



# **STUDENT HANDBOOK**

*This Handbook was created to give students all the necessary information for a smooth induction to the College while informing them about the College's operation, all the important points they need to be aware and the College's rules and regulations.*

To download the Handbook, please visit our website [www.cothm.ac.cy](http://www.cothm.ac.cy)

Please note that the printing facilities of the College are located at the Computer Lab on the 2<sup>nd</sup> floor.

Latest update: May 2022

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# 1. MISSION AND OBJECTIVES

## 1.1 Mission Statement

The mission of the College of Tourism and Hotel Management is to provide a full educational experience to students, creating an environment in which students will develop intellectually and personally. Such an educational experience includes world-class instruction that will prepare students for the challenges that they will face in the world and open up opportunities for personal and professional growth and development. Our priority is to enable and encourage individuals to achieve their full potential and to accomplish academic excellence through a flexible, innovative curriculum. The College's major academic specialization is in courses of study in Tourism and Hospitality Management, as well as in Business Studies.

## 1.2 Vision

Our Vision is to facilitate positive impact on society by equipping learners with the knowledge, competence, tools and mind-set needed to become responsible and engaged citizens and professionals.

## 1.3 Admission Policy Statement

Admission to the College of Tourism and Hotel Management is open to all qualified students. The College adheres to a policy of non-discrimination in admitting students. Candidates for admission are considered without reference to race, religion, sex, special needs, age, sexual orientation or ethnic origin.

## 1.4 Statement of objectives

The main objectives of the College are to offer innovative academic programs of high quality, in response to the needs of today's rapidly changing society; to prepare its graduates either to eventually assume positions of responsibility in the local or

international tourism, travel or hospitality industries and international business, or to continue their studies for a higher degree. Furthermore, the College strives to help its students become ethical, fair in their relations with other people, honest and sincere.

Special emphasis is also given to continuing education with a view to upgrading the knowledge and skills of international business, tourism, travel and hospitality professionals, as well as helping people who are interested in entering these industries. These programs are designed to meet the specific and ever changing needs of these expanding sectors of the economy.

The College, in order to achieve its mission and attain its goals, attracts and retains a faculty of high quality, enjoying academic freedom, which take an active part in decision-making. The College expects every faculty member to be an effective teacher.

An additional objective of the College is to help its students develop a sense of belonging to an educational institution of quality, which is concerned about their welfare and meets their academic, professional, social and other needs.

The College admits applicants based on criteria, which demonstrate one's ability to pursue higher education and eventually fulfil all graduation requirements. These graduates will be equipped with the knowledge and skills to pursue a successful career in the international business, tourism, travel or hospitality industries.

In addition to the formal program of instruction for its students, the College provides an informal program of educational opportunities to help meet its educational objectives. This Program contributes to the professional, personal and social growth of the students.

Activities such as work placement, lectures and discussions attendance, visits to places of interest, trips abroad, membership to professional and social clubs either form an integral part of a course of study or are encouraged by the College.

The underlying objective of all programs is to prepare students for a successful career in tourism, hospitality and the service industries. The ease with which successful graduates of the College secure employment, demonstrates the confidence shown in the College by the industry and the correctness of its educational policy.

## 1.5 International Dimension

The program's collaborations with other institutions are compared positively with corresponding collaborations of other Departments /programs of study in Europe and internationally. The program attracts Visiting professors of recognized academic standing. The academic profile of the program of study is compatible with corresponding programs of study in Cyprus and internationally.

Also, the degree of the program compares positively with corresponding programs operating in Cyprus and abroad in higher education institutions of the same rank. The programme apart from its new dimensions is compared evenly and positively with other corresponding programmes in Cyprus and abroad.

Learners will develop the knowledge, skills, integrity and commitment to personal development essential for working to the industry. Our programme delivers a variety of technical units which are designed to provide a solid foundation upon which successful candidates may build upon should they wish to continue in education and gain a BA, other degree qualification or enter employment directly.

Our programmes develop a range of skills and techniques, personal qualities and attributes essential for successful performance in working life and thereby enabling you to make an immediate contribution to employment. It will also provide flexibility, knowledge, skills and motivation as a basis for future studies and career progression.



## 2. ADMISSION POLICY

### 2.1 General Admission Requirements

The criteria for admission have been prepared to enable the Admissions Office to select students who have potential to do college-level work and to place students in courses and programs appropriate to the student's academic preparation, in an effort to help them successfully realize their academic potential.

The students come from many different countries and bring with them a wide range of academic disciplines, experiences, special interests, talents and cultural heritages. The Admissions Office aims to form a student body, which will give the opportunity to each student to share education and grow in experience as a member of an international community.

In general, all applicants must have completed a secondary (high) school education or the equivalent of twelve years of schooling to be considered for admission. The College recognizes a strong academic performance at high school level as the primary determinant for college level success.

Any person who intends to register for a program/course at the College must first be admitted to the College. Application forms and the most current information about admission requirements can be obtained from the Admissions Office.

The application for admission may be obtained either in person or by writing to the Director of Admissions. A non-refundable fee must accompany every application.

The admission of new students will be carried out during the following periods:

- a) For the academic year of two semesters, new student admissions can be done twice a year, in October and February.
- b) For the modular academic year that concerns only the postgraduate programs, new student admissions can be carried out at the start of each module.
- c) In addition, new student admissions can be carried out at the start of each summer intensive period, around the middle of June, only if students are about to attend the intensive foundational lessons in the English language in
- d) the form of a short course of about two weeks.

The requirements for the operation of such a short course are the following:

- The School must include in the registration of a course or in a later modification intensive foundation courses in the English language as optional subjects with clear timetables and analytics.
- The short course of intensive foundational lessons in the English language will be taught inside the School premises and will include five daily 55-minute lessons.
- At the end of the foundation course no credit or any other qualification will be delivered.
- In case the new student admission concerns foreign students, along with the application form and the ratification of the relevant list a timetable with the English lesson and the corresponding teachers must be submitted so that the Ministry can oversee the operation of the School during the summer period.

Minimum Admission requirements for all programs:

- A High School leaving certificate or equivalent qualification is a necessary entry requirement. In the case of overseas applicants their secondary/high school credentials should be sufficient to allow them to apply for admission to post-secondary (higher) educational establishments of their home country.
- The applicant must submit an official transcript of his secondary school record together with the application or its equivalent for students coming from American, British or other secondary schools. Applicants who do not satisfy the above criteria, may be accepted and placed on probation. For candidates applying for admission with advanced standing, an official transcript of their previous college/university record is required.
- A General Certificate of Secondary Education (GCSE) in four subjects with A-C marks, as well as a General Certificate of Education (GCE) with two subjects at the advanced subsidiary (A/S) level, for a total of 6 subjects at level 3 in the Qualifications and Credit Framework (QCF) / level 4 in the European Qualifications Framework (EQF).
- A GCSE in three subjects with A-C marks in addition to a GCE with three subjects at the advanced level (six subjects total at QCF level 3 / EQF level 4) is equivalent to a secondary school education.

- An Access to Higher Education (HE) Diploma is also accepted as fulfilling the secondary school requirement. It is necessary to achieve QCF level 3 / EQF level 4. This diploma is also comparable to a secondary school education and will allow students to apply for a Bachelor's programme directly.
- English is the language of instruction at the College. Students must have very good knowledge of the English Language with any of the following certificates:

<b>1. IGCSE</b>	<b>AT LEAST GRADE D</b>		
<b>2. IELTS</b>	;	;	<b>5</b>
<b>3. TOEFL IBT</b>	;	;	<b>70</b>
<b>PASSWORD TEST</b>	;	;	<b>5</b>
<b>4. ANGLIA EXAMINATIONS</b>	;	;	<b>INTERMEDIATE</b>
<b>5. MICHIGAN LANGUAGE ASSESSMENT (PROFICIENCY OF MICHIGAN)</b>	;	;	<b>ECCE (52)</b>
<b>6. CAMBRIDGE GCE AS LEVEL ENGLISH LANGUAGE</b>	;	;	<b>C</b>
<b>7. UNIVERSITY OF CAMBRIDGE EXAMS</b>	;	;	<b>PET-PRELIMINARY ENGLISH TEST</b>

Candidates with the above mentioned qualifications, whose English proficiency is not up to the College standard, will take Foundation English Language Classes.

#### **Minimum Admission requirements for the Postgraduate Programs:**

- A Bachelor's degree, or equivalent degree under category level 6 of the EQF, from a recognized institution. Alternatively, applicants may possess a professional qualification (or a combination of qualifications) officially recognized as being equivalent to a Bachelor's degree from recognized institutions. Examples of professional qualifications, which are officially recognized as equivalent to a Bachelor's degree, are the qualifications of the Chartered Accountants, The Chartered Certified Accountants, the Chartered Management Accountants, the International Accountants, the Certified Public Accountants, the Chartered Surveyors, Chartered Architects, AHLEI and other professional qualifications which are recognized internationally as equivalent to a Bachelor Degree.
- A Bachelor's honours degree or 3 to 4 years at QCF level 6 or EQF level 6 is equivalent to a Bachelor's degree at an applied science or research university, depending on the study. This will allow students to apply for a Master's programme.

- A Higher National Diploma at QCF or EQF level 5 equivalates to 3 years of study at a university or applied sciences. A Higher National Certificate can be compared to 2 years in a vocational programme.

#### **Additional Admissions Requirements for the MBA program:**

- Official Graduate Management Admission Test (GMAT) score: A minimum of 400 on the GMAT examination. Students who have a grade point average of 3.0 and above for US standards, 2.2 for UK standards or the equivalent, or at least 3 years of work experience will be exempted from the GMAT. An applicant who does not fulfill the GMAT requirements may be conditionally accepted and may take remedial courses of at least 15 credits.

The Director of Admissions is responsible for the evaluation of all applications for admission to the College.

The College has accepted among its responsibilities a commitment to international students by providing opportunities to citizens from other countries to study at the College. The College considers the admission of qualified students from other countries a part of its educational program. International students enrich the life of the College and contribute to the education and personal growth of Cypriot students.

## 2.2 Entrance Exams

All candidates for the English taught programs should take and pass the College Entrance Exam in order for them to be accepted and allowed to register as full time students.

The purpose of this exam is to evaluate the students' level of English before they register for any program of study and to make sure that only candidates who are likely to succeed in their studies are admitted. Any student who passes the exam should be able to attend lectures, communicate and write in English without any difficulty.

There are no set books that candidates should study in advance, nor is there any preparation or training for this exam.

The minimum passing grade is a total of fifty (50) points out of the maximum one hundred (100). The Entrance exam consists of 4 parts which the students complete in three hours: Listening, Grammar, Reading Comprehension and Writing.

Candidates whose average grade is below fifty (50), will be accepted on the Foundation Course or the Intensive Summer Course. In order for them to be admitted to the full time program, they must take and pass the Entrance Exam. If they fail, the foundation programme and the exams they **will not accepted to** any of the College programmes.

## 2.3 Payment

When the applicant receives an acceptance letter from the Admissions Office then he/she must send the application fee noted in the Financial Information section of the Prospectus.

## 2.4 Foundation course

After the end of the foundation course, the students from A and B semester will take final exams. The students who receive a mark equivalent or higher than 60, are registered in the specific course. Students from semester A who receive a mark lower than 60 are registered in semester B of the foundation course. Students from semester B of the foundation course who receive a mark lower than 60 have to retake semester B of the foundation course.

Foreign students from third countries who fail A Semester exams of the foundation course and they do not receive a grade equal to or higher than 60% can only attend one more semester in the foundation course.

For foreign students from third countries the length of the foundation course must not exceed two academic semesters according to The Aliens and Immigration Law N. 184 (1) / 2007.

The students who take and succeed in the following exams, their mother tongue is English or have a School Leaving Certificate from countries whose mother tongue is English do not need to take any placement test in English and can enter their intended main course.

## 2.5 Admission Procedures

### 2.5.1 Local Students

**This section includes all general procedures relating to admission of students to the college. Further information, if required can be found on the prospectus.**

Local applicants should fill out and submit an application for admission to the College. If they have already finished high school, they should also attach a photocopy of their high school leaving certificate.

They will then be notified of the exact date and time of the entrance exams.

### *2.5.2 International Students*

International students are most welcome to the College and a student visa will be issued by the Cyprus Government, provided all admission requirements are met.

The college has prepared a full guide on all the steps they have to follow from the moment that they arrive in Cyprus. These are noted in section 4 – Admissions of the Prospectus.

#### **a. Application for Admission**

International students are advised to apply for admission as early as possible and in any case, at least three months before the scheduled commencement of classes. Overseas candidates should submit to the College the following documents together with the Application Form:

1. Application for admission duly completed
2. Attested copy of the passport – validity of at least two years from the date classes commence of the semester applied for
3. Four photos passport size
4. Officially attested photocopies of the Senior/High School leaving Certificate with its Grades Report, as issued by the school. Attestations must be made by the Principal of the school, from which the students have graduated, by the Ministry of Education, by the Ministry of Foreign Affairs and by a notary public.

If these are issued in a language other than English, translation in English must accompany the School Certificate and the Grades Report. The translation must be attached to the photocopies of the original certificates, and the documents must be attested. The translator's name and address must be clearly mentioned on the documents. Additionally, provisional school leaving certificates are acceptable for maximum period of two years after graduation.

5. Original bank letter stating that the student's sponsor has sufficient funds to finance the student's stay and studies in Cyprus. The letter must be dated, signed and stamped by an official bank officer. The student's name, the sponsor's name and their relationship should appear clearly in this letter. The sponsor could be the father, mother, the student, the officially appointed guardian, or any other person. If the original is not in English, then an attested (by notary public) translation must be attached to the original. The owner of

the deposit account should be either the student or one of his/her parents or brothers and sisters. If the owner of the account is not the applicant, a separate certificate must be issued showing the relationship between the student and the owner of the account.

6. Original police character certificate (no criminal record). It must be issued no more than six (6) months prior to the date classes commence of the semester applied for. The police certificate must be signed and stamped by an official police officer and must be attested by the Ministry of Foreign Affairs.

7. Any other certificates required by the Ministry of Interior, Cyprus from time to time.

### **b. Letter of Admission**

As soon as the application for admission and all supporting documents are received, the Admissions Director will inform the candidate whether he/she qualifies for admission. Eligible candidates will receive a letter of eligibility confirming the terms and conditions on which the candidate is admitted to the College. Applicants, whose previous academic performance is poor or is judged unsatisfactory by the Director of Admissions will not be eligible for admission.

### **c. Deposits and Prepayments**

Eligible candidates should send to the College a certain sum of money representing deposits and prepayments. The exact amount to be paid in advance and all other details such as payment deadlines and refund policy are stated in the section of the Prospectus on Financial Information.

### **d. Application for Visa**

As soon as the College receives the advance payment, it will send the student a receipt and apply for the student's visa.

### **e. Arrival in Cyprus**

Students should not leave their country before receiving confirmation from the College that their visa has been granted. They should also let the College know in advance the date and time of their arrival in Cyprus so that they are welcomed at the airport and driven to Nicosia.

### **f. Entrance Exams**

Immediately after their arrival, all overseas students should take the College Entrance Exams.

### **g. Pre-registration things to be done by students**

- Take the College Entrance Exams.
- Comply with all visa requirements of the immigration department.
- Possess evidence of negative results of communicable disease tests
- Pay all semester tuition fees and other charges
- Have a chest X-ray taken
- Subscribe to a medical insurance

## 2.6 Entry Requirements

i) Individuals of both sexes are accepted at the School, both locals and foreigners without any discrimination concerning race, religion, sex, special needs, age, sexual orientation or ethnic origin as long as they have graduated from a secondary education school with at least six years' duration of studies or possess another equivalent certificate.

ii) The School accepts applications for registration in the first semester by graduates from six-class schools of public or otherwise accredited by the State private schools of secondary education in Cyprus or abroad independent of their school leaving certificate grade or if they hold another equivalent qualification.

iii) The School accepts applications for registration in the second or in the following semesters from people who have completed their tuition in the immediately preceding semester in the same study program in a tertiary education school in Cyprus or abroad or who possess equivalent qualifications as they are defined by examination boards in Cyprus or abroad, especially from European Union countries.

iv) A necessary prerequisite for the registration or transfer of a student in the study programs is the knowledge of Greek or English depending on the medium of instruction of the specific study program.

The candidate students are called for a personal interview if considered necessary.

A grant of a student place for the next semester can take place any time. The candidate student, local or foreigner, can submit any application to be accepted in the School and if the candidate satisfies the requirements of the School and the Law, the School grants a place in a particular semester depending on each case.



### 3. REGISTRATION INSTRUCTIONS

#### General Information

Registration for any semester is contingent upon being eligible for registration. Thus, advance registration, including the payment of fees is considered to be invalid if students are later declared to be ineligible due to scholastic, financial or disciplinary reasons.

Students should also be familiar with the following general points about registration:

- Registration for a semester is conducted under a Registration Calendar (please refer to the Academic Calendar). Students who do not register according to the specified schedule will be charged with the late registration fee.
- The "Student Personal Data" form and "Registration" form must be processed through the Admissions Office.
- Enrolment changes to classes can only be made through the processing of an official "ADD/DROP" form which must be signed by the student's Advisor.
- Students may not drop a course merely by stopping attendance.
- The last day to Add or Drop a course is the last day of the second week of classes.
- The last day to withdraw from a course is the last day of the 8th week of classes. Students wishing to withdraw from a course(s) must file a "Withdrawal" form at the Registrar's Office. Students receive no credits for courses they choose to withdraw from. All withdrawals are subject to the tuition refund policy of the college. Students who do not file for withdrawal with the Registrar's Office within the specified period will continue to be registered for the course(s) and if they have not completed the requirements of the course(s), will be assigned an "F" as a final grade.
- No student will be allowed to register for a course if the prerequisites for that course are not completed.
- Students may take 30 to 36 ECTS per semester. To qualify for this a student must have either a 2.0 cumulative grade point average, or a 2.0 grade point average in the previous semester or Summer Session. A student with a G.P.A. of 3.0 or better on all work completed may be permitted to register for more ECTS and may continue to do so as long as the 3.0 average is maintained.

### 3.1 Registration procedures

- The student completes and submits in the registrations office the special application document which is studied and the appropriateness or not of the student for registration.
- The students that are judged suitable for admission ought to arrange their financial and other obligations that come with their registration in the School.
- The student submits a registration right which is not returned.
- The registration of a new student entails that they are filed in the Students Register. The registration of new students in the School is only done once, not each year or semester. The registration of new students in the Students Register is done a few days after the students attend their lessons for the first time.
- Along with the filing in the Register, the student completes the Registration Form for a New Student, which contains more information about the student than those contained in the Students Register.
- The ongoing registration of a student from one semester to the next is done by filling in an Enrollment form for a Continuing Student, without affecting the Students Register. This document contains approximately the same information as the one in the initial registration.
- When the registrations of the semester are completed, the alphabetical catalogue of the registered students in the specific semester, which will be used as an attendance sheet and later on as a grading sheet, is formed. Also, it will be updated in the same manner as the Enrollment Register of Students by Program and Year of Study.

The students who will attend the intensive foundation lessons in the English language will be enrolled and considered to be students of their intended study program.

The registration procedure with all applicable financial information is also included in the prospectus.

### 3.2 From one study program in the School to another

This can happen during the first month of studies at the latest after filling in a relevant form submitted in the registry office.

- Each student who wants to transfer from one study program of the School to another must submit a formal analytical statement with all the credits they have acquired in their former study program after sitting for exams as well as their school leaving certificate or another equivalent qualification.
- The Academic Committee after having studied the aforementioned documents decide about the transfer of the student from one study program to another and inform the student prior to their registration about the credits they are allowed to transfer or the level of the studies they will be accepted in the specific study program. The School then submits the student details to the Ministry of Education and Culture for approval.
- For all the following, the according circulars will be followed that concern the transfers of foreign students that are issued from the Ministry of Education and Culture and from the Immigration Officer.

### 3.3 Cancellation of Courses

Courses may be cancelled by the College before the first day of classes due to insufficient enrollment.

### 3.4 Student ID Cards

All students are provided with an ID card, valid for one semester, which gives them access to various common areas of the College such as the Library and the Computer Labs. Students can renew their ID Cards every semester during registration.

### 3.5 Transfer Students

Students who have started their college education elsewhere and wish to apply for admission to the College as transfer students must submit the following items to the Admissions Office:

A completed application form together with a non-refundable fee.

Official transcripts of all academic records from each institution previously attended, including high school, college/university.

Official course descriptions or syllabi in English for all work completed at the college/university previously attended.

An official transfer credit evaluation will be made only if all of the above items have been submitted to the Admissions Office.

No objection certificate (No pending financial obligations)

- The Academic Committee after having studied the aforementioned documents decide about the transfer of the student from one study program to another and inform the student prior to their registration about the credits they are allowed to transfer or the level of the studies they will be accepted in the specific study program. The School then submits the student details to the Ministry of Education and Culture for approval.
- For all the following, the according circulars will be followed that concern the transfers of foreign students that are issued from the Ministry of Education and Culture and from the Immigration Officer.

#### **Transfer Credit Evaluation Policy**

After having completed all procedures required for transfer admission, applicants for admission with advanced standing will be given a statement of credits accepted on transfer by the Admissions Office before they enroll. Credits for courses which have an equivalency at the College are accepted when earned with a grade 'C' or above from a college level institution or program with admission standards acceptable to the College. For courses earned with a passing grade but lower than 'C' the college may administer a qualifying/waiver exam. Transfer credit is evaluated and applied in one of the following ways:

### **As parallel credit**

The course must have involved at least the same amount of class time and have had approximately the same content; or

### **As an elective**

The course must be related in some manner to the student's academic program and career goal. Also, in some cases credit which is deemed as liberal arts is normally accepted if such credit was earned in courses not specifically offered at the College.

Candidates who have successfully completed subjects from the GCE AS Level and GCE A Level may be awarded 6 and 12 ECTS transfer credits respectively depending on their field of study. Students applying for transfer credit must file a 'Transfer Credit Evaluation form' at the Admissions Office together with a non-refundable fee.

## 3.6 Classification of Students

Students are classified as follows depending upon the number of ECTS credits successfully completed. The credit hours for each classification are:

Freshman	0-60 ECTS
Sophomore	61-120ECTS
Junior	121-180 ECTS
Senior	181-240 ECTS

On the basis of semester hour load, a student is classified as part-time or full-time during the academic year.

### **Full-time**

A full-time student is one who is enrolled for at least 15 hours during a Fall or Spring Semester and six hours during the Summer Session.

### **Part-time**

A part-time student is one who is enrolled for less than 15 hours during a Fall or Spring Semester and fewer than six hours during the Summer Session.

A Graduate student is considered full time if he or she is enrolled in 12 hours during a regular semester or 6 hours during the summer session.

### 3.7 Class Attendance

Students are expected to attend every meeting of every class in which they are enrolled. Absences beyond 30% of the total class hours for each course will lead to an immediate failure of the course and may jeopardize the student's academic standing.

Students that fail to attend the midterm examinations will automatically fail the subject for the current semester.

Course requirements, such as examinations, tests, oral presentations, laboratory work, participation in discussion and written assignments are in no sense waived because of absences from class. Instructors are not obliged to cover the missed material twice.

The College has established the following attendance policy:

If a student is absent for any reason he/she must complete and return, within three working days after his/her return to College, to the academic affairs officer a prescribed form giving reasons for his/her absence(s).

If a student has more than 30% absences in a subject without a valid justification, he/she automatically fails the subject and the college is obliged under the Migration rules and regulations, to report the student to the Migration department.

### 3.8 Credit Hours

Academic work is measured in credit hours (semester hours of credit). A semester hour is the unit of credit awarded upon satisfactory completion of a course. Courses carry 4-6 ECTS and consist of three or four 55-minute sessions per week. Courses continue over a semester of 14-15 weeks and grades are given at the end of each semester. Thus, a course meets for approximately forty 55-minute sessions per semester.

## **Maximum Course Load**

- **Regular Semester**

The normal course load for an undergraduate student is 30-36 ECTS per semester. A student with a grade point average of 3.0 or better on all work completed may be permitted to register for more ECTS credits and may continue to do so as long as the 3.0 average is maintained.

## **Summer Session**

The normal course load during the Summer Session is 6 – 18 ECTS.

## **3.9 Withdrawal Policy**

Students receive no credit for courses they choose to withdraw from. All withdrawals are subject to the tuition refund policy.

- A.** Withdrawal initiated by student
- B.** A student has the responsibility to officially withdraw from a course, which he or she does not intend to complete. A student must complete the official "Withdrawal Form" and submit it to the Registrar's Office.

Students who withdraw from a course before the dates listed below will receive a grade of 'W', which will not affect the student's G.P.A.

Students who do not file for withdrawal with the Registrar's Office within this time will continue to be registered for the course(s) and if they have not completed the requirements of the course(s), will be assigned an 'F' as a final grade.

### **Withdrawal initiated by the instructor**

An instructor may request withdrawal of a student from a course because of non-attendance and/or inappropriate registration (the student not meeting the necessary course prerequisites). The instructor must inform the Registrar's Office for such withdrawals. Withdrawal initiated by the instructor can be done before the tenth week of classes for Fall and Spring Semesters and before the third week of classes for Summer Session.

### 3.10 Refund Policy

A student cannot drop or withdraw from a course by merely not attending. When a student wishes to withdraw from any course or courses, he/she has to fill in a 'WITHDRAWAL FORM' and submit it to the Registrar's Office. Cancellation of tuition will be made in accordance with the College regulations.

All fees (Application fee, Registration fee, Insurance fee, Computer fee, Activity fee, etc.) are non-refundable and are not applicable against any other charges.

## 4. Transcripts & Grade Reports

### Transcripts of Academic Record

A student may request an official transcript of his/her record by completing an application at the Registrar's Office or by writing directly to the Registrar's Office. All official transcripts issued by the Registrar's Office bear the signature of the Registrar and the official College seal.

Transcripts released directly to a student bear the stamped designation "issued to student". No partial transcript will be issued and no transcripts will be issued to students who have outstanding financial obligations to the College. A fee is charged for every copy of the transcript which must be paid in advance.

### Grade Reports

At the end of each semester and summer session, final grades are mailed to all students at their mailing addresses and are recorded on their permanent academic record in the Registrar's Office. The grading system used is as follows:

<b>Letter Grade</b>	<b>Grade Meaning</b>	<b>Grade Points</b>	<b>Percentage Grade</b>
<b>A</b>	Excellent	4.0	90 and above
<b>B+</b>	Very Good	3.5	85-89
<b>B</b>	Good	3.0	80-84



<b>C+</b>	Above Average	2.5	75-79
<b>C</b>	Average	2.0	70-74
<b>D+</b>	Below Average	1.5	65-69
<b>D</b>	Poor	1.0	60-64
<b>F</b>	Failure	0	-
<b>I</b>	Incomplete	0	-
<b>W</b>	Withdrawal	0	-
<b>P</b>	Pass	0	-
<b>AU</b>	Audit	0	-

The grade 'I' is awarded to a student who has maintained satisfactory performance in a course but was unable to complete a major portion of course work (e.g. term paper or final exam) and the reasons given were acceptable to the instructor. It is the responsibility of the student to bring pertinent information to the instructor to justify the reasons for the missing work and to reach an agreement on the means by which the remaining course requirements will be satisfied. A student is responsible, after consulting with the instructor, for fulfilling the remaining course requirements within the first weeks of the following semester for which the 'I' was awarded. In very special cases the instructor may extend the existing incomplete grade to the next semester. Failure of the student to complete work within this specific time limit will result in an 'F' which will be recorded as the final grade.

The grade 'W' indicates withdrawal from the course before the specified time as explained in the withdrawal policy.

Grades of 'P' will not be computed into a student's cumulative grade point average but will count towards graduation credits.

Grades of 'F' will be computed into the student's cumulative grade point average.

Students enrolling for an Audit must declare their intent to enroll on an Audit basis at the time of registration. Students registering for a course on an Audit basis receive no credit. Grades for courses taken at another college or university do not enter into the computation of the cumulative Grade Point Average.

#### 4.1 Averaging Grades

A Grade Point Average (G.P.A.) is determined for each student at the end of each semester. The Grade Point Average (G.P.A.) is computed by multiplying the number of credit hours of each course by the grade points equivalent to the letter grade received and then adding them. The sum total is then divided by the total number of credit hours for which the student has received a grade. Grades reported as "I", "W", "P" or "AU" are not computed in the average.

#### **Courses On a Pass/Fail Basis**

Students in good academic standing may choose up to 30 ECTS towards a degree to be graded on a pass/fail basis. A student may be allowed to take a maximum of two courses on a pass/fail basis per academic year. Courses in a student's major and those considered as correlated to his major, cannot be taken as pass/fail. Only a grade of 'F' will be computed into the G.P.A. Students must notify the Registrar's Office of their intention to take a pass/fail course within the first eight weeks of a sixteen-week semester, or the first three weeks of a six-week session.

#### 4.2 Repetition of Work

If a student repeats a course the new grade will be included in the student's Cumulative Grade Point Average. The grade previously earned will not be included in the student's overall Grade Point Average, although it will be listed on the student's permanent academic record and transcript.

#### **Change of Grade**

Once grades have been submitted to the Registrar's Office no changes are allowed, unless an instructor completes a "Grade Change" form, in which he/she explains that a legitimate error has been made in the calculation of a student's grade.

## **Appeals Procedure**

In the case where a student believes that the grade received is different from what was expected, he/she must exhaust all possibilities of resolving the problem with the pertinent instructor first. If this does not lead to a resolution, the student may appeal against the grade by filing a petition with the Registrar's Office.

The Registrar will inform the Appeals Committee of the petition and the Appeals Committee will exhaust all possibilities to resolve it individually with the student and the faculty member in question, and will reach a decision.

Changes of grades resulting from an appeal require the endorsement of the Course Coordinator and the Academic Director, and a grade petition fee is required.

For a petition to be reviewed, a student must appeal within four (4) weeks from the date the results are announced.

### 4.3 Promotion and Assessment of Students

A student is considered to have passed a course if the final grade is at least 60%. The College adopted the following grading policy for all courses:

Minimum passing grade: 60%

Coursework: 50%

Final written exam: 50%

The assessment of each course is composed of two elements: coursework and final written exams. For laboratory and practical courses there may be only coursework assessment without final written exams.

## **AWARDS FOR ACADEMIC EXCELLENCE - DEAN'S LIST**

### **DEAN'S LIST**

The Dean's List includes students who have achieved a G.P.A. of 3.5 or better within a single semester and who were registered for at least 24 ECTS (excluding grades of 'P').

Students who achieve the above requirements are named on the Dean's List, which is published at the end of each semester. Honors are awarded as follows:

<b>First Honors</b>	<b>3.85 - 4.00</b>
<b>Second Honors</b>	<b>3.65 - 3.84</b>
<b>Third Honors</b>	<b>3.50 - 3.64</b>

Students who receive grades of 'D' or 'F' are ineligible for honors that semester.

#### 4.4. Examination and grading methods

The study programs apply the semester mode of study (two semesters). The final examinations are carried out in the end of each semester. They are conducted on the entire taught curriculum after the completion of the lessons of the academic semester. Re-examinations are conducted in the time period in between the end of the academic semester and at least a week before the commencement of the lessons for the next semester. During the academic semester the teachers assess students with tests, assignments, course work, midterm exams and other forms of assessment. The average of the collected marks constitutes the outcome of the ongoing assessment.

Continuous assessment (50%)

5. Attendance and participation
6. Assignments, coursework
7. Midterm exams

Sixty per cent of the final grade is derived from the final exam.

Continuous assessment in workshops (50%)

8. Attendance and participation
9. Midterm lab exams
10. Sixty per cent of the final grade is derived from the final lab exam.

The Academic committee decides for the distribution of the percentage of the ongoing assessment.

The grading scale is from 0-100.

From 92-100	A	Distinction
80-91	B	Very Well
67-79	C	Well
60-66	D	Pass
Below 59	E	Fail

11. The final grade of the lesson derives from the sum total of the 50% of the grading of the ongoing assessment plus the 50% of the grade of the final exam. If the combined derived number is a mixed number, the fraction is considered a whole number when it is equal or higher than a half unit.
12. The minimum credits per semester system is followed, the ECTS system (minimum 30 ECTS) as well as the system of pre-defined courses that the student must succeed in with the minimum grade they must achieve in each lesson depending on the accredited study program.

ECTS: The European credits constitute the workload of a full time student during each semester (30 per semester). The workload of a full time study program rises from about 1500 to 1800 hours of workload per student per year and in these cases one credit unit ECTS equals to about 25-30 hours of workload.

The students receive ECTS credit units after successfully completing the required work and assessment of the learning outcomes (the total of the knowledge, abilities and skills the students must possess, understand or be in a position to undertake after the successful completion of the specific study program).

The workload of each student within the ECTS includes the required time for the completion of a specific course which constitutes of seminars, independent study, assignment preparation, exams, practice, etc.

## 4.5 Advancement and dismissal of students

-The students are advanced to the next semester when in each lesson they receive a final mark of at least 50 points. The student fails a class if their final grade is lower than or equal to 50.

For the students of the foundation course and the summer intensive courses, they are advanced and can enroll in their intended study programs if they receive at least a grade of 60/100 in their final exam.

13. Students who justifiably (because of illness or another reason having brought the necessary justifications) do not sit for their final exams of the semester, the class coordinator sends the issue to the academic committee who decide according to the situation.

- a) Examination re-sit with different exam questions in the next few days
- b) Project assignment to the student which must be prepared and delivered within a specified time period and the its grading should be considered as the final exam grading of the particular subject

This student maintains the grading of the ongoing assessment.

- c) Students who are inexcusably absent from the exam, are sent to a written exam in the following examination period and the grade from this exam is considered the final grade for the particular subject.
- d) Students who have failed three or more subjects after having taken the re-examinations of the academic semester, they repeat the lessons they have failed in the next semester. For foreign students from third countries this is defined according to the current laws.
- e) Students can transfer one or two subjects at which they failed after the re-examinations of the academic semester, for re-examination at the end of the next semester.
- f) Senior students who fail a course or courses in the final exams of their last semester, they are sent to re-examination in the immediately following examination period. For the courses they fail in this period, they are given two, three or four re-examination chances during examination periods.

For foreign students from third countries the right to other re-examination chances is defined according to the current laws.

- g) Senior students are only allowed once to re-take an exam in a course where there previous grade was low in order to improve their analytical grading. If the grade they receive in the re-examination is higher than the former grade they have received for the same subject, then the final mark for the particular subject will be considered the mark from the last exam. If in the re-examination they receive a lower mark, then the mark from the first examination remains.
- h) Students successfully graduate from their study programs when they successfully finish all of their courses with a grade of at least 50 in each course.
- i) Students are allowed to take final exams when they have at least 80% attendance record.

#### 4.6 Documentation and approval of grades

- The exam papers are prepared by lecturers, checked and signed by the chairperson of the study program.

- the two grades of the course (continuous assessment and final written exam) are submitted by the teacher to the course coordinator of the study program on the proper statements, are co-signed by the teacher and the course coordinator and together with the inventory are saved in files in the permanent records of the School for five years which is the usual time period between two educational assessments. The grading reports are submitted to the academic committee earlier for ratification.

-the grades are filed in special columns analytically and as a total in the Book of Special and General Check.

- the Book of Special and General Check is presented in the meetings of the academic committee to approve the grades before they are announced to the students. In this meeting the academic committee can automatically raise the total grade of a subject by adding up to 3 marks out of 100 with a nominal and by all means justifiable decision which goes in the proceedings. In the proceedings of the meeting the number and the date the decision according to which the committee approved the grades is also filed.

- if the grades of a lesson show statistic disharmony of two standard deviations from the average, that is if more than the two thirds of the students that were examined in a course fail to pass this course, then the academic committee is directed to the Ministry of Education and Culture to get a permission to modify these grades. The decision of the ministry is final.

- when the grades are ratified by the committee they are filed in special columns analytically and as a total, that is as two separate grades and one cumulative in the Book of Special and General Control. This way there is a double entry, one in the grade reports and one in the Book of Special and General Control.

- within seven days from the announcement of the results, the student can submit an objection for their grades to the academic committee. The academic committee meets and makes a final decision about the objection. During the examination of the objection the academic committee can raise the grade of a student by up to five marks out of 100 if their decision is wholly justifiable and it is filed in the proceedings. The grading derives after the examination of the objection of the student in the academic committee; it is filed in the Book of Special and General Control as a special entry in which the number and the date of the action of the Academic Committee can be seen. The same happens with the grade reports which are stored in the School records for a period of five years.

- the final grades which are ratified by the academic committee are transferred on the student's transcript of academic record.

## 5. GRADUATION REQUIREMENTS

In order to qualify for graduation a student must fulfill the following:

- 1) Complete the degree requirements in the major program as specified in the Prospectus
- 2) Complete at least 45 ECTS for the Master Degree, 60 ECTS for the Bachelor Degree or Higher Diploma in residence at the College and at least 60 ECTS for the Diploma in residence at the College.
- 3) Maintain a cumulative G.P.A. of at least 2.00 for all credits taken at the College.
- 4) Settle all financial obligations to the College before certification for graduation is granted.



## 5.1 Application for Graduation

Students who meet all graduation requirements listed above must file an application for graduation with the Registrar's Office by the end of March.

Application forms are available at the Registrar's Office. A fee is due on time of application. The college will not be responsible for non-graduation of any student who fails to submit the application for graduation.

### **Graduation Audits**

Evaluation of courses for graduating students is done two weeks after the final exams. After the semester's grades have been processed, the Registrar's Office will check the student's academic records to ensure that the student qualifies for graduation. Students who face problems fulfilling course requirements towards their degree must consult the Registrar's Office.

### **Procedure for Issuance of a Degree/Higher Diploma/Diploma/Certificate**

Degrees, Diplomas and Certificates are granted in January, June and July of each year. The Registrar's Office will proceed to issue a Degree / Higher Diploma / Diploma / Certificate when the student meets all graduation requirements. Degrees / Higher Diplomas / Diplomas / Certificates are issued one month after the end of each semester.

## 5.2 Graduation Ceremony

Students, who wish to attend the ANNUAL Graduation and Awards Ceremony of the College, must file an application with the Student Affairs Officer by the end of March. Students graduating at the end of Fall Semester are allowed to attend the Annual Graduation Ceremony. It is the policy of the College to allow students who are expected to graduate in the Summer Session to take part in the Graduation Ceremony immediately preceding.

Degrees are not awarded at the Graduation Ceremony. Participation in the Graduation Ceremony does not imply that the student has completed graduation requirements.

### 5.3 Graduation Honors

Bachelor degree students are identified for high academic achievement as follows:

SUMMA	CUM	LAUDE	final	G.P.A.	of	3.85-4.00
MAGNA	CUM	LAUDE	final	G.P.A.	of	3.65-3.84
CUM LAUDE final G.P.A. of 3.50-3.64						

To be eligible for honors, students must complete at least 30 credits at the College. Only the College credits are considered in determining eligibility for such honors.

The duties of the Disciplinary Committee are to conduct hearings for students alleged to have committed infraction of the academic or non-academic regulations or misconduct that adversely affects the College's pursuit of its educational mission.

### 5.4 Study certificates awarded by the School

- A) For one-year study programs, a closing title or a Certificate after having successfully completed the program.
- b) For two-years study programs, a closing title or Diploma after having successfully completed the program.
- c) For three-years study programs, a closing title or Higher Diploma after having successfully completed the program.
- d) For four-years study programs, a closing title or Bachelor of Arts after having successfully completed the program.
- e) Postgraduate programs of one or two years with the closing title Master of Arts degree.

The information included in the diplomas is:

- a) The length of studies, that is the normal duration of studies needed to receive the diploma.
- b) The language put forward in the study title and its translation

In addition, the School can prepare a translation for each diploma that is awarded in another language on which the phrase "certified translation" must be written. The original of the "certified translation" after being ratified by the Press Information Office and submitted to the Ministry of Education and Culture for final approval. The translation

procedure is conducted only once for each study program and after the approval from the Ministry of Education and Culture, the “certified translation” is given by the school with no other wordings.

- c) The number of the student record as well as the date the study title has been issued. On the diplomas, the record number or the student from the Book of Records and the number of the issuing of the study title are indispensably written from the Book of Certificate Studies of the School.
- d) The paper of the study titles. For the diplomas a security paper is used, size A3 or A4.
- e) The stamp

On the diploma there is the stamp of the School.

The diplomas of the School carry three signatures as follows:

- 6. Of the Director of the College
- 7. Of the Registrar of the College
- 8. Of the Director of the Program of Study

## 5.5 Diploma Supplement

Apart from the Diploma, the School issues a transcript which is known as Diploma Supplement. On the transcript there are among other things the grading in the different subjects attended by the students, the semester or the academic year the subject has been attended. Also, the transcript shows the number of the student record from the Book of Records and the numbers of the issuing of both the diploma and the transcript from the book of the Study Certificates of the School. The School can freely issue a student’s report to the students who submit the relevant fee. The student’s report can be used for registration to the next academic semester or year or for transfer to another college.

## 6. FINANCIAL INFORMATION

### 6.1 Payment

Tuition and fees are due and payable before the beginning of each semester. The College may permit native students to pay on an installment basis, provided that one fourth of tuition is paid at registration.

Students who have outstanding financial obligations or delinquent accounts with the College will not receive grades, transcripts, diplomas or other documents until their accounts are settled. Please note that a late payment fee will be imposed for all overdue installments.

### 6.2 Withdrawal

#### **Refund of Fees**

In case of withdrawal for any reason, any fees paid to the College are not refundable.

For new-coming students, for whom an entry visa to Cyprus is required, who pay tuition fees prior to the issue of their entry visa, the School is obliged to return the full amount of tuition fees (subject to bank charges) prepaid by the students in cases where the students' arrival to Cyprus was not made possible.

#### **Withdrawal Notice**

When a local or international student officially withdraws from the College, it is his responsibility to file a withdrawal notice at the office of Admissions.

If a student has filed a withdrawal notice at the end of the first semester of his studies, the College reserves the right to charge an administration fee for processing the withdrawal notice.

### **Tuition fees and other expenses refund to students who withdraw**

Tuition fees are returned in cases when students withdraw from School after their decision based on the following:

For local students:

Prior to the start of classes: The entire amount of the fees for the Academic year

During the first month of the academic semester: 50% of the tuition fees of the academic year

During the second month: 30% of the tuition fees of the academic year

After the third month: No refund

For foreign students:

Before the start of classes, the entire amount of the annual tuition fees if the student does not ensure a student visa, minus the bank expenses and the application fees of the student visa.

Before the start of classes 100% of the annual fees if they receive a student visa.

During the first week of the academic semester, 30% of the annual fees, during the second week of the academic semester, 20% of the annual fees and after the third week of the academic semester, no refund of tuition fees.

The tuition fees refund as shown above that concern foreign students are given only when:

- a) Students can terminate their tuition and leave Cyprus.
- b) In no case are tuition fees refunded if the student is expelled from the pertinent authorities for any reason.

The regulations concerning the refund of tuition fees are also written on the prospectus.

### 6.3 Tuition fees and other rights and fees

- The right to examine the registration (one-off payment)
- The registration right (every semester)
- The right to issue a certificate of attendance (per copy)
- The right to issue a student's report (per copy)
- The right to issue a transcript (per copy)
- The right to issue a Diploma (original)
- The right to issue a Diploma (copy)
- The right to a re-examination (per subject)
- The right to use the computer lab (per semester)
- The right to internet access (per semester)

Upon registration the student accepts and takes responsibility of fully submitting the full cost of the annual tuition fees, rights and other fees.

#### **For Cypriot students:**

The annual tuition fees are paid in three equal installments. The first installment is submitted before the beginning of October or with the registration at the School, the second before the beginning of December and the third before the beginning of February. For delayed registration all of the tuition fees are paid in advance.

#### **For foreign students:**

All of the tuition fees for two academic semesters are paid in advance for one academic year (two semesters) when the students submit an application form for admission to a study program and get accepted in the School for the particular Academic year / semester. The School can in some cases modify its policy regarding the method and the time of tuition fee payment by the students.

The cost of the issuing of the Diploma and the transcript is paid before their issuing at the end of the academic year / semester by all the senior students.

## **Personal Property**

The College is not responsible for loss or damage of students' personal property by any means.

## **OUTSTANDING FINANCIAL OBLIGATIONS**

Students who have outstanding financial obligations or delinquent accounts with the College will not receive either their diploma/degree or transcript until their accounts have been settled

## 6.4 Financial Assistance

The College's financial aid program exists in order to make the education it offers affordable to all students, who qualify for admission and to act as recognition of performance or special talent.

### **a. Easy Payment**

This scheme applies to all local students, who are offered the possibility of paying only 25% of annual tuition fees in advance and the balance on an installment basis. Easy payment schemes are also offered to international students upon request.

### **b. Full Scholarships**

These scholarships cover 100% of annual tuition fees and are available to local students through local high schools. One full scholarship is offered to each local Lyceum for students with an average grade of over 18 out of 20 (18/20) on their High School Leaving Certificate.

### **c. Partial Scholarships**

Need – based partial scholarships are available to local and international students. Candidates should first pass the College entrance exams before applying for partial scholarship.

- (i) **Local** students who come from large families (4 children or more) receive 10% discount on their tuition fees throughout their studies.

- (ii) **Local** or **international** students who belong to the same family (brothers and sisters) each receive 10% discount each on their tuition fees.
- (iii) **Local** or **international** married couples also each receive 10% discount on their tuition fees.
- (iv) **Local** students may obtain a discount on their tuition fees for the first semester, depending on the average grade of their high school leaving certificate.
  - 19 out of 20 = 50%
  - 18 out of 20 = 20%
  - 17 out of 20 = 10%
- (v) **International** students with a GPA over 80% are granted a discount of 10% on their tuition fees for the first semester.

**d. ACE Scholarships**

The Achieving Curricular Excellence Scholarships are no-need-based forms of financial aid made available in recognition of performance or special talent. They are available to all students (local and international) after their first semester at the College and consist of tuition fee reduction for the following semester. To be eligible, students must not have an F (fail) grade in any of their subjects. The percentage reduction will be a function of their academic performance as follows:

Cumulative percentage grade average	Fees reduction
96%-100%	100%
92%- 95,99%	50%
89%- 91,99%	20%
85%- 88,99%	10%



## 7. STUDENT RIGHTS AND RESPONSIBILITIES

This section describes what the conduct of the College's students as members of the academic community should be like by outlining an extensive but not exhaustive list of both rights and the responsibilities these rights carry with them. Adherence to these helps promote an atmosphere conducive to learning and meaningful individual development.

### 7.1 Basic Student Rights

The students have the following basic rights:

- Right to be not discriminated against or harassed as described in the relevant policies.
- Of participation to the applicable Faculty Committees
- To be informed about issues that concern the function, the structure and the goals of the School.
- To attend classes as long as they have arranged their financial obligations towards the School.
- To meet and discuss with their teachers for any problems they may have.
- To sit for written exams provided they have arranged their financial obligations.
- To get certifications from the School by submitting the corresponding fees.
- To membership in the student union, to vote and be voted for freely in the bodies of the union and to choose their representatives for the School Board and committees.
- To use the equipment of the School having obtained the permission of the administration. They should and must use the books and generally the library equipment during working hours or at other hours following a special arrangement.

## 7.2 Basic Student Responsibilities

The students have the following basic responsibilities:

- To act in such a manner as to ensure other people their basic rights as declared herein.
- To be responsible for any personal actions with respect to provisions of Cyprus law.
- To be responsible for conduct, which helps to create and maintain an academic atmosphere in which the rights, dignity, and worth of every individual in the College community are respected.
- To be responsible for paying all bills owed to the College in a timely fashion as prescribed by the College. Since registration is not complete until payment of all the tuition and all other fees are paid, students who fail to meet their financial obligations may have their registration cancelled; may be denied future registrations; and may have their grades and/or their transcripts withheld.
- To show academic integrity and avoid behavior such as cheating in any form (copying, plagiarism, forgery, cooperation in falsification, etc.)
- Attendance is compulsory and for each absence they must bring a written justification. They can ask to have their absences justified for a time period provided there is a justifiable reason (illness or other). The maximum allowable absence rate is 30%.
- Examinations are compulsory for all students.
- Students who are absent from a written or oral exam that has been scheduled in advanced due to illness or other serious reason, must justify their absence timely with a doctor's or another proof document.
- To respect school belongings and are responsible for any damage they cause.
- It is strictly forbidden to smoke in the teaching rooms and in all the closed areas.
- To be insured.
- To notify the Registrar's Office of any changes in name, address or major. In case of a change of major the student must get approval from his/her advisor.

## 7.3 Confidentiality of Student Records

The College regards the student's academic record as a matter of confidence between the student and the College. The contents of the academic record may be revealed only after written permission of the student's parent/legal guardian. Faculty and administrative officers of the College, the parent(s) or legal guardian(s) of the student and government agencies may be provided with a student's transcript without their consent.

## 8. STUDENT CONDUCT AND ETHICS

Students are expected to conduct themselves as civilized people, both within the College and elsewhere. For student conduct, which tends to discredit or injure the College, the disciplinary committee may impose such penalty, as it may deem appropriate, including expulsion from the College. When the penalty for bad conduct is expulsion, the student may appeal the decision to the College Council.

### 8.1 Standards of Conduct

The College of Tourism and Hotel Management is a community of mature, serious - minded and scholarly - oriented people, in which the ideals of freedom of inquiry, freedom of thought, freedom of expression, and freedom of the individual are sustained.

It is committed to preserving the exercise of any right guaranteed to individuals by the Constitution of the Republic of Cyprus. It is evident that in a community of learning, willful disruption of the educational process, destruction of property, and interference with the orderly process of the College or with the rights of other members of the College cannot be tolerated. Students registered at the College are expected to conduct themselves in a manner compatible with the College's function as an educational institution. To fulfill its function of imparting and gaining knowledge, the College retains power to maintain order within the College and to exclude those who are disruptive of the educational process.

#### **Use of Alcohol and Drugs**

The College does not condone the illegal or otherwise irresponsible use of alcohol and other drugs. It is the responsibility of every member of the College community to know the risks associated with their use and abuse. This responsibility obligates students to be aware of relevant College policies and government laws and to conduct themselves in accordance with these laws and policies.

### 8.2 Sanctions

One or more of the following sanctions for prohibited conduct may be imposed upon students, depending upon the gravity of the offence.

Admonition: An oral statement to a student that he or she is violating or has violated institution rules.

Warning: Notice, in writing, that continuation or repetition of conduct found wrongful, within a period of time stated in the warning, may be cause for more severe disciplinary action.

Disciplinary probation: Exclusion from participation in privileged or extracurricular activities for a period of time not exceeding two academic semesters.

Restitution: Reimbursement for damage to or misappropriation of property.

Suspension: Exclusion from classes and other privileges or activities or from the College for a definite period of time.

Suspension held in abeyance: Exclusion from classes and other privileges or activities or from the College for a definite period of time to be enforced, should another violation occur.

Expulsion: Termination of student status for any indefinite period. The condition of readmission, if any, shall be stated in the order of expulsion.

### **Withdrawal from College**

Students wishing to withdraw from the College must file a “withdrawal form” at the Registrar’s Office. It is the student’s obligation to complete this final procedure.

Failure to do so leaves the student liable for all the current’s semester’s tuition and fees and will result in grades of “F” being assigned automatically to the student’s courses.

#### **a. Probation - Suspension**

Students may be placed on academic probation for failure to make satisfactory academic progress. This means that the student has failed three or more subjects at the end of a given semester.

If credit deficiencies are reproduced the following semester, the student concerned may be subject to academic suspension from the College. A suspended student may apply for readmission at the College after a calendar year. Applications for readmission must be made in writing to the Admissions Director.

Students who are readmitted after being suspended are considered to be on probation and must meet specified academic objectives, such as maintaining a C average. Failure to meet these objectives will result in a second academic suspension.

A second academic suspension is considered final.

**b. Enforced Withdrawal**

Students may be forced to withdraw from the College for habitual delinquency in class, habitual idleness or any other fault, which prevents the student from fulfilling the purpose implied by registration at the College. Grades of F (failure) will be allocated for each of the subjects in which the students were registered.

Students who have been forced to withdraw must apply for readmission in the same manner as a suspended student.

**c. Voluntary Withdrawal**

Students may withdraw from the College before the conclusion of a semester.

Grades of F (failure) will be allocated for each of the subjects in which the students were registered.

**Dismissal**

The College reserves the right to dismiss a student without making definite changes whenever, in the judgment of the Officers of the College, such action seems advisable. No tuition will be refunded for absence or dismissal from the College.

## 8.3 Academic Dishonesty –Plagiarism

### Principles

In entering higher education, students commit themselves to a process of becoming recognized by society as having achieved a certain level of learning. A student who misleads society as to the authenticity of this achievement is academically dishonest not only to those on whom the deception is practiced, but also to him/herself. The dishonesty relates to the process of education in that the evidence on which society's recognition is based has been obtained in an unethical manner, and to the outcome of education in that the level of achievement is based on a false claim.

The maintenance of fair and honest conduct is therefore an essential requirement of the system for assessing students' learning and it is in theirs and the university's interests that this should be the guiding principle at all times. Academic dishonesty is a serious offence and it is important that the duties and rights of all those involved with the assessment process be clearly defined and effectively publicized.

### Definitions

**Academic dishonesty** may be defined as any attempt by a student, or any attempt by an individual to aid a student, to gain an unfair advantage in any assessment (including an assessment of practice or an assessment in practice) by deception or fraudulent means.

Academic dishonesty may be exhibited in a number of ways of which the following are examples.

- i. Aiding and abetting a student in any form of dishonest practice.
- ii. Bribery: paying or offering inducements to another person to obtain or to attempt to obtain an unfair advantage.
- iii. Calculator fraud: the use of unauthorized material stored in the memory of a programmable calculator with storage facilities.
- iv. Collusion: the representation of a piece of unauthorized group work as the work of a single student.
- v. Commissioning another person to complete an assignment which is then submitted as the student's own work.

vi. Computer fraud: the use of the material which belongs to another person and which is stored on a hard or floppy disk without acknowledgement and or without the written permission of the owner.

vii. Duplication: the inclusion in coursework of any material which is identical or substantially similar to material which has already been submitted for any other assessment within the university or elsewhere (for example, the use of essay banks).

viii. False declarations made in order to receive special consideration by a board of examiners or to obtain extensions to deadlines or exemption from work.

ix. Falsification of data: the presentation of data, e.g. in laboratory reports, projects, clinical profiles, assessment portfolios, based on work purported to have been carried out by the student, but which have been invented by the student or altered, copied or obtained by unfair means.

x. Forgery: the falsification of signature(s) or documents related to certification or assessment.

xi. Misconduct in examinations or tests: behavior aimed at gaining an unfair advantage

xii. Taking unauthorized materials into an examination or test;

xiii. Obtaining an advance copy of an “unseen” written examination or test paper;

xiv. Communicating, or trying to communicate, in any way with another student during an examination or test;

xv. Copying from another student;

xvi. Leaving the examination or test venue to consult pre-hidden cribs/notes;

xvii. Removing any items of stationery or other materials from the examination or test venue without permission or contrary to instructions.

xviii. Impersonation: arranging or attempting to arrange for another person to take one’s place in an examination or test; or being a party to an impersonation.

xix. **Plagiarism:** the representation of another person’s work as one’s own or the use of another person’s work without acknowledgement, eg:

The direct importation into one’s work of more than a single phrase from another person’s work without the use of quotation marks and identification of the source;

Making a copy of all or part of another person's work and presenting it as one's own by failing to disclose the source;

Making extensive use of another person's work, either by summarizing or paraphrasing it merely by changing a few words or altering the order of presentation, without acknowledgement, the use of the ideas of another person without acknowledgement of the source, or the submission or presentation of work as one's own which is substantially the ideas or intellectual data of another.

Like cheating in an examination, plagiarism is a serious offence. Where there is evidence to suggest plagiarism, a formal process of enquiry may begin. If it is found that plagiarism has taken place a student may fail the piece of work concerned, and will not necessarily be permitted to resubmit it for a pass mark.

Plagiarism in a major piece of work at the final level of your course can result in a decision by the Disciplinary Committee that the Final Assessment Board will not award you an award, and such a decision has been taken in at least one recent case. If evidence of serious plagiarism comes to light after the Final Assessment Board has agreed final results, it is still possible to cancel the award.

All college students are expected to use other people's ideas. You will use books and journals in the library, some assignments involve working collaboratively with others, and in some cases you may have access to other people's work on computer disk or over a computer network. When undertaking a major assignment, you may sometimes legitimately make reference to similar projects undertaken by students on your own or another course in previous years. However, other people's work must be used in a principled way, with due acknowledgement of authorship. Recognized standards of acknowledging the work of others will be discussed during your courses.

Where plagiarism is suspected, decisions on assessed work will be made only when the facts have been established. All serious cases may be considered by the Final Assessment Board, and reported to the Disciplinary Committee of the College.



## 8.4 Plagiarism Detection Tools

**Plagiarism detection** is the process of locating instances of plagiarism within a work or document. The widespread use of computers and the advent of the Internet has made it easier to plagiarize the work of others. Most cases of plagiarism are found in academia, where documents are typically essays or reports. However, plagiarism can be found in virtually any field, including novels, scientific papers, art designs, and source code.

Here are a few tools we use:

1. [Plagiarisma.net](https://www.plagiarisma.net)

"Plagiarisma is an essay checker considered as an important tool for students, teachers, scholars and professional writers. It detects copyright infringement in your essay, research paper, coursework or dissertation."

2. [Plagiarism Detector](https://www.plagiarismdetector.net)

"Plagiarismdetector.net is a simple to utilize instrument to check for plagiarism, it additionally fills in as an exposition checker considered as a really important tool for students, editors, writers, educators, researchers and expert journalists."

3. [Grammarly](https://www.grammarly.com)

"Grammarly is an automated proof reader and plagiarism checker. It makes sure everything you type is easy to read, effective, and mistake-free."

4. [Plagtracker](https://www.plagtracker.com)

"Upload-Scan-Detect-Receive report"

5. [Anti-Plagiarism Software \(sourceforge.net\)](https://sourceforge.net/projects/anti-plagiarism)

"Anti-Plagiarism - software designed to effectively detect and thereby prevent plagiarism. It is a versatile tool to deal with World Wide Web copy-pasting information from the assignment of authorship."

6. [Dupli Checker](#)  
"The most dependable anti-plagiarism online software is now at your fingertips"
7. [Paper Rater](#)  
"Cloud-based software digs deep into the syntax and structure of your text without the need to signup, login, or download."
8. [Plagiarism Checker](#)  
"Plagiarism Checker can help you find out whether a student's paper has been copied from the Internet."
9. [Plagium](#)  
"Track plagiarism usage by pasting or typing."
10. [Viper Plagiarism Checker](#)  
"Get a comprehensive plagiarism report based on your work = completely free."
11. [PlagScan.com](#)  
"Upload-Check-Report" simple as that.

## 8.5 Responsibilities & referencing

It is the responsibility of staff to frame assessment requirements and procedures in a clear and unambiguous manner in the light of the guidelines.

It is the responsibility of students to acquaint themselves with these guidelines and to act in accordance with them.

All references and Bibliography must be properly quoted and cited with the Harvard referencing system.

The Harvard referencing style is a popular style using the author-date system for in-text citations.

### **In-text citation:**

It consists mainly of the authors' last name and the year of publication (and page numbers if it is directly quoted) in round brackets placed within the text. If there is no discernable author, the title and date are used.

**Reference list:**

The reference list should be ordered alphabetically by the last name of the first author of each work. References with no author are ordered alphabetically by the first significant word of the title.

Use only the initials of the authors' given names. No full stop and space between the initials. Last name comes first.

Here is an example that cites a book with one author using Harvard style:

<b>In-text citation</b>	<b>Reference list</b>
.....(Neville 2010) or Neville (2010, p. 25) stated that.....	Neville, C 2010, <i>The complete guide to referencing and avoiding plagiarism</i> , Open University Press, New York.

For more information regarding citing sources please refer to the College’s reference guide.

### 8.6 Disciplinary Procedures

In the event that a student is suspected of committing a disciplinary violation:

- The instructor or another member of the faculty or a student may forward a report of the incident to the Chair of the Disciplinary Committee.
- The Disciplinary Committee members hear the case.
- Call the student(s) concerned, witnesses and other people who know of the incident, take minutes of the hearing.
- After deliberation they decide whether the allegation is upheld or not.
- If the allegation is upheld the Committee imposes an appropriate sanction depending upon the gravity of the offence.

**Disciplinary Procedures for Plagiarism:**

If a lecturer suspects that a piece of coursework has been plagiarized, the following procedure must be followed:

- The lecturer needs to inform the Chair of the Disciplinary Committee about the suspected plagiarism and provide all evidence;
- The Disciplinary Committee will examine the evidence and decide with the lecturer if the suspicion is reasonable and if the case needs to be investigated;
- Upon the consensus among the lecturer and the Disciplinary Committee members, a viva will be arranged within a reasonable period of time with the concerned student(s), the lecturer, and the Disciplinary Committee members being present;
- The lecturer will immediately inform the student(s) concerned about the suspicion of plagiarism and request them to attend the viva;
- During the viva, the student(s) concerned will need to prove their knowledge on the claimed piece of work as well as providing necessary references and notes upon request;
- Upon the completion of the viva, the lecturer and the Disciplinary Committee members will decide if the suspected plagiarism can be confirmed as well as the appropriate penalty.
- The suspicion is proven and the student(s) admit the offence;
- The suspicion cannot be directly proven and the student(s) admit the offence;
- The suspicion cannot be directly proven and the student(s) don't admit the offence;

## 8.7 Disciplinary Policy

School disciplinary means the student is committed to follow the regulations of the School and obey the laws of the Republic of Cyprus. Offences, into which the student lapses, are examined by the course coordinator and if at a first glance there does not seem to be a major offence they are sent to the Director in order to be directed to the academic committee which deals with the cases of guilt by the student.

A student is considered to break the regulations of the School when they do not follow the aforementioned regulations or when:

- Their behavior disrupts the lesson.
- Their behavior causes problems to the School administration
- They cause damage to the school belongings.
- They refuse to leave the school premises when told so by any member of the academic or administration staff.
- Their behavior burdens the function and the integrity of the School as well as the activities of the School members.
- They do not comply with the code of conduct.

Depending on the nature and the degree of the infringement of disciplinary regulations a student can be imposed the following penalties by the disciplinary committee:

- Compensation to the School
- Partial suspension of their tuition (expulsion for a few hours or days from the School)
- Permanent expulsion from School.

Students who have been permanently expelled from the School can in no case be accepted to the School again. The tuition fees and other expenses that have been paid up to that moment are not returned to the student.

## 8.8 College Policies on Student Contact and Ethics

### 8.8.1 Anti-discrimination (Equality) Policy

The College of Tourism and Hotel Management (hereinafter the “College”) in compliance with article 28 of the Constitution, the Equal Treatment in Employment and Occupation Law of 2004 (Law 58(I)/2004) and the Persons with Disabilities Law of 2000 (127(I)/2000), adopts the Equality and Anti-Discrimination Policy (hereinafter the “Policy”).

The College of Tourism and Hotel Management is committed to fostering and maintaining an inclusive culture which promotes equality, values diversity and maintains a working, learning and social environment in which the rights and dignity of all its staff and students are respected.

We recognise that the broad range of experiences that a diverse staff and student body brings strengthens our research and enhances our teaching, and the College has an ethical obligation to continue to provide a diverse, inclusive, fair and open environment that allows everyone to develop both academically and vocationally.

The College embraces diversity amongst its members and seeks to achieve equity in the experience, progression and achievement of all students and staff through the implementation of transparent policies, practices and procedures and the provision of effective support.

It also seeks to promote awareness of equality. It is committed to a programme of action to support its equality policy and to monitor its effectiveness through the Ethics Committee procedures.

The College seeks to ensure that no member of its community is unlawfully discriminated against on the basis of age, disability, pregnancy, race, nationality, religion, sexual orientation or any other factor.

In exercising its policies, practices, procedures and other functions, the College will have due regard to its duties under the relevant legislation.

In its efforts to promote and maintain equality, the College commits to:

- Take appropriate steps to meet the particular needs of individuals where these are different from the needs of others, and work to eliminate any barriers to their success.
- In respect of students, seek to attract and admit students of outstanding potential whatever their background, and work to ensure that teaching and assessment provide an equal opportunity for all students to achieve and demonstrate their full academic potential. Decisions on the admission of

students will be based solely on the individual merits of each candidate and the application of selection criteria appropriate to the course of study.

- In respect of staff, seek to ensure that entry into employment and progression within employment are determined solely by meritocratic criteria relating to their position / duties and support career development and progression and participation at all levels disregarding staff's background and characteristics.

The College aims through inclusion, to foster an environment and institutional culture in which each member feels, and is, valued, listened to and respected, able to be themselves and empowered to participate fully in the life of the College. As such, it all of its members to treat each other with respect, courtesy and consideration and will not tolerate any form of unlawful discrimination, bullying or harassment (please refer to specific policy for more details).

Freedom of expression and academic freedom, are protected both by law and by the College's policies.

### **Scope - Application of the Equality Policy**

This policy applies to all members of the College community, including:

- Students
- Members of academic and administrative staff (including contractors)
- Academic visitors from other institutions
- Visitors, including external persons or agencies using the College's premises, facilities or services;
- Applicants for study and employment, including offer holders.

All members of the College community are expected to act in accordance with this policy and to treat each other with respect at all times, and in all forms of communications, including online.

The policy is intended to cover behaviour in all conduct both on college premises, as well as in the course of college activity outside of College whether academic, sporting, social, cultural, or other. It also extends to stakeholders' behaviour online such as on email communication and social media.

The policy is to be included on Student's handbook, Lecturer's handbook, and on the College's website.

## 8.8.2 Harassment & Sexual Harassment Policy

### **Policy Overview**

The College, in line with the Equal Treatment of Men and Women in Employment and Vocational Education Law of 2002 (205(I)/2002), has created the “Harassment and Sexual Harassment Policy” (hereinafter referred to as the “Policy”) aiming at preventing and combating “harassment” and “sexual harassment” in the community of the College.

As such, the College prohibits of any form of harassment, sexual harassment and/or related retaliation in College employment, educational programs and activities, based upon an individual's age, disability, pregnancy, race, nationality, religion, sexual orientation or any other factor, (hereinafter “protected characteristics”) so that all members of the community are treated at all times with dignity and respect. Accordingly, such harassment or sexual harassment, is prohibited and violates College policy and will not be tolerated. Furthermore, any form of retaliation against anyone who in good faith brings a charge of harassment or sexual harassment, supports an individual bringing a complaint, otherwise reports harassment or sexual harassment, or participates in an investigation under this policy, is prohibited by College policy and Cyprus law.

### **Policy Definitions**

**Unwelcome conduct:** For purposes of this policy, conduct is considered "unwelcome" if, under the totality of the circumstances it is (a) not solicited, i.e. there is no consent (see below) and (b) if it is regarded subjectively by the recipient as undesirable or offensive to a reasonable person (see below).

**Consent:** “Consent” is defined as clearly communicating agreement or permission to participate in sexual activity. The consenting individuals must act freely and voluntarily and have knowledge of the act involved. Such consent may be withdrawn at any time, without regard to the preceding activity. A current or previous relationship, or past consent, is not sufficient to constitute consent. Consent may not be inferred from silence or passivity. Consent is voluntary, affirmative and clear. Consent cannot be given when a person is incapacitated. Coercion, force, or threats invalidate consent.

**Offensive to a reasonable person:** It is considered as such when under the circumstances in question and, if not corrected, could interfere with an individual's academic or work performance or create or substantially contribute to an intimidating or hostile work, academic, or student living environment. In determining whether the alleged conduct constitutes discrimination or harassment under this policy,



consideration of the incident will assess whether the alleged conduct is severe and/or pervasive based upon the totality of the circumstances. Factors considered include but are not limited to the nature and context of the conduct, the type, frequency, and duration of the conduct, the identity of and relationship between the parties, the degree to which the conduct affected the complainant, other students, staff and/or faculty and principles of academic freedom.

### 8.8.2.1 HARASSMENT

#### **Harassment Overview and Definitions**

**Harassment:** For purposes of this policy, the term "harassment" refers to conduct that meets all of the three criteria defined below:

- Is unwelcome as per the policy definitions.
- Directed by or related to a group's or an individual's protected characteristics
- When either of the following conditions exist:
  - It is implicitly or explicitly suggested that submission to or rejection of the conduct will be a factor in academic or employment decisions, evaluations, or permission to participate in a College activity; or
  - The conduct would be offensive to a reasonable person as per the policy definitions.

#### **Examples of types of Harassment prohibited by this policy**

- Verbal, such as harassing phone calls, jokes, slurs, epithets, anecdotes, or other derogatory statements directed to an individual's or group of individuals' protected characteristics
- Visual, through the use of writings, graffiti, e-mail, posters, objects, or symbols that ridicule or demean an individual's or group of individuals' protected characteristics
- Physical, such as unwanted touching, stalking, or impeding an individual's free movement on the basis of a protected characteristic.

## 8.8.2.2 SEXUAL HARASSMENT

### **Sexual Harassment Overview and Definitions**

The College is committed to providing an environment which is free of sexual harassment in any form. The policy applies regardless of the gender of the alleged victim or of the alleged offending party and would include within its scope harassment directed to members of the same sex as well as harassment of members of the opposite sex. Sexual harassment is a form of harassment and discrimination strictly prohibited under the College's Equality Policy and Cyprus Law.

**Sexual Harassment:** For purposes of this Policy, the term "sexual harassment" refers to unwelcome (as per the policy definitions) conduct of a sexual nature (see below) when:

- It is implicitly or explicitly suggested that submission to or rejection of the conduct will be a factor in academic or employment decisions, evaluations, or permission to participate in a College activity; or
- The conduct would be offensive to a reasonable person as per the policy definitions.

**Conduct of a Sexual Nature:** This includes conduct that is verbal, visual, or physical. Conduct of a sexual nature may either be explicitly sexual or may involve conduct that derives its sexual nature from the circumstances in which the conduct occurs or when combined with other conduct that occurs in a sexual context. Conduct does not need either to express any sexual desire or to be directed to a specific person and can include conduct that attempts to demean, control, or stereotype others on the basis of their sex.

### **Examples of types of Sexual Harassment prohibited by this policy**

- sexual jokes, innuendoes, slurs or sexually suggestive comments
- sexually explicit or sexist statements or anecdotes or questions or statements about sexual activity
- unwanted sexual advances, propositions, invitations, or other forms of pressure (either blatant or subtle) for sexual activity;
- offensive touching, including engaging in unwanted hugging, patting, kissing, or brushing up against someone's body, or other inappropriate sexual touching
- knowingly invading another's personal space in a sexually suggestive manner;
- displaying sexually suggestive pictures, objects, posters, cartoons, or calendars
- making sexual gestures;
- sending suggestive or obscene notes or phone calls or e-mail.
- sexual assault, sexual battery, stalking, and sexual exploitation

### **Scope / Application of the Policy**

This policy applies to all members of the College community, including:

- Students
- Members of academic and administrative staff (including contractors)
- Academic visitors from other institutions
- Visitors, including external persons or agencies using the College's premises, facilities or services;
- Applicants for study and employment, including offer holders.

The policy includes complaints of Harassment or Sexual Harassment against or by

- Faculty and Staff
- Students
- Third Party

All members of the College community are expected to act in accordance with this policy and to treat each other with respect at all times, and in all forms of communications, including online.

The policy is intended to cover behaviour in all conduct both on college premises, as well as in the course of college activity outside of College whether academic, sporting, social, cultural, or other. It also extends to stakeholders' behaviour online such as on email communication and social media.

The policy is included on Student's handbook, Lecturer's handbook, on the College's website.

### **Standard of Proof**

The standard of proof to find a violation of College policy is the preponderance of the evidence. This means that a decision of responsibility for a policy violation will be made on whether it is more likely than not that the respondent violated the policy based on the totality of information gathered during the investigation.

### **Reporting Complaints & Policy Violations**

Any person who believes that they have been subjected to harassment, sexual harassment, or retaliation, or who feels they are aware of prohibited harassment, sexual harassment, or retaliation directed toward others should immediately report the

circumstances to any member of the Ethics Committee of the College and employed by the College as described in 5.1. below.

The College requests that complaints be made in writing to assure the accuracy of the charge, although verbal complaints will also be accepted. While there is no time limit for reporting a complaint, reports of misconduct should be brought forward as soon as possible to enable the College and/or the authorities to respond and investigate the complaint. As time passes, evidence may dissipate or become lost or unavailable or distorted, thereby making investigation, possible prosecution, disciplinary proceedings, or obtaining criminal/civil protective orders related to the incident more difficult. It is also strongly suggested by the college to preserve other evidence by saving text messages, instant messages, social networking pages, other communications, and keeping pictures, logs or other copies of documents if they have any that would be useful to College investigators and/or the authorities.

### **Where to Report**

This section specifies the College staff responsible for responding to complaints of harassment, sexual harassment, or retaliation, i.e. the Ethics Committee of the College.

### **Duty to Report**

It is the duty and responsibility of every member of the faculty, staff, and administration to assure compliance with this policy by promptly reporting allegations of policy violations to the College's Ethics Committee. The College's administration, faculty, staff, and students, are responsible for cooperating with College officials who investigate allegations of policy violations.

Students are also strongly encouraged to report any alleged violations of this policy as described above.

### **Confidentiality**

To the extent possible, the College will make a reasonable effort to conduct all proceedings related to harassment, sexual harassment or retaliation allegations in a manner which will protect the confidentiality and privacy interests of all parties. Examples of situations where confidentiality cannot be maintained include circumstances when the College is required by law to disclose information, when disclosure is warranted by the College in order to protect the rights of others, or disclosure is necessary to facilitate legitimate College processes including investigation and resolution of harassment or sexual harassment allegations. In addition to these efforts by the College, all parties to the alleged complaint should treat the matter under investigation with discretion and respect for the reputation of all parties involved.

## 9. STUDENT SUPPORT

### 9.1 Student Support and Monitoring

The Institute gives great attention to the counselling of its students. It is a fact that many students feel rather undecided as to what career to pursue in life despite the feelings they held earlier on in life. Thus the Student Counsellor will help him/her through private discussions as to what is best for him/her.

The Mentoring Programme is the front line in the student support system. Through building mentoring relationships, the student becomes more involved in their academic and personal pursuits and will begin to see what their future holds. The mentor serves the student and provides whatever support is needed.

Upon registration, the student will be assigned a personal advisor (mentor/counsellor). The Counsellor takes the form of a local patron and father who will try his utmost to make the overseas students feel at home. The Counsellor is there to be the first contact when support and advice is needed on any personal or academic issues. If the Counsellor is unable to resolve the issue, then he/she will put the student in contact with someone who can help.

- The advisor will act as an aid to the student during his/her tenure at the Institute
- The advisor is expected to assist the student in finding information and in finding resolutions to the student's issues and concerns
- The advisor will act on behalf of the student whenever required by the Academic Committees
- The advisor will assist the Student Affairs officer with the on-boarding of the student. The tutor will minute each meeting and submit the documentation to the Student Affairs officer.

### 9.2 IT Support

The Information Technology staff within the College provides support to students who may be experiencing technical difficulties accessing content or communicating with staff or other students.

### 9.3 The Student Union

The Students' Union is responsible for organising student activities and for discussing and making recommendations to institutional bodies regarding anything that affects the student experience or any other matters referred to it by those bodies.

### 9.4 Students with Disabilities and/or Learning Difficulties

1. Students with disabilities and/or specific learning difficulties are assessed on their academic ability and the expectation that they can fulfil the requirements of the programme.
2. Applicants are encouraged to disclose any disabilities or learning difficulties and to seek advice from the Institute's staff.
3. Offers are based solely on a student's academic ability.
4. Special arrangements can be made for applicants with disabilities like dyslexia.

#### **Special Needs**

The College is committed to providing equal opportunities for all its students. The College therefore offers a Special Needs service for all studying members who have either learning difficulties or require additional physical support during their assessments. The College will ensure, through the availability of learner support services, that no learner is disadvantaged by reason of having a disability, within reason and budgetary limitations.

### 9.5 Student Counselling

The College gives great attention to the counselling of its students. It is a fact that many students feel rather undecided as to what career to pursue in life and come to a crossroads despite previously thinking that they had decided on a path. The Student Affairs Office will help him/her through private discussions as to what is best for him/her. If the Counsellor is unable to resolve the issue, then he/she will put the student in contact with the person that will be able to help. If the issue is an academic one the counsellor will bring him/her in contact either with the lecturer or course coordinator or the director of the academic department. If the issue is financial, the counsellor will bring him/her in contact with the accounts department. If the issue is not resolved, The counsellor may consider bringing him/her to the Director. If the student is one with special needs, the counsellor will contact the special advisor assigned for each case. If it is dyslexia, the counsellor will contact the special advisor and if it is a psychological case will contact the in-house advisor.

## 9.6 Complaints

If students have any complaints regarding the Institute, a staff/faculty member or class, they meet in the first instance with their tutor first who will work to resolve the issue. If the matter pertains, they should contact the course co-ordinator, then the Student Affairs officer and then the director.

In the case where a student believes that the grade received is different from what was expected, he/she must exhaust all possibilities of resolving the problem with the pertinent instructor first. If the problem is not solved the student has the right to ask for a meeting with the course coordinator. In the case where the instructor and the course coordinator is, the same person, the meeting is regarded to have taken place with the course coordinator. If still the problem is not solved the student has the right to ask for a meeting with the Academic director. If this does not lead to a resolution, the student may appeal against the grade by filing a petition with the Registrar's Office.

In the case where the petition of appeal has been initiated by a student with special needs such as dyslexia or psychological problem the relevant special advisor must be informed to be present at the meeting.

In any case, the procedure provides for a thorough and objective examination of the complaint and the taking of a decision or measures where necessary.

## 9.7 Student Welfare Service

There is a Student Welfare Service that supports students with regards to academic and personal problems and difficulties. Statutory administrative mechanisms for monitoring and supporting students are sufficient. The efficiency of these mechanisms is assessed on the basis of specific criteria.

Student welfare in our College:

- encompasses everything the school community does to meet the personal, social and learning needs of students
- creates a safe, caring school environment in which students are nurtured as they learn
- is achieved through the total school curriculum and the way it is delivered
- incorporates effective discipline
- incorporates preventive health and social skills programs
- stresses the value of collaborative early intervention when problems are identified
- provides ongoing educational services to support students
- recognizes the diversity within the school community and provides programs and support which acknowledge difference and promote harmony

- recognizes the role that the school plays as a resource to link families with community support services
- provides opportunities for students to:
  - enjoy success and recognition
  - make a useful contribution to the life of the school
  - derive enjoyment from their learning.

## 9.8 Safety & Support policy

A safe environment for students is one where the risk of harm is minimized and students feel secure. Harm relates not only to dangers in the built environment, involving such matters as architecture and construction, lighting, space, facilities and safety plans, but also refers to violence, physical threats, verbal abuse, threatening gestures, sexual harassment and racial vilification. A supportive environment fosters the social, academic, physical and emotional development of students. The College has developed a safety & support policy that includes guidelines to offer a safe and supportive environment where students and staff can feel safe.

The policy includes the following outlines:

- students are treated with respect and fairness by teachers, other staff and other students' members of the school community feel valued
- effective teaching and learning takes place
- positive support and encouragement are provided by staff members & students
- non-discriminatory language and behavioral practices are defined, modelled and reinforced by members of the school community
- consultation takes place on matters relating to students' education and welfare.
- providing security, supervision and risk management for students engaged in on-site and off-site activities
- modelling the behaviors that indicate clearly that student welfare and wellbeing is a priority

The staff has a responsibility to be respectful and inclusive of each other and the students and to be sensitive to individual differences and needs. In order to develop a safe and supportive environment which caters for the wellbeing of students and staff, staff are required to work with the College administration to provide for student welfare.



When working with students, staff must relate to students in such a way that students feel valued and have a positive attitude to themselves and their learning. This can be evidenced by

Under no circumstances is the use of corporal punishment to be used or deemed an acceptable form of discipline. Staff are prohibited from using any form of corporal punishment of students in carrying out any of their duties or as a means of disciplining students.

In cases of emergencies, the Administration department with the students' Welfare officer are responsible to react immediately to the incident and ensure safety and order.

Contact phone number for key internal and external services and help-lines are publicly displayed in numerous locations on campus and on the website.

Our student handbook also lists phone numbers of various emergency services and other help-lines.

Emergency Service Telephone Numbers (English is spoken)	
Ambulance	199 / 112
Police	199 / 112
Fire Service	199 / 112
All Emergencies (Pan-European)	112

Hospitals and Pharmacies/Chemists	
Hospital Information	Tel: 1400
RCC Rescue Coordination Centre (air/sea rescue)	Tel: 1441
Drugs/Narcotics/Poison Emergency	Tel: 1401
Drug (anti-abuse support)	Tel: 1410 / 1498
Doctors On Call	Tel: 90 90 1432
Nicosia: New General	Tel: 22 603 000

## 9.9 Psychological Services

The mission of our Psychological Services is to assist and support students in their personal, academic/career, and life goals and to provide training and supervision for full time clinical and counseling psychology interns of the whole duration of their study.

Psychological Services seeks to assist in the creation and maintenance of a campus environment that will foster the well-being and personal development of its members.

The persons available are Mr. Anastasios Nikolakeas and Mr. Panagiotis ,Tel: 22-462846.

## 9.10 Student Resources

<b>Student Resources</b>	
<b>Name</b>	<b>Description</b>
<b>Academic affairs Office</b>	The department provides the necessary information about the academic calendar, the individual timetable, exams schedule etc. In addition they issue grades reports, official transcripts, work letters, clearance letters and any other certificate or report that students may request.
<b>Admissions Office</b>	The office assists students with their application, reviews applications for acceptance, prepares forms for International students, follows procedures for entry visas, plans and prepares entrance exams, receives students and provides valuable information for their induction and the student life at our College.
<b>Career day</b>	Every year, before the end of the spring semester, the career office, organizes the Career Day. This event is the perfect opportunity for students to meet Hoteliers, Directors and Managers with the opportunity to get employed in one of the prestigious hotels during the summer holidays and beyond.
<b>Computer Lab</b>	A brand new computer lab with twenty (20) new computers. Network connection of 16 Mbps - HomePack DSL service and free WIFI is available throughout the building.
<b>Copy services</b>	Students who wish to print their notes or make copies have the opportunity to do so. Two heavy duty printing machines are available for usage and depending on the

	number of copies there may be a small charge. The copy services are available for free for students with disabilities. The goal is to assist students according to their learning needs, although we do recommend that they do not print if they can find the material in an electronic form.
<b>Counselling services</b>	Advisors make every effort to give effective guidance to students regarding academic matters and to refer students to those qualified to help them.
<b>E-learning</b>	The college has implemented the electronic support platform <b>Edmodo</b> to facilitate the communication between the lecturer and students, whereby students can retrieve the notes of the lecture very easily. Furthermore, students can use the platform to communicate between them and the lecturer. Lecturers use the platform to upload notes, assignments, videos and quizzes and in some cases grades.
<b>Financial Assistance</b>	The College's financial aid program exists in order to make the education it offers affordable to all students, who qualify for admission and to act as recognition of performance or special talent.
<b>Health services</b>	Our college provides contact information for hospitals, doctors, nurses, and/or psychiatrists. This is particularly helpful for international students that do not have any contacts. International students are also covered by a health insurance plan that is covered through their student fees.
<b>International Students Services</b>	These services help international students adjust to living and learning in Cyprus. This may include information and support around visa and work permits, health insurance, housing, orientation, workshops, social events, and

	more. The services are provided from the Admissions office in collaborations with the Academic Affairs Office.
<b>Library Reference Desk</b>	A librarian is available during Library working hours and his job is to help students find the resources that they need for their projects and classes.
<b>One-stop counter</b>	For students with Disabilities the College has the one-stop counter that offers joined services and support through one counter only for more convenience and speed.
<b>Sports facilities</b>	For sports, the possibilities are endless, outdoor sports such as handball; cricket etc can be practiced on the football/basketball grounds of a nearby school.
<b>Student cafeteria</b>	A pleasant environment for students to meet their fellow students and teachers in between and after classes.
<b>Student Welfare Service</b>	Supports students with regards to academic and personal problems and difficulties.
<b>Technological assistance for students</b>	Our IT expert helps the students to understand and easily navigate through our electronic module platform (EDMODO) and electronic databases of the Library. Every semester he organizes a workshop day at the Computer Lab, where newly registered students are trained on how to access the platforms. During the event he answers all their questions to ensure all learning tools are smoothly introduced and used as planned.  He is also available during the whole year for any individual training and to resolve any issues may arise.

### 9.11 International Student Services

The Director of Student Affairs can assist international students with all issues concerning studying and residing in Cyprus. The Director will provide help with completing and submitting migration forms, acclimatizing to life in Cyprus and studying at the Institute, locating accommodations or any other issues they might have.

## 10.ACADEMIC CALENDAR

The College follows the American System of higher education. The academic year consists of 2 semesters, one in the Fall and one in the Spring, each 13 weeks long, inclusive of registration, holidays and final examinations.

The Fall Semester begins during the first week of October and the Spring Semester begins during the first week of February.

A six-week intensive summer session is also offered beginning in June and ending in July.

A ten week intensive English summer program, as foundation course, is offered in the summer.

The approved organisation of each program of study will be detailed in the official prospectus of the school.

### 10.1 Organization of the Academic Year

The academic year is subdivided for enrolment purposes, exams and assessment by one of the following ways:

(a) Yearly mode of study

If the above system is adopted, classes will commence in October and end in May of the following year. The exact dates of the commencement of classes and of the final exams will be made clear in the Prospectus.

(b) Semester mode of study

In the event of following this system the Fall semester will begin October and end in January. The second (winter or spring) semester will commence on February and end

May. The exact dates of the commencement of classes for each semester and the dates of the final exams at the end of the semester will be published in the Prospectus.

Each individual course will last one semester.

The assessment of students, which will be entered into the official records of the School at the end of each semester will be composed of two elements for each one of the courses taken by the student: the grade of the written final semester exam and the grade of the coursework during the semester.

(c) Modular mode of study

This method can be used only in connection with post graduate programs of study. Each module will last about two months. The exact dates of the commencement and end of each module and of the relevant final exams are specified in the Prospectus.

The grades will be entered in the official records of the school at the end of each module. This means that each module is composed of complete course(s) and has its own syllabus.

(d) Intensive Summer Session

July and August can be used either as summer vacations or as a period for intensive study. Within this period a student will be able to attend if they wish intensive lessons. In this way, a student who is normally enrolled at the beginning of the academic year or semester will be able to attend one or two intensive courses so that they take the relevant exams successfully. In this case, the credit units received can be accounted as part of the study program.

If there is any interest from the students to attend another semester during the summer period, it will be possible under the condition that the timetable is followed to cover the time slots.

(e) Foundation course

The College may offer a foundation course of a duration of two semesters following approval by the Minister of Education and Culture. This course will be part of a registered program of study.

Candidates who satisfy the minimum entry requirements but have deficiencies in English may be admitted to a program of study. However, depending on the results of the entrance exams the student may be asked to attend the first or second semester of the foundation course.

During his studies of the first or second semester of the foundation course students should attend classes for five contact periods per day, but will not do any industrial placement. Common classes for students attending the same foundation course of two different programs of study may be offered. If a program of study includes a foundation course this will be mentioned in the name of the program of study, e.g. "Travel and Tourism Administration (2 years plus Foundation Year, Diploma)"

Students of the foundation course will be appropriately assessed and a transcript will be issued but no credits will be granted after successful completion of any part of the foundation course.

If the performance of a student during the second semester of the foundation course is satisfactory the student will be admitted to the first semester of the first year of the program of study to which the foundation course belongs.

## 11. Library

The library is available to all associates and students to conduct research locate extra materials and prepare for lectures and assessments. Books are arranged by module name and by module level (year). Books are lent for two week periods and reference books may not be removed from the library. Library use specifically and independent study/research in general should be encouraged by associates and reflects positively on the course and the Institute.

As well as ensuring good procedures for recruitment and selection of staff, as part of continuing professional development the Institute is committed to supporting its teaching staff undertake research. The College is adopting a dynamic stance on research as a means to remaining at the forefront of academic developments; new theories, subject developments, and up-to-date debates are encouraged and promoted. Faculty members are encouraged to engage in funded research with the whole-hearted support and backing of the Institute.

### 11.1 Justin Bugley Library

**Justin Bugley** was the first international student who in 1987 travelled from Australia to Cyprus to study at the College of Tourism and Hotel Management. After finishing his studies, he was employed as the first librarian of the College. In order to honour him the library was named after him.



The Justin Bugley Library of the College of Tourism and Hotel Management operates as a lending library for both faculty and students. It is a quiet, peaceful, and ideal place for students to use reference books, periodicals, magazines and journals during their study time.

Students and faculty can borrow books, search the Cyprus Documentation Centre, go through an updated collection of journals and magazines, and meet for group projects.

While studying at the College of Tourism, students will probably spend more time in the Library than in any other part of the College. With this in mind, a wide range of services are available to help students with their course work and examinations.

## 11.2 Library Hours

The College library office hours during the week are from Monday to Friday 08:00hrs – 13:00hrs and 13:30hrs – 16:45 hrs. The library is closed on weekends and Public Holidays.

## 11.3 Library Holdings

The library consists of approximately 10,000 items including books, videotapes, audiotapes and multimedia CD-ROMs. This material concentrates on the areas of Tourism and Hospitality Operations and Management, International Business Studies and Information Technology. Approximately 95 per cent of the collections are in English.

There are 51 subject classifications such as Travel and Tourism, Introduction to Hotel, Food and Beverage, Accounting/Finance, Management, Human Resources, Computers, Foreign Languages, books about Cyprus, etc.

## 11.4 Electronic Library

The library subscribes to numerous magazines, journals, newsletters, and newspapers relevant to the courses taught at the College. Many magazines deal exclusively with tourism, hotels and catering providing updated information. Students have access to the EBSCO-Library system (group of on-line databases with periodicals, journals and newspapers). The majority of the journals and magazines held in the library can be accessed on-line, providing full-text articles with past and present publications.

## 11.5 Library Rules

- Any items that can cause damage to the library property are not allowed.
- Any kind of noise or behaviour that disturbs the library environment is not accepted
- No food and drinks are allowed in the library.
- Smoking is strictly prohibited in the library.
- The use of mobile phones is not allowed in the library.
- Reference materials, dictionaries and journals cannot be borrowed from the library, but copies can be made in the copy centre.
- To use the library services all students must present their student ID card.

For more information regarding the library rules please advise from the Library Rules Booklet.