the written record of the initial hearing and supporting documents for one or more of the following purposes:

- The discovery of substantial new facts unavailable at the time of the original hearing
- Prejudicial procedural error
- Excessive severity of the sanction in proportion to the offense
- Prejudicial error as to the findings of fact
- To assess whether bias on the part of a Committee member deprived the process of impartiality.

Academic Grievances:

Grade appeals may be raised only on final module grades. DCT will not review appeals of individual assessment grades. A final grade can only be changed by Internal Quality Assurance Lead, and if: (a) if there is a mathematical error in calculating the grade or, (2) if a grade was awarded in an 'arbitrary and capricious' fashion.

'Arbitrary and capricious' means either the grading procedures used to award the grade were not those outlined in the assessment brief, or the grade was awarded on a basis other than academic merit, such as blatant favouritism, or discrimination of any type.

Before a student may appeal a final grade, the student must first raise any concerns about the grade to the Internal Quality Assurance (IQA) Lead in writing within 7 calendar days after the end of the unit or after the grade is awarded, whichever is later. The College will not consider a grade appeal raised outside this timeframe. The IQA Lead must respond to the student in writing within five (5) business days after receiving notice of the student's concern. The IQA Lead response must include a detailed explanation of the grade calculation (with reference to the Performance Criteria and associated evidence) and notice of the student's right to appeal.

If the IQA Leads response does not resolve the student's concern or if they do not respond within five (5) business days after receiving notice of the student's concern, then the student may appeal the final grade in writing to the Registrar or Academic Director. The student must present the appeal in writing with supporting documentation, including any response received from the IQA Lead. The Registrar or Academic Director must respond to the appeal in writing within five (5) business days. The response must include a detailed explanation of the grade calculation (with reference to the grading scale as stated in the assessment brief); the decision is final.

Students whose application for a 'Special Consideration' or 'Reasonable Adjustment' has been rejected are also eligible to appeal such decisions by following the procedure outlined above. Please refer to the Special Considerations and Reasonable Adjustments Policy for further details.

9. ACADEMIC POLICIES AND PROCEDURES

Classroom Expectations

The instructor, whether in the classroom or in a laboratory/experiential education practical environment, will encourage free discussion, inquiry and expression. Student performance will be evaluated wholly on an academic basis, not on opinions unrelated to academic standards. However, in instances where a student does not comply with an instructor's reasonable conduct expectations in the classroom, such non-compliance can affect the student's evaluation (e.g., daily class attendance/participation/completion of assignments) and ultimately can lead to permanent removal from class or dismissal from College.

Attendance and Punctuality

At DCT, it is important that students attend classes and arrive on time. In our experience, students who attend all their classes are more likely to be successful academically and professionally.

- A student must maintain a 90% attendance record or better to meet the requirements of the programme.
- An approved absence will not affect a student's attendance record. An example of an approved absence might include but is not limited to a visa appointment, a student's involvement in a college-related activity, a documented medical absence (this must be a DHA approved medical certificate) or the death of a first degree relative (parent, sibling or grandparent) evidenced with an official death certificate. It is the responsibility of each student to notify his or her instructors, in advance and in writing (i.e. email), that they will be missing classes. The student is responsible for uploading official evidence onto the SIS and the Registrar is responsible for reviewing this evidence. An absence is only classified as approved once the evidence has been approved.
- The student is responsible for catching up on any work that has been missed. The student must communicate with their instructor prior to their absence to discuss all relevant module issues that pertain to the excused absence, such as class/lab notes, assessments, quizzes/examinations, and any other pertinent module material. At this time the instructor will determine the completion date(s) of all missed assessments and quizzes or exams.
- Students should be ready to begin learning at the class start time. Students who show up to class more than five (5) minutes late may be allowed to join the class depending on the instructor discretion, but will be recorded as being absent. Habitual lateness that significantly disrupts the learning process may result in a student being withdrawn from class by the instructor.

Assessments

For the purpose of this handbook, a final assessment shall be defined as any assignment that carries weight in determining the unit/programme grade.

1. Assessment requirements will be shared by instructors at the start of each unit.
2. The weight of the assignments in determining a final grade is discretionary with the instructor. The relative weight should be communicated to students during the start of each unit.

Grading System

Each unit has a specified number of credits, with 15 learning hours constituting 1 credit. Learning can happen through classroom instruction including lectures, quizzes, discussions, role-plays, site visits, as well as internships. There is an expectation of one hour of offsite study for each class session.

Instructors for each unit will share with students the requirements and grading method for the unit assessment.

Due to a new grading system being introduced by NQC from September 2024, grades for **second year students** and above who are studying for their Level 6 Advanced Diplomas will be recorded as follows:

- *Competent with Distinction* (85% or above) – Student has demonstrated an excellent grasp of the relevant knowledge base and the different perspectives/approaches, and is consistently informed by the major conventions and trends within industry.
- *Competent with Merit* (75 to 84%) – Student has demonstrated a very good grasp of the relevant knowledge base and the different perspectives/approaches, and is generally informed by the major conventions and trends within industry.
- *Pass* (65 to 74%) – Student has demonstrated a good grasp of the relevant knowledge base and has satisfactorily met the competency requirement of the assigned work.
- *Fail* (64% or below) – Student has demonstrated a limited grasp of the relevant knowledge base and has not met the competency requirement of the assigned work.

Grades for **first year students** who are studying for their Level 4 Certificates will be recorded as follows:

- *Competent with Distinction* (85% or above) – Student has demonstrated an excellent grasp of the relevant knowledge base and the different perspectives/approaches, and is consistently informed by the major conventions and trends within industry.
- *Competent with Merit* (70 to 84%) – Student has demonstrated a very good grasp of the relevant knowledge base and the different perspectives/approaches, and is generally informed by the major conventions and trends within industry.
- *Competent* (60 to 69%) – Student has demonstrated a good grasp of the relevant knowledge base and has satisfactorily met the competency requirement of the assigned work.
- *Not Yet Competent* (60% or below) – Student has demonstrated a limited grasp of the relevant knowledge base and has not met the competency requirement of the assigned work.

Posting of Grades

The College prohibits the disclosure of personally identifiable records without the consent of the student. This prohibition extends to the posting of grades. If faculty members wish to post grades in any form which might identify the student (including name, Emirates ID#, Passport ID# or seat number, etc.), written consent must be obtained from the student.

Distribution of Grades

The College shall endeavor to ensure that final grade information will be available on the Learning Management System within two weeks of the completion of a unit.

Changing of Grades

Please refer to the Academic Grievance policy in this Handbook.

Effort Grade

In order to encourage students to attend, contribute in class and to behave appropriately, each student will be assigned an effort grade by the end of each unit. Grades will be recorded as follows:

- *Above expectations* – student has excellent attendance, is an active member of the class, supports others, comes prepared to class and submits assignments on time.
- *Meet expectations* – student have good attendance, contributed a reasonable amount in class, comes prepared and submits assignment on time.
- *Below expectations* – student has poor attendance, does not contribute enough or in an appropriate manner, does not come prepared to class and submits assignments late.

Recognition of High Academic Achievement

A Grade Point Average (GPA) score of 3.5 or higher in any given term qualifies a full time student for to a mention in that term's 'Academic Director List'. Inclusion on the 'Academic Director List' will be noted on the student's transcript and in a commendation letter signed by the Academic Director.

Good Academic Standing

A record of competent or *higher for every completed unit* is required for graduation from any academic programme, indicating that the student is in 'Good Academic Standing'. A student performing at a level below competent *indicates that the student has not met the minimum level of competency required for graduation*.

Academic Probation and Assessment Re-sits

When the Grade Point Average (GPA) of a student falls below 2.0, the student loses good academic standing and will be placed under a signed contract in the 'Academic Probation Programme'. Students on academic probation may be required to:

- Enroll in developmental/study skills courses, tutoring and/or workshops
- Attended meetings with their academic advisor to review grades and class attendance

Students will remain in the Academic Probation Programme, even if they change programmes, until their GPA reaches 2.0 or higher. Students who fail to fulfill their contract obligations may be subject to dismissal from the College.

Students who fail an assessment are allowed two opportunities to re-sit the final assessment, and the grade on any re-sit is capped at a competent (60%). The first re-sit is free, but the second one costs 200 AED and this will be added to the student's account. Failing the second re-sit

assessment means the student has failed the module and will have to register and pay to take the module again.

Re-instatement/Re-Entry Following Voluntary Withdrawal

1. Following a leave of absence a student should notify the Registrar of his/her decision to return to DCT through submission of an online 'Petition for Re-entry' form, no later than two weeks prior to the start of classes and will be considered based on availability of places.
2. The 'Petition for Re-entry' must be approved by the Registrar in consultation with the Academic Director.
3. A student who re-enters the College within a five-year period will be held to the course and graduation requirements of either the current catalogue or the catalogue that was in effect on the date of his/her initial matriculation.
4. A student who re-enters the institution after a five-year period shall be required to meet all course and graduation requirements of the catalogue in place as of the re-admission date.

Progression and Pathways

In order to progress to a Level 5 Advanced Diploma qualification, the following conditions must be met:

- A GPA of 2.5 or higher
- All credits for the qualification must have been passed
- Student should be in be in good academic standing (not exceeded the allowance of behaviour/academic warnings including for attendance)
- All outstanding fees must be paid

Withdrawal of Qualifications Policy

This policy has been designed to protect the interests of students in the event of the College withdrawing a qualification, either voluntarily or upon the instruction of its regulator/awarding body.

- Approval to withdraw a qualification will be granted by the Board of Governors of the College, on the recommendation of the General Manager and Academic Director.

- The College will take all reasonable steps to protect the interests of students in relation to a qualification it withdraws. Existing students will be able to complete a qualification for which they have registered or will be given options which could include returning at a later date to complete the qualification or support into the workplace via placements or full-time positions. Transition arrangements, including advice on alternative education providers, will be shared with students.
- The College will give reasonable notice to MOE and KHDA of its intention to withdraw a qualification and will inform these bodies of its intention prior to providing the information to students.
- The College will ensure that the procedures followed are in line with and comply with the General Conditions of the relevant awarding organisation.
- In the event that an awarding organisation withdraws a qualification from the College they will: (a) provide effective guidance to the College; and (b) make available to the College any information which, for the purposes of that delivery, the College may reasonably require to be provided by the Awarding Organisation. The College will follow the same procedure outlined above in order to protect the interests of its students.

10. NON-ACADEMIC POLICIES AND PROCEDURES

Alcohol Policy

The possession, consumption, or sale of alcohol on campus or at college-sponsored activities is strictly prohibited. Individuals involved in the illegal use or distribution of alcohol are subject to arrest and college disciplinary action.

Drug Policy

DCT prohibits the possession, use, or distribution of illegal drugs on college property. Possession, sale, use, or distribution of controlled substances is a violation of UAE laws and college policy. Students and employees who violate UAE drug laws will be referred by the College to the appropriate authorities for criminal prosecution, and, if convicted, may be subject to suspension, termination, or expulsion from the College.

Non-Smoking Policy

To protect the health and safety of DCT students, faculty, staff, and visitors, smoking, including the use of electronic cigarettes, is prohibited inside all campus facilities and smoking is only permitted in designated areas outside of the campus facilities.

Children on Campus

To maintain an environment conducive to learning, children are not permitted on campus. Any exception to this policy must be approved ahead of time by the Academic Director, and if such an exception is granted children will not be permitted to be left unsupervised on campus.

Animals on Campus

Animals are not permitted within campus buildings, with the exception of service animals (any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability).

Mobile Telephones

To prevent disruption or obstruction of teaching, mobile telephones and other such electronic devices must be turned off or placed in silent mode during classroom instruction and during use of laboratory and practical lessons.

Use of Information Technology

This policy applies to all users of College Information Technology, whether on campus or from remote locations. Students are responsible for bringing their own devices to class, provided that such devices meet the minimum requirements of the academic programme which they are pursuing. Generally these requirements are quite basic (access to 'Word' and 'Excel' or equivalent variants of them), although some units may have further requirements, in which case students must check with their unit instructors.

DCT computing resources are intended for college-related purposes, including direct and indirect support of the College's instruction, research, and service missions; of college administrative functions; of student activities; and of the free exchange of ideas among members of the College community.

The use of college technology, like the use of any other college-provided resource, is subject to the normal requirements of legal and ethical behaviour within the College community. Users must abide by all applicable restrictions, whether or not they are built into the operating system or network and whether or not they can be circumvented by technical means.

The Internet provides access to a wide range of information and expands educational resources well beyond traditional collections. Not all external sources on the Internet contain information that is 100% accurate, complete, current, legal, safe, or secure. DCT does not endorse the viewpoints nor vouch for the accuracy of information accessed through the Internet and cannot be held responsible for its content.

Users of the College computing resources must:

1. Comply with all UAE and Dubai applicable laws; all generally applicable college rules and policies; and all applicable contracts and licenses.
2. Use only those computing resources that they are authorised to use and only in the manner and to the extent authorised. Ability to access computing resources does not, by itself, imply authorisation to do so. Users are responsible for ascertaining what authorizations are necessary and for obtaining them before proceeding. Accounts and

passwords may not, under any circumstances, be shared with, or used by, persons other than those to whom they have been assigned by the College.

3. Respect the privacy of other users and their accounts, regardless of whether those accounts are securely protected. One's ability to access another person's account does not, by itself, imply authorisation to do so. Users are responsible for ascertaining what authorisations are necessary and for obtaining them before proceeding.
4. Respect the finite capacity of those resources and limit use so as not to consume an unreasonable amount of those resources or to interfere unreasonably with the activity of other users.
5. Refrain from stating or implying that they speak on behalf of the College and from using college trademarks and logos without authorisation to do so. Affiliation with the College does not, by itself, imply authorisation to speak on behalf of the College.
6. Users who violate this policy may be denied access to college computing resources and may be subjected to other penalties and disciplinary action, both within and outside of the College.
7. The College employs various measures to protect the security of its computing resources and of its users' accounts. Users should be aware, however, that the College cannot guarantee such security. Users should therefore engage in safe and responsible computing practices by establishing appropriate access restrictions for their accounts, guarding their passwords, and changing them regularly.

Email and access to information and learning platforms

Every DCT student will receive a unique web-based email account for sending and receiving email (firstname.lastname@dctlearn.ac.ae) which provides access to office365, to the student information system (SIS) and the learning management system (LMS). Students can only access those platforms using the @dctlearn.ac.ae email address sign-in. DCT is committed to providing communication via email that is timely and relevant to students. The College sends communications through the college email system with the full expectation that students will receive and read them in a timely manner. All correspondence will be sent via email and are always deemed to be an official notification.

DCT's information technology support services will work to provide assistance to students experiencing difficulty with their connections. Students desiring printed course materials and/or completed assignments should utilise any one of the printing copying companies within Dubai. Students are encouraged to conserve resources and utilise the online version of course materials when and wherever possible.

The use of DCT email and platforms are bound by the privacy policy and cookie policy detailed below.

Privacy Policy

Last modified: June 2021

The Dubai College of Tourism LLC and its affiliates (“**DCT**” or “**we**”) are committed to providing a high standard of service to our students and respecting the privacy of individuals that use or benefit from our services.

The purpose of this Privacy Policy is to inform students that enrol onto the DCT's Student Information System (“**SIS**”) and Learning Management System and use its associated platforms (“**LMS**”) about how we collect, use and protect personal information relating to them (“personal information”) when they access and use the SIS & LMS. In this Privacy Policy, we refer to an individual that enrolls on the SIS & LMS as a “**Student**” or “**you**”.

This Privacy Policy should be read together with any other documents referred to within the policy.

In this Privacy Policy, “personal information” has the meaning given to it (or the term “personal data”) under applicable law. Generally, this means information relating to an individual, from which the identity of that individual can be ascertained (directly or indirectly). For example, names and contact details are generally considered “personal information”.

Your privacy matters to us, so if you have any questions, please contact the registrar or email: info@dct.ac.ae.

Acceptance and Management of Personal Information

By enrolling on the SIS & LMS, you acknowledge and agree to the terms of this Privacy Policy and consent to us collecting and using your personal information in the manner described in it.

Personal information we collect about you

We collect and use the following types of personal information:

Information you give to us: To enrol on a Course we will ask you to provide the following information:

- Your full name;
- Your email address;

- Your mobile number;
- Your home address
- Your next of kin/parents/contact
- Your Emirates ID/Passport copy

You may not be able to complete enrolment without the above information.

Information collected through your participation in a Course: We record your progress during a Course, including the learning outcomes you have completed and the assessments you have undertaken (including your responses and your assessment scores). This information forms your academic record and is required to present to the Knowledge and Human Development Authority (KHDA) as part of educational record keeping.

Information we collect about you through your use of the LMS: We collect information about your use of the LMS through the use of online cookies and other similar technologies. This process allows us to collect analytics to inform our curriculum development and improve our course material. For more detail on this please see the following and our [Cookie Policy](#).

The information we collect through cookies and other similar technologies may include (i) internet protocol address, (ii) device-specific information (such as your hardware model, operating system version, unique device identifiers, and mobile network information including phone number), (iii) device event information such as crashes, system activity, hardware settings, browser type, browser language, the date and time of your request and referral URL, (iv) cookies or similar technologies that may uniquely identify your browser or your LMS user account; (v) information (including personal information) locally on your device using mechanisms such as browser web storage (including HTML 5) and application data caches.

You may set your browser to block all cookies, including cookies associated with the LMS, or to indicate when a cookie is being set by us. However, it's important to remember that many of our services may not function properly if your cookies are disabled. For example, we may not remember your preferences on the LMS and certain content may not display properly.

We may also collect and process your location information through various technologies such as Wi-Fi access points and mobile location services.

Purposes for which we use your personal information

We use your personal information:

- to register your enrolment on a Course;
- to ensure that Course content is relevant to you;
- to create a user profile for you in the LMS so that you can access the LMS;
- to verify your identity and eligibility to enrol for the Course;
- to allow you to participate in interactive features of our service, when you choose to do so;

- to notify you when you have completed the Course (or specific learning outcomes) and to send you a certificate of accreditation when you have passed the Course;
- to send you reminders or otherwise contact you about the Course;
- to notify you about changes to the LMS, the LMS Terms or this Privacy Policy;
- to provide updates to your employer;
- to ensure that content from the LMS is presented in the most effective manner for you and for your computer;
- to prevent, detect and take action against cheating on any Course assessments;
- for data analysis, testing, research, statistical and survey purposes;
- to improve the LMS and our Courses;
- as part of our efforts to keep the LMS safe and secure;
- to measure or understand the effectiveness of advertising we serve to you and others, and to facilitate the delivery of relevant advertising to you on the LMS or third-party online properties;
- to provide you with the information, products and services that you request from us;
- to respond to your questions, comments and requests;
- where you have indicated your consent, to provide you, or permit selected third parties to provide you, with additional services and/or information about additional services that may interest you (see Marketing section below);
- to comply with any applicable law;
- to cooperate with or comply with orders or requests from regulators or law enforcement bodies;
- to enforce, protect, or defend the legal rights or property of DCT, Lobster, our customers, Students and/or any other persons; and/or for purposes relating to any of the above.

Who we share your personal information with

We keep your personal information confidential, but we may disclose your personal information to the following third parties in connection with the purposes described above:

Regulators, governmental bodies, law enforcement agencies or industry bodies. We would only disclose your personal information to such an entity if we are obliged to by law or had a reasonable suspicion of wrongdoing (on the part of you or a third party) or if such an entity were to order or request disclosure.

- Selected third parties in the event of a business sale, purchase or restructuring. In the event that DCT sells or buys any business or assets, we may disclose your personal information to the prospective seller or buyer of such business or assets. You also agree that if DCT or substantially all of its assets are acquired by a third party, personal information held by it will be transferred to the acquirer as an asset.
- We may share non-personally identifiable information publicly and with our partners, like publishers, advertisers or connected websites, for example:

- **Contractors.** We may disclose your non-identifiable information to agents, contractors and suppliers that provide services such as analytics, hosting, IT support and other services to DCT from time to time. For example, if you have problems logging into the LMS and require IT support, your non-identifiable information may be provided to a third party contractor to provide that support. DCT integrates with a platform owned and operated by Lobster International S.A. or an affiliate thereof ("**Lobster**") and Lobster may have access to your non-identifiable personal information in the operation of this platform.

Marketing

Where you have indicated your consent, we (and permitted third parties) may contact you for direct marketing purposes via post, telephone, email, SMS/MMS, push notifications, and social media channels such as Facebook, Twitter and Whatsapp.

This marketing may relate to:

- additional products and services we (or permitted third parties) feel may interest you;
- information about other goods and services we offer that are similar to those that you have already used or enquired about; and
- upcoming events, promotions and new products/services or other opportunities as well as those of selected third parties.

If you are an existing customer, we will only contact you by electronic means without seeking your consent in advance (including but not limited to telephone, e-mail, SMS/MMS, push notifications, and social media channels such as Facebook, Twitter and Whatsapp) with information about services similar to those which were the subject of a previous dealing with you.

If you no longer wish to receive marketing communications from us you may unsubscribe by following the unsubscribe link in our email communications or by requesting us to remove you and your personal information collected electronically from our database(s) by emailing info@dct.ac.ae

Retention

We retain personal information within our SIS as per the requirements of the Knowledge and Human Development Authority. Educational and academic records are the subject of inspection and audit to ensure good governance and quality control and we abide by the law of the Government of Dubai. We do not retain personal information for longer than required to fulfil the purposes set out in this Privacy Policy, or to comply with the law.

Links to Other Websites

We are not responsible for the practices employed by websites or services linked to or from our websites, including their data collection practices or privacy policies. Please remember that

when you use a link to go from our websites to another website, our Privacy Policy does not apply to third-party websites or services. Your browsing and interaction on any third-party websites or service, including those that have a link or advertisement on our websites, are subject to that third party's own rules and policies. In addition, you agree that we are not responsible and we do not have control over any third-parties that you authorize to access your user content. If you are using a third-party website or service (like Facebook, Twitter, Instagram, or Google groups etc.) and you allow such a third-party access to your user content you do so at your own risk.

Where we store your personal information

The data that we collect from you may be transferred to, stored and otherwise processed on servers located outside the country in which you reside and which may be based in locations both within and outside of the UAE.

Contact us with Your Questions and Comments

If you elect to contact us with any questions, comments or requests using one of our online forms, you will need to provide your full name, telephone number and e-mail address so that we can be sure to be able to contact you. Depending on which online form you complete, you may be given the opportunity to provide additional information that will allow us to serve you better, although the additional information might not be required in order for you to complete and submit the online form.

You can also contact us by simply sending an e-mail addressed to info@dct.ac.ae.

Security

We will take reasonable steps to protect the personal information that we hold from misuse, loss, or unauthorized access including by technical means such as firewalls, password access and secure servers as well as by physical and administrative safeguards

Unfortunately, there is always risk involved in sending information through any channel over the internet. You send information over the internet entirely at your own risk. Although we will do our best to protect your personal information, we cannot guarantee the security of your data transmitted over the internet and we do not warrant the security of any information, including personal information, which you transmit to us over the internet.

If you suspect any misuse or loss of, or unauthorized access to, your personal information, please let us know immediately.

Compliance and cooperation with regulatory authorities

We regularly review our compliance with our Privacy Policy. When we receive formal written complaints, we will contact the person who made the complaint to follow up. We work with the

appropriate regulatory authorities, including local data protection authorities, to resolve any complaints regarding the transfer of personal information that we cannot resolve with our users directly.

Privacy Policy Changes

In the future, we may revise or amend this Privacy Policy at any time by amending this page. All changes will be made here so you will always know what information we gather, how we might use that information and whether we will disclose it to anyone. Some of the provisions contained in this Privacy Policy may also be superseded by provisions or notices published elsewhere on our websites.

Your continued use of the SIS & LMS following the posting of changes to these terms will mean you accept those changes.

Access and correction requests

You may request access to your personal information held by us. Please contact us at info@dct.ac.ae to do this.

In addition, you are able to update and amend your personal information held by us at any time by emailing info@dct.ac.ae.

Questions Concerning this Privacy Policy

If you have questions regarding this Privacy Policy, please feel free to e-mail us at info@dct.ac.ae.

Cookie Policy

June 2021

The Learning Management System ("**LMS**") is delivered through websites and software ("**Platforms**") which are owned and/or operated by the Dubai College Tourism LLC ("**DCT**"), Moodle and Lobster International S.A. or an affiliate thereof ("**Lobster**").

In this Cookie Policy we use the term "**we**" or "**us**" to refer to DCT, Moodle and Lobster. A person that enrolls on a course provided through the LMS is referred to as a "**Student**" or "**you**".

This Cookie Policy should be read together with the privacy policy.

INFORMATION ABOUT THE USE OF COOKIES

The Platforms use online cookies to distinguish you from other Students. This helps us to provide you with a better experience when you use the LMS and also allows us to improve the LMS. By accessing the LMS, you agree to our use of cookies.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if your browser settings are configured to accept cookies. Cookies contain information that is transferred to our computer's hard drive.

We use cookies to enable us to recognize your computer and customise your online learning experience. It also helps us keep track of the content you view, so that we can understand and analyse your usage and the usage of students enrolled on the LMS ("**Students**") on an aggregate basis.

We analyse the data collected by cookies to measure traffic patterns and to determine which areas of the LMS have been visited. If you do not wish to receive cookies, you can set your browser so that your computer does not accept them. You can find out how to do this, and find more information about cookies, at www.allaboutcookies.org. However, if you use your browser settings to block all cookies (including essential cookies), some content on the LMS may not display properly or you may not be able to access all or parts of the LMS.

We may use the following cookies:

- **Strictly necessary cookies.** These are cookies that are required for the operation of the Platforms. They include, for example, cookies that enable you to log into the LMS or access content that is only accessible to enrolled Students.
- **Analytical/performance cookies.** They allow us to recognise and count the number of Students using the LMS. This helps us to improve the way the LMS works, for example, by ensuring that Students are finding what they are looking for easily.
- **Functionality cookies.** These are used to recognise you when you return to the LMS. This enables us to personalise our content for you, greet you by name and remember your preferences.
- **Targeting cookies.** These cookies record your visit to the LMS, the pages you have visited and the links you have followed.

Please note that third parties (including, for example, content creation, development and distribution partner networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/ performance cookies or targeting cookies.

PERSONAL INFORMATION

We may combine information about you collected through cookies with your enrolment information. In such cases, we treat the information collected about you through cookies as personal information, in accordance with our privacy policy.

Emergency Notifications

The college email system will be utilised to provide quick notification and accurate information and instructions to all students during an unforeseen event or emergency. All students are required to provide the College with a valid contact phone number, preferably a cell phone, so that each student can be contacted notifying them of a course of action, changes in schedule or class cancellations. All students must also provide the College with the name and contact number of a person (preferably a close relative) whom the College can contact in an emergency.

Travelling to the College

Students are not advised to drive to campus, as parking in the Trade Centre Area is limited, especially when large exhibitions and other events are taking place in the Convention Centre. DCT takes no responsibility for student cars that are parked illegally or are in one manner or another in violation of the rules and regulations of the Road and Transport Authority (RTA).

Students are encouraged to use public transportation when traveling to the College. The Trade Centre Metro Station on Dubai Metro's Red Line is a short walk from campus. Students can apply for a letter from the college that will enable the purchase of a student concession NOL card from RTA.

Professional Appearance

Students are expected to wear appropriate business casual attire for all college-related activities, including class, external site visits and internships, unless otherwise directed by the sponsor.

For Men

- *Allowed* – Kandurah, trousers, shirt, T-shirt, smart jeans, shoes
- *Prohibited* – Caps/beanies, hoodies, shorts, gym wear (such as tracksuits), ripped jeans, sleeveless T-shirts, flipflops

For Women

- *Allowed* – Abayah, trousers, shirt, T-shirt (opaque and not too fitted), smart jeans, shoes
- *Prohibited* – Caps/beanies, hoodies, shorts, short skirts, see-through shirts or T-shirts, sleeveless shirts or T-shirts, gym wear (such as leggings), ripped jeans, flipflops



DCT claims all rights of ownership to its trademarks and service marks, the official logo of Dubai College of Tourism, and any other word, phrase, or image associated with Dubai College of Tourism.

The information in this Handbook is accurate as of April, 2023 and contains information relating to the 2023-24 academic year. DCT reserves the right to make corrections and changes affecting policies, fees, curricula, or any other matters contained in this and subsequent issues of the Student Handbook.