

**MASTER OF SCIENCE IN HEALTH CARE MANAGEMENT
 STUDENT HANDBOOK**

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22.10.2024	V2.0	Grade Contestation and Notarization Policy
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A Word from the Academic Dean

This Handbook has been specially prepared to assist program participants who are pursuing the Master of Science Degree Program offered by, SBS Swiss Business School, RAK Campus. It is a source of reference on how the program works, as well as the organization and support that is available for the students. Further, it explains the rules and regulations applicable for this program. We recommend that you read this handbook before embarking on the study materials. Studying for your MSc degree is managerial experience in itself. Many of you in the program will soon find that the learning process is going to be the most interesting and enriching part of your life. We are dedicated to achieve this through fostering academic excellence and student achievement on all educational levels in healthcare management. You will gain this knowledge through a strong academic foundation using an andragogical learning philosophy to develop problem-solving skills and, with access to various specialized knowledge bases, to prepare you to become productive, competent professionals and responsible citizens in a diverse, dynamic global environment.

On behalf of the faculty and staff of, SBS Swiss Business School, RAK Campus, I would like to welcome you to our academic community. SBS Swiss Business School, RAK Campus will also offer you both practical and theoretical experience which will prepare you for today's globalized world and workforce.

We hope that you enjoy your studies and wish you much success with your studies, and your future career goals.

Last but not least I personally wish you an interesting and successful study time at, SBS Swiss Business School, RAK Campus and hope the Mc Program offers you a life-challenging educational experience.

Academic Dean

1.1. Program Structure and Schedule

The Master of Science (MSc) in healthcare program is an intensive, 15 months program 90 ECTS combining academic study and practical experience. The program provides an in-depth examination of issues ranging from the global economy to cross-cultural leadership. The SBS MSc is a direct entry program requiring no previous full-time work experience.

We utilize an innovative approach to team-based learning as we believe strongly in this approach since it reflects today 's progressive workplace.

During the program, the student is expected to study full-time as scheduled by the Program Management of SBS Swiss Business School, RAK Campus. After completing all the required courses, the student is required to submit a thesis and defend it as scheduled to receive the degree.

MSC in Healthcare Management

Code	Course
FIN 534	Financial Management for Hospitals
MMM 598	HC Marketing
ECO 541	Health Economics
MOP 552	Health Service Operations Management
MHR 535	Human Resource Management In HCO
MIS 542	Informatics In Health Care
MBL 566	International Health Law
MGT 598	Management of Care Processes
MPP 544	Project And Change Management
MQQ 553	Quality & Risk Management
THE 700	Research Methods
MSN 501	Strategic Management In HCO
MOB 502	Sustainable Leadership and Organizations
THE 755	Thesis

1.2. Contact Hours and Schedule

Each SBS Swiss Business School, RAK Campus conducted course will be supported by 48 hours of course sessions. These courses will be delivered by the faculty staff of SBS Swiss Business School, RAK Campus. Courses are generally assessed by assignment work and/or an examination. Assignments will be held at the end of each course.

During the course of your study, you will be provided with academic support via email from faculty members of SBS Swiss Business School, RAK Campus.

1.3. Equal Opportunity Education Provider

SBS Swiss Business School, RAK Campus is an equal opportunity provider, committed to the idea of fairness and non-discrimination based on religion, race, disability, gender, marital

status, sexual orientation, or age. As such we are opposed to all forms of unfair and/or unlawful discrimination. All members of the SBS Swiss Business School, RAK Campus organization are responsible for upholding and defending the basic human rights of all who are connected with SBS Swiss Business School, RAK Campus and in society at large. All members of SBS Swiss Business School, RAK Campus are further responsible for compliance with this policy. Concerns regarding the violation of this policy should be directed to the Academic Dean or Program Manager, so that appropriate action can be taken after due investigation.

1.4. Degree Awarding

The Final degree upon completion of an MSc program at SBS Swiss Business School, RAK Campus is awarded by SBS Swiss Business School, Switzerland, Zurich after completion of the 90ECTS and meeting the requirement of the thesis and oral defense to qualify for graduating.

2. Fees and Registration

2.1. Program Fees

The total program fee covers the registration period, course notes, study guides, seminars and workshops, assignments and examinations, projects, degree on successful completion and transcripts. Fees are to be paid in accordance to the fee schedule supplied by SBS Swiss Business School, RAK Campus before the start of each course.

The program fees are as follows:

- Application fee: AED 2,500
- Administration Fee (non-refundable)*: AED 4,440
- Per Course (14 Courses): AED 37,800
- Total Fees: AED 44,740

*non-refundable

You will be receiving three transcripts of your final academic record (Final Transcript) at no charge. Additional transcripts may be obtained from SBS Swiss Business School, RAK Campus for a charge of AED 100 for the first copy on each occasion and AED 50 for additional copies ordered at the same time. This also applies to provisional transcripts, should you require the academic record of a single term.

Please check that your name listed on your academic transcript is correct. As this is the name which will appear on your degree, you should contact SBS Swiss Business School, RAK Campus if you believe there is an error.

Program participants who do not comply with the fee schedule will not be allowed to continue with the program.

2.2. Registration and Re-enrolment

All enrolled program participants will be required to re-enroll in each term following the initial registration by effecting the appropriate instalment fee.

Failure to enroll and attend classes within one year of acceptance/registration will automatically lead to de-registration.

Registration Duration

All program requirements (a minimum GPA of 3.00, all taught modules completed, and the thesis successfully defended) need to be fulfilled within 3 years of class start for MSc.

Extension

Any program participant taking longer than the given registration period to complete the program will have to apply for an extension of a further ONE (1) year ONLY. Extension requests must be made in writing to SBS Swiss Business School, RAK Campus, which is subject to approval by the committee comprising of Registrar/Academic Dean and Faculty Head.

Re-enrolment

A program participant who has left the program may re-enroll within one year of their departure. They will need to re-apply and complete all the requirements of any normal first-time application and registration.

Termination of registration

Program participants must make satisfactory progress during the program to obtain approval for continuation of enrolment. Where progress SBS Swiss Business School, RAK Campus is deemed to be unsatisfactory, SBS Swiss Business School, RAK Campus may terminate the registration of a program participant on a recommendation to that effect from the Academic Dean at , SBS Swiss Business School, RAK Campus. (See 8.1 The Grading System: Unsatisfactory progress)

2.3. Refund Policy

This policy establishes the terms regarding refunds for fees and payments made to SBS Swiss Business School, RAK Campus. It ensures clarity and transparency about the institution's refund policy to all students.

SBS Swiss Business School, RAK Campus maintains a no-refund policy for all payments made, including but not limited to tuition fees, course fees, registration fees, administrative fees, and other related charges. By enrolling in our programs or services, students acknowledge and agree to the terms of this policy.

Exceptions to this policy may apply only in rare and exceptional cases where the institution is unable to deliver a program or service due to unforeseen circumstances such as program discontinuation or force majeure events. In such cases, the institution may, at its discretion, offer alternative solutions such as course rescheduling or credit for future enrollment.

2.4. Payment of Program Fees

All program participants are encouraged to pay their fee instalments by Bank Transfer/Cash/Card and Online Payment.

Notwithstanding any deferment of courses granted by SBS, program participants are not allowed to defer the payment of program fees, as stated in the fee schedule.

2.5. Additional Fees

Marking Exam or Final Assignment	AED 400
Repeating a Course	AED 1,500
Deferment	AED 250
Retaking Exam	AED 600
Additional Transcript (First Copy)	AED 100
Any additional transcript copy	AED 50

3. Application for Credit/Exemptions

Program participants may apply for credit/exemption in course(s) on the SBS MSc HCM program, subject to the following guidelines:

- A bachelor's degree is a basic entry requirement. It does not entitle program participants to exemption.
- Credit/Exemption may be granted to a program participant based upon his/her postgraduate work either at Graduate Diploma or master's level, subject to submission of documentary evidence that shows equivalency in the postgraduate work completed. This assumes that the program participant already holds a bachelor's degree.
- Program participants who possess a Graduate Diploma only but without a bachelor's degree will not be considered for exemption.
- The course grade must be 4.00 or higher. When the grading scale is different than the Swiss scale, a grade distribution table will need to be created to decide on the transfer grade.

Please note that written application for credit with supporting documents provided (transcript and detailed syllabus, assessment requirements and contact hours of the previously studied course) must be submitted to SBS Swiss Business School, RAK Campus within one month after the start date of the program. The process of awarding credit is a formal one that SBS Swiss Business School Branch Campus views very seriously and applications for credit submitted after the above deadline will not be accepted. Program participants who are granted credit will not be eligible for a reduction in their course fees.

4. Deferment Policy

4.1. Forms of Deferment

Generally, program participants are encouraged NOT to apply for any deferment as this will disrupt the momentum of study and may hinder the attainment of the degree. If absolutely necessary, all applications for deferment must be given in writing accompanied by supporting documents. In all cases, the final decision for granting deferment request(s) lies with the Faculty Academic Board.

4.2. Important Notes

- Payment of program fees shall be in accordance with your intake-specific fee schedule. Program fees cannot be deferred. Participants are not allowed to transfer their registration to another intake.

- Program participants must follow the program schedule given, whenever possible. Deferment should only be sought as a last alternative. Acceleration of the program through combining one's program schedule with another intake is not allowed.
- In all cases, fees paid are not refundable. (See 2.3 Refund Policy)

5. Assignments

5.1. Aims

The principal aims of the MSc assignments are:

- To stimulate program participants' interest in the course,
- To enable program participants to relate theory to their own experience and to the practical situation in the workplace,
- To test the extent to which program participants know and understand the course,
- To develop program participants' analytical, decision-making and presentation skills,
- To enable program participants to monitor their progress.

5.2. Setting of Assignments

All assignment questions are set by the lecturers and approved by SBS Swiss Business School, RAK Campus.

They will be reviewed and revised regularly.

5.3. Assessed Assignments

Each course will have assignments that will account for 30% - 100% of the total marks of a course, depending on a course and on the plan of the lecturer.

SBS Swiss Business School, RAK Campus reserves the right to vary the assessment scheme from time to time. Where any variation occurs, you will be notified in the Course Description and/or a relevant Update prior to the start of the applicable course.

All assessed assignments must be submitted to SBS Swiss Business School, RAK Campus. Program participants will be informed of their results, in writing, 14 working days after the date of examinations. The decision of SBS Swiss Business School, RAK Campus is final.

5.4. Content and Style

Bearing in mind the aims of assignments, program participants must demonstrate in their assignments:

- That they know the topics in question by defining/describing the appropriate theories, concepts, principles, or practices,
- That they have read widely on the course by quoting appropriate books, journals, papers, authors, or other authorities,
- That they have understood the course by their application of their knowledge to the analysis of organizational situations/problems,
- That they have thought about the course by selective and critical use of authoritative sources.

The SBS Swiss Business School, RAK Campus Policy states: Inclusive language* will be used in all academic and administrative written and verbal communication.

*Language that avoids the use of certain expressions or words that might be considered to exclude particular groups of people, especially gender-specific words, such as “man”, “mankind”, and masculine pronouns, the use of which might be considered to exclude women.

5.5. Assignment Presentation

Assignments should, whenever possible, be presented typed or word-processed. 1.5 line spacing should be used with a 2 cm. margin on the right side of each page. Please carefully follow instructions from your instructor regarding formatting and presentation.

5.6. Feedback

Assignments submitted in accordance with the original schedule will be marked with appropriate comments and a grade. Please allow 14 working days from the date of examination/assignment submission for the lecturer to process everything. SBS Swiss Business School, RAK Campus will keep the assignment and the grade awarded will be entered into the program participant's record.

5.7. Submission of Assignments

All assignments must be submitted to SBS Swiss Business School, RAK Campus during opening hours on the assignment submission date. Any assignment received after opening hours will be considered late (see “LATE SUBMISSION” below).

Program participants are **STRONGLY ADVISED** to keep a copy of their work in case the submitted copy should go astray.

5.8. Late Submission

Any request for extension must be made in writing to SBS Swiss Business School, RAK Campus at least one week before the stipulated deadline. Documentary evidence must be submitted together with the extension request. The extension request is only approved when

the program participant has been notified of the approval by SBS Swiss Business School, RAK Campus. Late submissions will be marked at the convenience of the course facilitator/lecturer.

For late submission, the following rules will apply:

1. Extension granted.

Where approval has been granted by the SBS Swiss Business School, RAK Campus for the extension of the assignment deadline, there will be no penalty of marks.

SBS Swiss Business School, RAK Campus will approve extension requests only on the following grounds:

- Medical grounds (Medical Certificate required),
- Compassionate grounds, and/or
- Case-by-case basis (with supporting documentary proof).

2. Extension not granted.

If a program participant submits the assignment late but within 24 hours after the original deadline, a 10% penalty will be applied. For example, an assignment that scores 70 points will be awarded only 63 points.

If a program participant submits the assignment late but within 48 hours after the original deadline, a 20% penalty will be applied. For example, an assignment that scores 70 points will be awarded only 56 points.

If a program participant submits the assignment later than 48 hours from the original deadline or if they are granted an extension and still do not hand in on time, they will be deemed to have failed in that assignment.

5.9. Re-Marking

Re-marking is marking for a second time a piece of work that has not been altered or added to by the program participant. Re-marking applies to assignments and not to final examinations.

A piece of work may be submitted for re-marking only once.

Where a program participant considers that an individual piece of work has been unfairly or inappropriately assessed, they may discuss the original mark with the relevant lecturer within 5 working days of the receipt of the results.

If the program participant is dissatisfied with the decision of the lecturer, they may request a formal remark. Such a request must be made in writing to the Faculty Academic Board at the SBS Swiss Business School, RAK Campus within 5 working days of the receipt of the lecturer's decision. If the request is deemed to be justified, then the Faculty Academic Board may appoint an independent assessor to re-mark the assignment.

Any request for re-marking must include appropriate justification on academic grounds and must state the assessment criteria or areas of the assignment in which the program participant feels that the piece of work was unfairly or inappropriately assessed.

Requests for re-marking of a group assignment must be signed by all group members,

- If the re-mark results in a higher grade, this grade will become the final grade for the assignment,
- If a re-mark is requested for an assignment which had a penalty applied and the request is granted, the penalty will also apply to the grade given after re-marking.
- Requests for re-marking will be disallowed for one or more of the following reasons:
- The program participant did not fulfil all assessments or attendance requirements of the course,
- The grounds on which the request is based are not supported by documentation submitted by the program participant,
- The request is in relation to a grade awarded following re-marking,
- The request is in relation to an application for permission to re-submit an assignment which was denied,
- The request is related to reimbursement of fees by an employer.

5.10. Re-submission of Assignments

Re-submission is not a normal feature of the MSc program. Approval for resubmission will only be granted on medical or compassionate grounds and will not be granted for reasons of improving a grade for an assignment which has already been passed.

Where re-submission is effected the following applies:

- Re-submission is the accepting for marking a piece of work which has been substantially altered, added to, rewritten, or reworked by the program participant to replace the original assessment exercise.
- Where a program participant wishes to make a request for approval to re-submit an assessment exercise, he/she must do so in writing to SBS Swiss Business School, RAK Campus, within five (5) working days upon the return of the original assessment exercise, with the necessary justifications, and supporting documentation e.g. medical certificate.
- Each request will be considered on a case-by-case basis and at the lecturer's discretion. To be granted a re-submission, basic competency in at least one assessment has to be demonstrated, for example: A course may have two assessments each worth 50%. If the outcomes of the two assessments are both unsuccessful (<4.00) then it is unlikely that a re-submission will be granted.

- A piece of work may be submitted for re-submission only once. If a re-submission results in a higher grade, this grade will be the final one. Program participants cannot request a remark of a re-submitted assignment.
- If a re-submission is requested for an assignment which had a penalty applied and the request is granted, the penalty will also apply to the grade given after the re-submission.

Where approval has been granted, the program participant concerned will be informed about how much of the assessment exercise needs to be re-submitted and will be given a new deadline for the re-submission which must be strictly abided by.

5.11. Intellectual property and copyrights

The teaching material is protected by copyright. Copying and retransmission outside of the , SBS Swiss Business School, RAK Campus higher education are prohibited without the written permission of the Academic Dean and Program Manager. The copyrights for master's thesis and project work belong to the author. The author grants SBS Swiss Business School, RAK Campus a free, unlimited, non-exclusive right to use his or her work results. The work may be used after completion of both SBS Swiss Business School, RAK Campus as well as the author, remuneration-free, stating the copyrights.

The author waives any income from the commercial use of the work results by the SBS Swiss Business School, RAK Campus.

6. Academic Misconduct

Academic misconduct, whether inadvertent or deliberate, shall include the following:

- Presentation of data with respect to company visits, field trips or other work that has been copied, falsified or in other ways obtained improperly,
- Adding of material in individual work that includes significant assistance from another person in a manner unacceptable according to the assessment guidelines of the course,
- Providing assistance to a program participant in the presentation of individual work, in a manner unacceptable according to the assessment guidelines of the course,
- Falsification or misrepresentation of academic records,
- Other actions that may not be covered by the above clauses that may be judged to be acts of academic misconduct.

Plagiarism is a specific form of academic misconduct.

- Deliberate plagiarism is regarded as a serious act of academic misconduct. Whether inadvertent or deliberate, plagiarism shall include the following:
- Literally copying of sentences or paragraphs from one or several sources penned by other persons, or presenting of substantial extracts from books, articles, theses, other

- unpublished work such as working papers, seminar and conference papers, internal reports, computer software, lecture notes or tapes, without clearly indicating their origin,
- Using very close paraphrasing of sentences or paragraphs without due acknowledgement in the form of reference to the original work,
 - Submitting another program participant's work in whole or in part; this includes the work of previous participants in the program,
 - Use of other person's ideas, work, or research data without acknowledgement,
 - Submitting work which has been written by someone else on the program participant's behalf,
 - Copying computer files, algorithms, or computer codes without clearly indicating their origin,
 - Submitting work that has been derived, in whole or in part, from another program participant's work by a process of mechanical transformation, e.g., changing variable names in computer programs.

In the case of a program participant is suspected of academic misconduct (cheating or plagiarism), the lecturer will request further information from the program participant:

- If the lecturer concludes that in fact there was no academic misconduct or that the action was inadvertent, then either no further action will be taken or the program participant will be counselled and a note placed on his/her file.
- If the lecturer concludes that there was deliberate academic misconduct and provides evidence to the program participant to this effect, and the program participant admits to academic misconduct and agrees to accept a failure in that component of the course, the lecturer will convey this to the Program Manager who will notify the relevant school authorities and the program participant. A note will be placed on the program participant's file.

If there have been previous instances of academic misconduct, or if a program participant does not agree to the above action, a written report will be submitted by the lecturer, invigilator or examiner concerned to the Faculty Academic Board detailing the evidence.

On receipt of the report, the Faculty Academic Board shall send a copy to the program participant inviting comments within a given period of 7 working days. The Faculty Academic Board shall consider the report and the program participant's reply.

Should academic misconduct (cheating and plagiarism) be reasonably established for the assignment(s) or examination(s), a further formal enquiry may proceed.

A program participant found guilty of deliberate plagiarism shall be subject to any of the following penalties:

- Failure in the component of the course, a note in the program participant's file and a reprimand from the Faculty Academic Board or nominee, as appropriate,
- Failure in the course, a note in the program participant's file and a reprimand from the Faculty Academic Board or nominee, as appropriate,
- Failure in the course and suspension from the course for a period not exceeding one year,
- Suspension from SBS Swiss Business School, RAK Campus for a period not exceeding three years,
- Expulsion from SBS Swiss Business School, RAK Campus.

For all proven cases of academic misconduct (plagiarism or cheating), the SBS Swiss Business School, RAK Campus reserves the right to take further disciplinary action, such as expulsion from the program. This will apply to the program participant concerned, or any other program participant(s) who is (are) directly or indirectly involved in the matter.

Note: Please ensure that you do not provide copies (even draft copies) of your individual work to other program participants in either hard copy or electronic form. If your work is used by another party, both of you will be subject to alleged plagiarism as it will often be difficult to prove who was the owner of the original work.

Expelled from a program.

Expulsion after Academic probation period:

Students, who fail to raise cumulative GPA during the probationary period, the student will be dismissed from the program. The student is allowed to re-apply for the program after 12 months from the date of dismissal.

If the student wishes to start within a year, she/he can write to the Faculty Academic Board asking to return. It is then up to the Faculty Academic Board to decide whether the student can return to the SBS earlier or not. If the return has been accepted, the student will get a “conditional acceptance”.

Expulsion for Disciplinary reasons:

Applicants who have been expelled for disciplinary reasons and/or following a definitive failure, from a program at SBS Swiss Business School, RAK Campus, shall not be accepted to return.

The most common issues raised at a disciplinary hearing:

- Massive unexcused absences
- Misuse of email, internet or social media at , SBS Swiss Business School, RAK Campus premises
- Bullying and harassment

- Theft or fraud
- Violence
- Substance abuse
- Discrimination
- Inappropriate behaviour
- Plagiarism

The modules that have already been completed with a minimum 4.0 grade in the previous enrolment period, shall be transferred to the new enrolment period.

7. Assessments

7.1. Setting and Marking of Assessments

All Assessments questions are set by the lecturers and approved by SBS Swiss Business School, RAK Campus. Grades awarded in accordance with the standardized grading system will be conveyed directly to the program participants.

Note: Please allow 15 working days from the date of examination for the lecturer to process everything. Notification of results will be made in writing only. Telephone enquiries will not be entertained.

Assignments are kept for 6 years at SBS Swiss Business School, RAK Campus. If the student would like to view their assignments, the program manager can arrange this. The student has the right to view their assignments at any given time.

7.2. Date, Time, and Place of Assessments

Assignments (as appropriate) are usually held at the end of each course in accordance with the program timetable. The actual date, time and place of assignments will be determined by SBS Swiss Business School, RAK Campus. Program participants will be notified of the details in advance.

Unless otherwise advised, assignments will be held on weekdays, Monday to Friday. The date, time and place of assignments must be strictly adhered to and are not open to negotiation or variation.

7.3. Misconduct during Assessments

Misconduct during an assessment is considered a serious breach by SBS Swiss Business School, RAK Campus. If misconduct is detected during any examination, the program participant concerned will be informed that the misconduct will be reported in writing to the Academic Dean who will investigate the case. If, after investigation, they determine that no

academic misconduct was involved, no further action will be taken. If it is determined that academic misconduct was involved, a more formal enquiry may be initiated.

In the MSc, the penalty applied for academic misconduct in assessment may be any of the following:

1. Failure in the course, a note in the program participant's file and a reprimand from the Faculty Academic Board or nominee, as appropriate,
2. Expulsion from SBS Swiss Business School, RAK Campus.

7.4. Examination Attendance Guidelines

Program participants are reminded to adhere to the following examination instructions as required by SBS Swiss Business School, RAK Campus:

- I. Candidates should try to arrive at the indicated examination room early and are advised to be seated in the examination room at least 15 minutes before the start of the examination.
- II. Candidates may not leave the examination hall during the first 30 minutes and last 10 minutes of the examination.
- III. Only the necessary paraphernalia (e.g. pens, pencils, rulers, correction fluid and non-programmable calculators) for the purpose of the examination may be placed on the candidate's writing desk. All unauthorized books, reference materials, handbags, and other personal belongings must be placed at the front of the examination room. Use of laptop computers in examinations is not permitted.
- IV. Any candidate found in possession of unauthorized materials during the course of the examination may be suspected of academic misconduct (cheating or plagiarism) by the invigilator(s) and will be reported to SBS Swiss Business School, RAK Campus.
- V. Often candidates will be allowed a designated reading time prior to the start of the examination. No writing in the examination booklet is permitted during reading time. However, during this period, candidates may complete the details required on the front cover of the examination paper and make notes on loose-leaf paper provided.
- VI. Candidates are reminded to turn off all mobile phones, pagers etc. and place them in their bags at the front of the examination room.
- VII. No food or drinks are allowed to be brought into the examination room.
- VIII. Candidates are reminded to write all answers with a pen in ink only. The examination script will not be marked if written in pencil.
- IX. Examination question papers are not permitted to be opened until further instruction by the invigilator.
- X. Candidates are not allowed to remove any pages from the examination paper.

- XI. Additional answer papers will be provided only upon request. They will not be given out prior to the start of the examination.
- XII. Those who need to go to the washroom during the examination, please raise your hand to indicate your intention. Only one person will be allowed to leave the room at a time.
- XIII. Five minutes before the end of the exam, you will be reminded again to check that details of your particulars are all written on the front cover of your exam answer booklets; you will not be given extra time to write these once the time is up.
- XIV. Once the time is up, you will be asked to stop writing.
- XV. Please comply with instructions and remain seated until all examination scripts have been collected. Please note that any candidate caught writing after the time is up will have his/her name called out as a warning. A subsequent warning will mean that your name will be forwarded to the examiner at SBS Swiss Business School, RAK Campus.

7.5. Missing an Exam

It is a requirement for the MSC program that you must complete the assignments examinations as required. Make sure that you know when your assignments are to be held. A zero mark will be automatically awarded for any missed examination. However, if you miss an assignment due to an exceptional circumstance (See 7.6) are eligible for a re-sit.

When a student misses or anticipates missing an examination/assessment for medical reasons or other good cause (usually compassionate reasons such as a family crisis or bereavement) must contact the program manager no later than 48 hours after the due date or schedule examination to make alternative arrangements. The student must supply a doctors note as evidence of their medical reason. In special unforeseeable circumstances, it is the student's responsibility to provide acceptable written documentation substantiating the reasons for not meeting the deadline or attending of the exam.

No deduction of points will be done for an examination/assessment retake if the reasoning is medical or reasonable personal circumstances). No additional fee will need to be paid by the student. Students with acceptable documentation.

If the student does not provide any special reasoning or medical certificated within 48 hours after the exam has taken place the student will be awarded a zero mark. The program manager will contact the student to provide information for the re-sit. No higher than a grade 4.0 can be achieved on a re-take exam.

The student who missed an examination/assessment will need to pay a retake fee of AED 1,500.

If the student fails to attend the re-sit, they will automatically fail the course and will need to re-sit the course the following year. The course will be marked as incomplete.

7.6. Submitting evidence of mitigating circumstances

Mitigating circumstances are any serious situations beyond your control, which may have unfavorably affected your academic performance.

These include but are not limited to:

- Serious or significant medical conditions or illness (including both physical and mental health problems) Documentation needs to be provided.
- Ailments such as severe colds, migraines, stomach upsets, etc., ONLY where the ailment was so severe it was impossible for you to attend an examination/complete assessment AND where notification was given in writing to the program manager, normally within 48 hours of the exam/deadline AND was followed by a certificate (or a letter on letter headed or officially stamped paper) from a doctor, normally obtained within 48 hours of the exam/deadline. If your illness occurred whilst out of UAE then an appropriate letter or certificate from a fully qualified medical practitioner on appropriate notepaper will be required.
- Exceptional personal circumstances (e.g. serious illness or death of a parent or other person who brought you up, grandparent, brother or sister, spouse or partner or close friend, including participation in funeral and associated rites; family break up; being a victim of a significant crime; being in a serious car accident)
- A significant family crisis where there is evidence of acute stress caused
- Exceptional travel disruption beyond your control, and for which you can provide independent evidence, which prevented you from attending an examination or other scheduled assessment.

You may bring any mitigating circumstances to our attention by submitting the Mitigating Circumstance form to your program manager. (Please refer to your, SBS Swiss Business School, RAK Campus Student Handbook)

You must contact us with details of any mitigating circumstances you wish to be considered:

- Within three weeks of the last exam in the session concerned
- Before the submission deadline of any assessed coursework, project or dissertation.

We will not normally consider mitigating circumstances if you do not contact us within these periods.

It is important for you to provide any formal certification you may have in relation to your circumstances.

Outcomes

All submissions of evidence related to mitigating circumstances are acknowledged and considered but action is not always taken.

- Circumstances where action may not be taken into consideration (but are not limited to):
- Forms submitted without independent supporting evidence
- Forms which do not state clearly how your performance in your assessment has been affected
- Minor (usually seasonal) ailments such as sore throats, minor colds, headaches, hangovers etc.
- Circumstances which have already been fully catered for by the granting of a coursework extension
- Examinations on the same or consecutive days or an inability to prioritize and schedule the completion of several pieces of work over a period of time
- Adherence to or participation in a religious or cultural observance
- An inability to adjust to life away from home
- Financial issues
- Failure, loss or theft of data, a computer or other equipment
- Death of a pet

Any significant decisions made in relation to the evidence you submit will be communicated to you in a timely manner. The decision timeline can take up to three weeks. All matters related to the submission of evidence of mitigating circumstances are treated confidentially and are reported to the SBS Swiss Business School, RAK Campus Faculty Board.

8. The Grading System

All assignments and examination papers will be marked by the, SBS Swiss Business School, RAK Campus faculty and their international associates who are aware of the need to exercise care and maintain a high degree of consistency.

8.1. The Grading System

The grading system is standardized for all written assignments, examinations and projects throughout the program as follows:

% Grade	Letter grade	GPA	General Criteria
97 – 100% 93 – 96% 90 – 92 %	A+ A A-	4.0 3.8 3.7	Excellent <ul style="list-style-type: none"> • An exceptional effort • Excellent research • Excellent comprehension of a full range of relevant concepts and factual material • Clear evidence of substantial original thought • Excellent logical organization • A clear understanding of the terms of reference • Excellent expression and presentation
87 – 89% 83 – 86% 80 – 82%	B + B B-	3.3 3.0 2.7	Good <ul style="list-style-type: none"> • An outstanding effort • Well above average research • Excellent comprehension of a full range of relevant concepts and factual material • Clear evidence of some original thought • Excellent logical organization • A clear understanding of the terms of reference • Clear and effective expression and presentation
77– 79% 73 – 76% 70 – 72%	C+ C C-	2.3 2.0 1.7	Satisfactory <ul style="list-style-type: none"> • Good comprehension of a full range of relevant concepts and factual material • Some evidence of independent thought • Good logical organization • A good level of expression and presentation

<p>Less than 70%</p>	<p>F</p>	<p>0</p>	<p>Failure</p> <ul style="list-style-type: none"> • Serious conceptual or factual mistakes and inadequacies • Missing many of the major points • Illogical arguments and unsubstantiated statements with inadequate referencing • Irrelevant material or material that shows a totally unacceptable level of understanding of relevant material
<p>Withdraw officially (W)</p>			<p>Not included in the GPA calculation Must be submitted in writing</p>
<p>Incomplete (I)</p>			<p>The course is not completed, therefore, could not be assigned a final mark/grade</p>

Note: All grades are ad interim and subject to final checking, academic review and quality assurance until official transcripts are distributed.

Your GPA is the indicator of your performance at SBS Swiss Business School, RAK Campus. It ranges from a 0.00 (if you've failed every course) to a 4.00 (if you've got a 4.0 in every course). The calculation is as follows:

$$\text{GPA} = \frac{\text{sum of (grade point value} \times \text{units of course weight)}}{\text{sum of units of course weight}}$$

The GPA rounding method: The GPA score is rounded to two decimal points using the round-half-even algorithm.

The minimum pass mark is 1.7 for graduate programs. Marks are determined according to academic merit and are not distributed on a proportional basis. Distribution of any grade is not restricted to a specific percentage of the class.

MSC Healthcare Management students must maintain a minimum cumulative GPA of 3.00 in order to successfully complete the MBA program. If a student's cumulative GPA falls below the required minimum, the student will be placed on academic warning. In such cases, the student is required to retake the course(s) in which low grades contributed to the GPA shortfall. Retaking the required course(s) is compulsory for students to attain their cumulative GPA to the minimum academic threshold required for the conferral of the degree.

All course retakes are subject to the Low GPA Retake/Redo Fee, as stipulated in the course fee contract/orientation slides.

All results will be released to program participants on an intake base via Learning Management System. At the end of the program, each successful program participant will receive an individual official transcript listing all their grades. If a course has been attempted twice, the final grade will be shown.

While awaiting award conferral at a graduation ceremony, a program participant may also request, in writing, a copy of the interim transcript of his/her grades from SBS Swiss Business School, RAK Campus. This will serve as a certification of the program participant's results before the actual official transcript is issued.

8.2. Principal Considerations

In marking the assignments and examination papers, the SBS Swiss Business School, RAK Campus faculty will take into consideration the following:

- Critical use and interpretation of course materials and examples based on a program participant's own experience will be valued more than straight recapitulation of notes,
- Length of an assignment is less important than evidence of clear understanding, and a focused and analytical response that is well organized.
- Originality of thought and critical analysis is more important than a catalogue of facts. This is what distinguishes an excellent grade from a very good grade.
- Structure and content of the submission are more important than an excellent usage of the English Language, though clearly a poor standard of English will hinder the intelligibility of the paper, thus affecting the grade.

8.3. Grade lower than 1.7 (Supplementary Assessment Allowed)

In order to pass the course, the overall mark should be at least 1.7 in the graduate programs and, where present, the final exam must be passed (min. 1.7). Program participants with an overall course grade lower than 1.7 or with a higher grade but who have failed the final assessment, will be required to sit an additional written assignment or exam. Program participants should be advised that the nature and requirements of the supplementary assessment or exam are determined by the convening lecturer.

Following the redoing, no higher grade than a grade 1.7 can be awarded. If the supplementary assessment is failed (<1.7), the course will have to be repeated in its entirety.

Supplementary assessment is not available if a program participant

- Has previously failed the course,
- Has failed to attend the examination,
- Has mistaken the due date for an assignment or project/exam.

8.4. Grade lower than 1.7 (Failing the Supplementary Assignment/Exam)

Program participants who obtain grade lower than 1.7 on the final exam re-take, regardless of their overall course grade, are considered to have failed the entire course and will be required to repeat the relevant course. Only one repetition of a course will be allowed.

Program participants can choose to repeat the course the next time it is offered, before the Thesis Project.

Where a Fail grade is recorded on repetition of a given course, the program participant is precluded from continuing the program.

Note: It is the responsibility of the program participant to check the schedule with SBS Swiss Business School, RAK Campus and according to his/her own priority and requirements, to decide when to repeat the failed course. Program participants will have to indicate their decision to , SBS Swiss Business School, RAK Campus, in writing, at least one month before retaking the course.

8.5. Repeat and Re-sit

All program participants are registered with SBS Swiss Business School, RAK Campus for a period of three years from the start date of their program. You will be allowed a total of 2 attempts for each failed course (including the first sitting). In other words, program participants will be permitted to repeat or re-sit a course on one occasion only. No re-sit attempts will be allowed for passed courses.

Program participants who attend more than half of the seminar sessions, submit the required assignment and sit for the examination as required by the course, but fail the course, will be allowed to repeat/re-sit the failed exam on a free-of-charge basis.

Program participants who fail a course and are found to have been absent from the examination and/or from more than three of the course sessions without an acceptable reason (e.g. medical) and/or did not submit the required assignment will be required to pay additional fees for repeating/re-sitting the course.

8.6. Satisfactory Progress for Participants Admitted to the MSc on a Provisional Basis

Satisfactory progress is regarded as achievement of a 1.7 grade average with no more than one fail in the first four courses of the Program. The decision on continuation in the Program will be made by the Faculty Academic Board.

9. Academic Freedom Policy

Academic freedom and its corresponding responsibility are characteristics of an environment of learning and knowledge formation, especially at higher levels of education; , SBS Swiss Business School, RAK Campus endorses academic freedom and responsibility which are essential to academic progress. , SBS Swiss Business School, RAK Campus depends upon you, the faculty, to judiciously exercise your rights, and also to fully satisfy your obligations, as professionals.

For faculty members, the core elements of academic freedom include:

1. The right, as teachers, to discuss in the classroom any material which has a significant relationship to the subject matter as defined in the approved course description.
2. The right to provide input and recommendation on course content, grading, and classroom procedures in the courses they teach, in consultation with the Department Heads.
3. The right to conduct research and to engage in creative endeavors.

The responsibilities associated with this academic freedom include:

1. The responsibility to carry out assigned teaching duties in a professional manner and in keeping with SBS Swiss Business School, RAK Campus's policies.
2. The responsibility, as teachers, to refrain from introducing matters which are not consistent with their teaching duties and professional competence, and which have no significant bearing on the subject matter of the course as approved under , SBS Swiss Business School, RAK Campus procedures.
3. The responsibility to pursue excellence and intellectual honesty in teaching, research, other endeavors and in public service activities, and in publishing or presenting research findings and creative works.

4. The responsibility to encourage students and colleagues to engage in free discussion and enquiry, and to evaluate student and colleague performance on a scholarly basis.
5. The responsibility to work in a collegial manner with appropriate individuals and bodies to encourage the search for knowledge.

9.1. Academic Integrity policy

SBS Swiss Business School, RAK Campus requires that all students maintain integrity and honesty in their academic work. Students who are found to be dishonest or lacking in integrity in their academic work will have their work subject to failure and may face academic dismissal. Acts of academic dishonesty may include but are not limited to cheating and plagiarism.

Plagiarism is defined as providing material from an uncredited source, or without the acknowledgement of the original author. For longer submissions and reports, students are required to provide an Assignment Cover Sheet, which states that submission is their original work, and has not been submitted for another assignment, either in that course, or another. The difference between plagiarism and correct use of information, in the academic context, is proper referencing.

Close paraphrasing may blur the line between plagiarism and poor academic writing, so care must be taken by the student to avoid crossing that line. Failure to acknowledge a source of information for an idea may be a form of plagiarism, even if a student “puts it into their own words” if the source is not indicated and properly cited.

- Plagiarism may have many forms including but not limited to:
- Outright copying another author’s work without acknowledgement
- Cut and paste without the correct citation and acknowledgement.
- Copying key words but changing the sentence structure without crediting the original source
- Copying the sentence structure but changing some words without crediting the original source
- Following the structure or organization of another author’s work, or order of presentation of ideas
- Submitting work that was created by an unacknowledged third party (i.e. writing service, or another student)
- Copying from published authorities without acknowledgement
- Failure to correctly use quotation marks when expressing another author’s idea
- Incorrect or improper use of in-text citation and referencing.
- Missing or incorrectly presented bibliography or reference list

- Pretending ownership of another author's ideas
- Making work available to another person for copying
- Falsifying results

9.2. Thesis PlaySpan Check

The student will be required to submit their thesis for a plagiarism check. The student is not permitted to have a score higher than 8%. A score higher than 8% means the student will not be able to submit their thesis.

10. Program Management

A team of lecturers at SBS Swiss Business School, RAK Campus is responsible for supporting the MSc program. Their responsibilities include the following:

1. Provision of the academic support:

- Nominate one text title per course,
- Provide one syllabus and course description per course and update these on a regular basis,
- Select and recommend current articles and reference materials for all courses,
- Conduct the courses, including marking and grading of the written assignments,
- Set and mark all assignments and examination scripts,
- Provide feedback on assignments and provide SBS Swiss Business School, RAK Campus with the feedback on the overall results no later than 14 days after the last examination.

10.1. Grievance Policy

In case of a grievance against a student, staff or faculty member in the SBS Swiss Business School, RAK Campus organization, the following steps should be taken and escalated accordingly:

Step 1 Talk it out: We encourage students, when possible, to initially address the situation or cause of the grievance with the individual(s) directly. If a resolution and agreement can be found then no further escalation is necessary. However, if speaking directly to the other involved parties is not an option and immediate action is needed you may either speak to your instructor (Step 2) or bring the matter up with the Program Manager (Step 3) as appropriate. In any case, all conversation and interaction should remain civil and respectful.

Step 2 Your Instructor: Your instructor will often have the authority and the ability to make a decision on matters that demand immediate attention and action, provided that they do not significantly interfere with your program of studies. Your instructor will often be the closest

authority whom you can call on for in-class assistance and support. If the grievance is directed against the instructor(s), the student may bring that issue directly to the Program Manager.

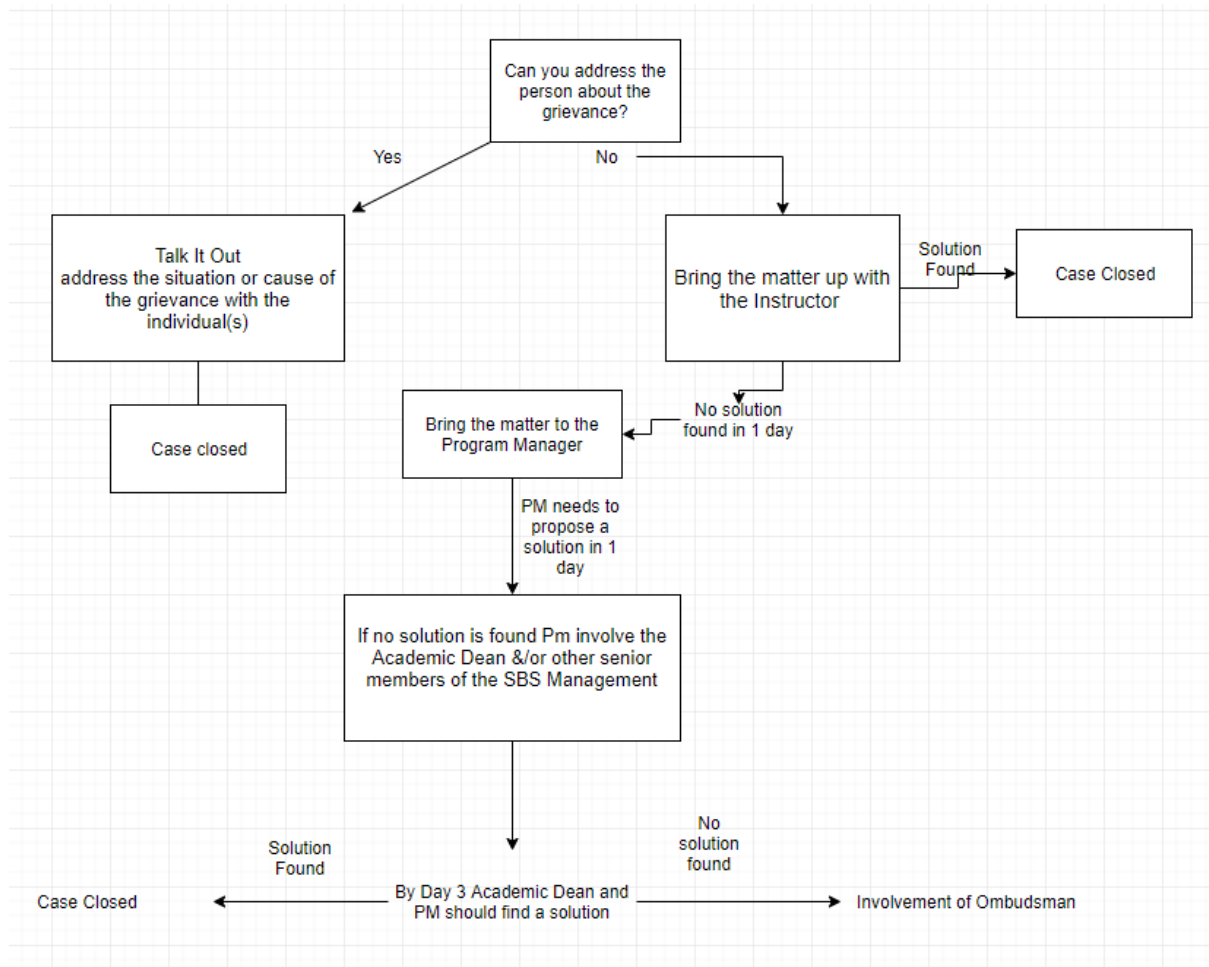
Step 3 The Program Manager: Your Program Manager is responsible for your study program and, after your own personal accountability to your studies, is in charge of your progress. If a mutually agreeable solution cannot be found for a specific grievance, then your case should be brought to the Program Manager. As above, if your grievance is directed against an instructor and you do not feel comfortable speaking to them about it, then you should approach your Program Manager with the issue.

If the grievance is not of an individual nature, but rather a group concern, then the Class Representative will bring this matter directly to the Program Manager. The program manager will serve as a mediator between the class and the individual(s) concerned.

Step 4 The Academic Dean / Faculty Management Board: In the unusual case that the Program Manager is not able to propose a solution to a grievance, they may involve the Academic Dean &/or other senior members of the, SBS Swiss Business School, RAK Campus Management team for guidance and decision.

If the grievance is directed against the Program Manager, and you do not feel comfortable speaking to them about it, or if you are not satisfied with the action taken by the Program Manager, then you should approach the Academic Dean with the issue. The Academic Dean will examine the case after receiving your request in writing. Please be prepared to provide documentary support for your grievance, if requested.

If your grievance is directed against the Academic Dean or another senior member of SBS Swiss Business School, RAK Campus Management, then you may bring your grievance to the Vice President or another senior member of the SBS Swiss Business School, RAK Campus Management Board, who will examine the case after receiving your request in writing. Please be prepared to provide documentary support for your grievance, if requested.



11. Academic Support via Email

It is essential that all program participants have access to a personal email account. With the exception of certain documents, most of the information and developments (e.g. updates of documents) will be communicated to all program participants via email. Benefits include increased efficiency and direct communication with the lecturers.

Email addresses of the lecturers of the courses (where available) will be provided after the start of the program. The SBS Swiss Business School, RAK Campus email address is studentsupport@atmsedu.org.

Program participants are required to notify SBS Swiss Business School, RAK Campus of their email addresses within one week prior to the start of the program. In addition, please note:

- All administration matters will be handled by SBS Swiss Business School Branch Campus, RAK only,
- Program participants are advised to mail a copy of their queries concerning a lecturer to the SBS Swiss Business School, RAK Campus for monitoring purposes,
- SBS Swiss Business School, RAK Campus will not be responsible for any non-response by the lecturer if program participants do not copy their mail to SBS Swiss Business School, RAK Campus for its record,

- SBS Swiss Business School, RAK Campus will not be responsible for any transaction done or for any matters arising due to inaccuracy, error, or omission of any transmitted/received information through email.

12. Libraries

The course booklets, textbooks and selected reading materials combine to provide program participants with a comprehensive and complete program. However, SBS Swiss Business School, RAK Campus encourages program participants to supplement their study by undertaking research on recommended references and additional source materials.

12.1. SBS Swiss Business School, RAK Campus's Special Reference Centre, The

Special Reference Centre at SBS Swiss Business School, RAK Campus will cater especially for MSc program participants' needs. These references will be on loan to the program participants on a first-come-first-served basis. They can, however, also be acquired from local bookshops or borrowed from local public libraries.

Program participants are encouraged to use these facilities as frequently as possible. There are, however, some simple rules to note:

- Books will be on loan for a maximum period of 7 days only (weekends and public holidays included). Extension for a further 3 days is possible, if the book is not reserved.
- To ensure that all program participants have a fair share of the facility, overdue books are subject to a surcharge of AED 15 per day, counting from day 10 onwards. Program participants with overdue books will have their borrowing privileges temporarily suspended.
- A maximum of two (2) reference books can be borrowed at one time. This is to allow all program participants equal access to the reference materials available at the Special Reference Centre.
- Reservation of reference materials by phone is permitted. However, the reserved and available books/materials must be collected within 3 hours. If the reserved books/materials are not collected within the stipulated time, e.g. the participant concerned cannot be contacted, the reserved materials will be allocated to participants on the waiting list.

While professional service is our hallmark, please note that it is not possible for the SBS Swiss Business School, RAK Campus's staff to deliver and/or bind books and materials.

12.2. Libraries

The local major libraries where program participants may wish to do further research and reading are:

- **EBSCO**

Program participants are required to abide by the various regulations as stipulated by these respective libraries.

13. Miscellaneous

13.1. Textbooks

SBS Swiss Business School, RAK Campus has a policy of holding physical textbook copies in the library for reference purpose, and the e-books are also made available by providing access to:

- EBSCO

At the time of enrolment, username and password is shared with the student.

EBSCO and Emerald Insight has thousands of study materials including textbooks, which have recency and currency for the students to refer and enhance their learning.

Textbooks are the most familiar medium through which we acquire information and knowledge. Program participants are provided with one textbook per course.

Generally, textbooks cover a wide range of topics and demand a substantial amount of time from the program participants. Participants are therefore, advised to first concentrate on the topics recommended in the syllabus. However, they are always encouraged to expand the scope of their study to a greater depth.

Note: In case a textbook gets lost the student is responsible paying the replacement cost.

13.2. Syllabus/ Course Outline

A comprehensive Syllabus is provided for each course. These syllabi are prepared by SBS Swiss Business School, RAK Campus and will continually be updated as the knowledge base and syllabus in the area change. They are the "road maps" for your MSc journey and cover:

- Course description
- CLOs and Mapping with PLOs
- Elaboration of topic areas
- Schedule of classes and topics
- Assessment breakdown and percentages
- Primary textbook title action of topic areas
- Self-assessment questions and activities
- Sample assignment and examination questions

Most importantly, these syllabi integrate contemporary knowledge and practice in the area being studied. However, program participants should remember that these are just guides.

13.3. Attendance Policy

SBS Swiss Business School – RAK Campus is committed to maintaining high academic standards and ensuring that students actively participate in their learning process. Regular attendance is a key component of academic success, contributing to knowledge acquisition, skill development, and overall student performance.

The purpose of this policy is to establish clear expectations regarding student attendance, ensure fairness and consistency in attendance requirements, promote student accountability and engagement, and define eligibility criteria for final assessments based on attendance.

13.4. Attendance at Course Sessions

Course sessions are provided and conducted by SBS Swiss Business School, RAK Campus in accordance with the program timetable. SBS Swiss Business School, RAK Campus prides itself on being an institution that offers high quality programs and part of its success is due to the way in which it has been structured. The program has been designed to facilitate the best possible learning experiences for program participants.

Session attendance is essential for you to complete the course requirements and to gain full benefit from the knowledge and experience which each of you bring to the program. You will learn a lot from each other as well as the information gained from your textbooks and referred material.

Program participants must plan ahead and work towards achieving program requirements. Where three sessions in a course are missed for a justifiable reason, the lecturer may set additional assignment work. Please note that program participants will not be entitled to a replacement or fee refund.

If you are unable to attend a whole course session for justifiable reasons, you will be asked to apply for a deferment. (Please see Deferment Policy).

Students who do not attend classes for more than one year consequently will be expelled from the Program

- Students are required to attend 70% to qualify for the examination.

13.5. Quality Control and Feedback

Program participants will be requested to give their feedback and evaluate the following program parameters regularly and as appropriate, through formal course evaluation forms:

- Course description, syllabus and textbook
- Course sessions
- Program management of the SBS Swiss Business School, RAK Campus We

encourage constructive comments so that we can continuously improve all aspects of the Program. Your feedback remains anonymous unless you give your permission for the Program Executive to contact you about your responses. Individual lecturers do not receive your individual responses and do not have access to the original feedback forms. They receive feedback in a general aggregated format (typed) and therefore cannot identify your comments.

13.6. Equal Opportunity Educational Provider

SBS Swiss Business School, RAK Campus is an equal opportunity provider, committed to the idea of fairness and non-discrimination based on religion, race, disability, gender, marital status, sexual orientation or age. As such we are opposed to all forms of unfair and/or unlawful

discrimination. All members of the SBS Swiss Business School, RAK Campus organization are responsible for upholding and defending the basic human rights of all who are connected with SBS Swiss Business School, RAK Campus and in society at large. All members of SBS Swiss Business School, RAK Campus are further responsible for compliance with this policy. Concerns regarding the violation of this policy should be directed to the Academic Dean and/or Vice Principal, so that appropriate action can be taken after due investigation.

13.7. Language

The language of instruction for the MSc programs is English. Thus, all sessions, presentations, discussions and written work will be conducted in English.

Program Administrative staff at SBS Swiss Business School, RAK Campus will have gauged your English capabilities before recommending entry to the Program. However, if you are encountering difficulties, you may need further English tuition in order to maximize your performance in the MSc courses.

13.8. General opening hours

For all consultations about academic and registration matters, and any further student questions, the offices at SBS Swiss Business School, RAK Campus are opened according to the following schedule:

Monday to Friday: 9:00am to 6:00pm

13.9. Disclaimer

SBS Swiss Business School, RAK Campus is not responsible for loss or damage of personal items which may occur on the school premises.

13.10. Grade Contestation Policy

- SBS Swiss Business School RAK Campus does not accept any legal cases or proceedings related to grade contestation or curriculum changes under any circumstances.

13.11. Notarization Policy

- In case the student needs a stamp of the Embassy, we accept only notarization completed by SBS Swiss Business School, Zurich, Switzerland. In case the student wants to use another notary or lawyer, SBS Zurich is legally not allowed to further process the degree.

13.12. Anti-radicalization Policy

SBS Swiss Business School, RAK Campus supports the rule of law, individual liberty, democracy, and respectful tolerance of different faiths or beliefs. We do not tolerate any views which encourage radicalization or extremism. Radicalization is the act or process of making a person more radical or favoring extreme or fundamental changes in political, economic, or social conditions, institutions, or habits of the mind. Extremism means holding extreme political or religious views that may deny rights to any group or individual such as racism, homophobia, right-wing ideology, and religious extremism.

Any form of radicalization or extremism witnessed by a student needs to report this to the program manager immediately.

13.13. Health & Safety Policy

SBS Swiss Business School, RAK Campus is committed to providing a safe and healthy environment for students, faculty, staff, and visitors. The institution recognizes its responsibility to ensure that all reasonable measures are taken to prevent accidents, injuries, and health hazards within the school premises and during any institutional activities.

Objectives

- To create and maintain a safe and healthy educational environment.
- To comply with relevant health and safety legislation and guidelines.
- To raise awareness among students and staff about health and safety practices.
- To ensure effective procedures are in place for emergencies, including fire, first aid, and lockdowns.

This policy applies to all students of SBS Swiss Business School, RAK Campus, as well as during any institution-sanctioned activities off-campus.

13.13 Reasonable Adjustment Policy

SBS Swiss Business School, RAK Campus is committed to providing equal opportunities and ensuring that all students, staff, and stakeholders can access our facilities, programs, and services. This policy outlines the institution's commitment to making reasonable adjustments to accommodate individuals with special needs, medical conditions, or other specific needs, ensuring inclusivity and support in line with applicable laws and institutional values.

This policy applies to all students of SBS Swiss Business School, RAK Campus. It includes provisions for reasonable adjustments in academic settings, and access to facilities to support individuals with diverse needs.

SBS Swiss Business School, RAK Campus recognizes its duty to provide reasonable adjustments to remove or minimize disadvantages faced by individuals with disabilities or specific needs. Adjustments will be made where they are reasonable, practical, and proportionate to ensure an inclusive and supportive environment for everyone.

13.14 Diversity & Equality Policy

The Diversity & Equality Policy outlines SBS Swiss Business School, RAK Campus 's commitment to fostering a respectful, inclusive, and equitable learning environment. This policy aims to ensure that everyone at ABS, regardless of background, experiences, fair treatment, equal opportunities, and support in reaching their potential.

This policy applies to all students covering all aspects of academic life and support services.

SBS Swiss Business School, RAK Campus is committed to creating an inclusive community where diversity is celebrated and equality is promoted. We aim to cultivate a supportive environment that values and respects individual differences, free from discrimination, harassment, or prejudice.

13.15 Blended and Distance Learning (BDL) Policy

This policy outlines the principles and framework for Blended and Distance Learning (BDL) at SBS Swiss Business School, RAK Campus. The objective is to ensure a flexible, accessible, and high-quality educational experience for all students, whether participating in face-to-face, fully online, or hybrid learning environments. It supports students in achieving academic success while accommodating diverse learning needs.

This policy applies to all students enrolled in courses and programs at SBS Swiss Business School, RAK Campus that utilize blended or distance learning modalities, including but not limited to degree programs, professional certifications, and short courses.

13.16 Data Protection and GDPR Policy

This policy outlines the commitment of SBS Swiss Business School, RAK Campus to safeguard personal data and ensure compliance with the General Data Protection Regulation (GDPR) and applicable data protection laws. It establishes procedures for the lawful collection, processing, storage, and sharing of data to protect the privacy of students.

The Data Protection and GDPR Policy applies to all students SBS Swiss Business School, RAK Campus who handle or access personal data in any capacity. It covers all operations, both on-campus and online, ensuring that personal information is treated securely and transparently.

SBS Swiss Business School, RAK Campus is committed to protecting personal data and respecting the rights of individuals as outlined in GDPR and relevant data protection legislation.

13.17 Grievance Policy

In case of a grievance against a student, staff, or faculty member in the SBS Swiss Business School, RAK Campus organization, the following steps should be taken and escalated accordingly:

Step 1 Talk it out: We encourage students, when possible, to initially address the situation or cause of the grievance with the individual(s) directly. If a resolution and agreement can be found, then no further escalation is necessary. However, if speaking directly to the other involved parties is not an option and immediate action is needed you may either speak to your instructor (Step 2) or bring the matter up with the Program Manager (Step 3) as appropriate. In any case, all conversation and interaction should remain civil and respectful.

Step 2 Your Instructor: Your instructor will often have the authority and the ability to decide on matters that demand immediate attention and action if they do not significantly interfere with your program of studies. Your instructor will often be the closest authority whom you can call on for in-class assistance and support. If the grievance is directed against the instructor(s), the student may bring that issue directly to the Program Manager.

Step 3 The Program Manager: Your Program Manager is responsible for your study program and, after your own personal accountability to your studies, oversees your progress. If a mutually agreeable solution cannot be found for a specific grievance, then your case should be brought to the Program Manager. As above, if your grievance is directed against an instructor and you do not feel comfortable speaking to them about it, then you should approach your Program Manager with the issue.

If the grievance is not of an individual nature, but rather a group concern, then the Class Representative will bring this matter directly to the Program Manager. The program manager will serve as a mediator between the class and the individual(s) concerned.

Step 4 The Academic Dean / Faculty Academic Board (FAB): In the unusual case that the Program Manager is not able to propose a solution to a grievance, they may involve the Academic Dean and/or other senior members of the SBS Swiss Business School, RAK Campus, Management team for guidance and decision. The contact person for the FAB is the Head of Faculty.

If the grievance is directed against the Program Manager, and you do not feel comfortable speaking to them about it, or if you are not satisfied with the action taken by the Program Manager, then you should approach the Academic Dean with the issue. The Academic Dean will examine the case after receiving your request in writing. Please be prepared to provide documentary support for your grievance, if requested.

If your grievance is directed against the Academic Dean or another senior member of SBS Swiss Business School, RAK Campus Management, then you may bring your grievance to the Vice President of Business Development or another senior member of the SBS Swiss Business School, RAK Campus, Supervisory Board, who will examine the case after receiving your request in writing. Please be prepared to provide documentary support for your grievance, if requested.

If you feel that your complaint is not heard or taken seriously, you have the right to make a complaint by the respective accreditation bodies of SBS Swiss Business School, RAK Campus.

13.13 Stakeholders Complaints Management Policy

SBS Swiss Business School - RAK Campus is committed to fostering a transparent, fair, and inclusive academic environment. Our Stakeholders Complaints Management Policy is designed to provide a structured and professional approach to handling concerns and complaints from students, faculty, staff, parents, and other stakeholders.

This policy provides a structured process for students, parents, staff, and other stakeholders to raise concerns and receive a timely resolution. It complements institutional policies and ensures that all complaints are handled with confidentiality, professionalism, and fairness.

The purpose of this policy is to establish a clear and structured procedure that allows stakeholders to submit complaints efficiently and systematically. It aims to ensure a transparent and impartial resolution process where all concerns are reviewed objectively and addressed with fairness. By fostering an environment of open communication and mutual respect, this policy encourages constructive dialogue between all parties involved. Additionally, it serves as a mechanism for institutional self-improvement, using stakeholder feedback and grievances as opportunities to refine policies, enhance services, and maintain high educational standards. Implementing a structured complaints resolution process strengthens stakeholder confidence and contributes to a culture of continuous development within SBS RAK.

In cases where the complainant communicates dissatisfaction with the proposed resolution, the complainant has the option to file an appeal to the RAK DOK within three (3) working days of receiving the final decision to uni.hotline@dok.rak.ae

13.14 Emergency Management & Evacuation Policy

This policy outlines the procedures and protocols to effectively manage emergencies, minimize risks, and ensure continuity of operations. It reflects the institution's proactive approach in maintaining a safe learning and working environment while complying with all regulatory requirements applicable to International Branch Campuses (IBCs) in the Emirate of Ras Al Khaimah.

The purpose of this policy is to ensure that SBS Swiss Business School, RAK Campus maintains effective emergency Management and Evacuation procedures to safeguard the safety and well-being of all stakeholders.

It also aims to:

- Establish clear emergency preparedness measures.
- Define evacuation procedures and crisis response protocols.
- Ensure effective coordination with government authorities.
- Provide clear communication channels during emergencies.
- Ensure timely incident reporting to RAK DOK.
- Maintain operational continuity through contingency planning.

13.15 Student code of conduct Policy

As per RAK DOK and SBS Swiss Business School, RAK Campus Students are expected to follow the Below Guidelines:

1. Demonstrate academic honesty and integrity.
2. Treat peers, faculty, and staff with respect and professionalism.
3. Follow institutional regulations, including classroom decorum and ethical research practices.
4. Take responsibility for personal learning and academic success.
5. Refrain from engaging in disruptive behavior or misconduct.

13.16 Cultural Consideration Policy

SBS Swiss Business School, RAK Campus recognizes the need to balance inclusivity with respect for cultural and national values. All members of the SBS Swiss Business School, RAK Campus Community adhere to culturally and nationally acceptable topics and practices within the educational setting.

This policy ensures that SBS Swiss Business School, RAK Campus promotes diversity while maintaining cultural integrity.

The objectives of this policy are to:

- Helps students, staff, and the community understand and respect different cultures while promoting in a way that aligns with UAE local Cultural traditions and values.
- SBS Swiss Business School, RAK Campus follows UAE laws and cultural traditions in everything it does.
- SBS Swiss Business School, RAK Campus ensure that teaching and learning resources respect and align with UAE cultural norms.

13.17 Transportation Policy

SBS Swiss Business School RAK Campus provides transportation services exclusively for students to ensure safe, reliable, and efficient travel to and from the campus, as well as to off-campus activities. This policy is designed to set clear guidelines for the operation of student transportation services, ensuring compliance with safety standards and regulatory requirements.

The purpose of this policy is to ensure that SBS Swiss Business School, RAK Campus provides safe and reliable transportation services that comply with local laws and regulations. It outlines operational standards, promotes student safety, and ensures transparency and accountability in all transportation activities.

13.18 Student Enrollment & Admission Policy

This policy establishes the framework for the enrollment and admission process at SBS Swiss Business School, RAK Campus, ensuring compliance with main campus admission requirements. It aims to maintain transparency, fairness, and academic integrity while aligning with the admission requirements of the main campus.

The purpose of this policy is to:

- Ensure adherence to the main campus's admission guidelines for all academic programs.
- Maintain high academic standards, including compliance with program-specific entry requirements.
- Provide a transparent and equitable admissions process.
- Ensure compliance with RAK DOK regulations and SBS Swiss Business School's quality assurance standards.

13.19 Use of Official Photograph & Flag Policy

SBS Swiss Business School, RAK Campus, is committed to maintaining the highest standards of respect and compliance regarding the display and usage of national symbols within the RAK Campus. This policy ensures that the UAE flag and official portraits of the UAE leadership are presented in a dignified and consistent manner, in accordance with the cultural and regulatory frameworks established by the UAE Government and RAK - Department of Knowledge (DOK).

The primary objectives of this policy are to:

- Guarantee the respectful and appropriate display of the UAE flag and official portraits within SBS Swiss Business School, RAK Campus.
- Establish clear standards and procedures for positioning, maintenance, and representation of national symbols.
- Promote awareness among students, faculty, and staff regarding the significance of national symbols and their correct usage.

13.20 Students Wellbeing Policy

SBS Swiss Business School, RAK Campus, is committed to providing a safe, supportive, and enriching environment for all students. This policy ensures that student wellbeing is a top priority and aligns with the regulatory requirements set by the Main Campus. It provides a structured framework to maintain high-quality education while promoting mental, physical, and social wellbeing within the academic community.

The primary goal of this policy is to enhance student wellbeing by:

- Establishing a wellbeing Strategy that aligns with Main Campus and RAK DOK guidelines.
- Raising awareness about mental and physical health initiatives within the campus community through regular interactive sessions.
- Creating a culture of care and support to promote academic success and personal development.

14. Sustainability

SBS Swiss Business School, RAK Campus has subscribed to the 17 Sustainable Development Goals (SDG), issued by the United Nations. We consider all of them equally important. As a student, you will play a sustainable game during your studies, to increase your awareness and develop a critical mind about the further development of planet earth. We also attach immediate importance to the following aspects:

- We recycle PET bottles, there are separate garbage boxes for that on campus.
- We separate paper and garbage in the classroom and offices
- We try to limit the use of plastics as much as possible
- We do not like food waste. All necessary measures should be taken to avoid waste of food.
- We value health and safety. We have a non-smoking policy inside the SBS Swiss Business School, RAK Campus. Smoking can be done outside. Please drop your ashes in the ashtrays and not on the ground.

More details can be found in the SBS Swiss Business School, RAK Campus Sustainability Handbook. Ask your Program Manager for the details.

15. Quality assurance and enhancement

SBS Swiss Business School, RAK Campus is committed to ensuring excellence in its educational programs. The aim is that these programs should attain excellent standards in research-lead education linking applied research and education in creative ways To ensure that this commitment is met, SBS Swiss Business School, RAK Campus has established a strategic academic governance framework (since July 2018) for managing quality and standards. Each educational program has direct and indirect quality assurance measurements. They are collected during the program and reviewed on a yearly basis by the program manager (yearly program review) and the Faculty Academic Board (FAB). Based upon the data collection, measures are taken to enhance the outcomes and improve the results.

For the MSc Program apply the following summarized policies:

Criteria	Academic Standards	Quality assurance	Quality Enhancement
Academic governance framework	X		

Program standards	X	X	X
Annual program review and action planning	X	X	X
External examiners	X	X	X
Student participation in quality management		X	X
Faculty involvement in quality management			X

If you desire more information, contact the Program Manager for your Quality Assurance and Enhancement Program Handbook.

15.1. Quality assurance policy

SBS Swiss Business School, RAK Campus is committed to upholding the highest standards of academic excellence and operational efficiency. This Quality Assurance (QA) Policy provides a structured framework for ensuring quality across all academic and administrative functions in alignment with the main campus standards.

This policy is designed to establish a comprehensive quality assurance framework that ensures the continuous excellence of both academic programs and administrative services. It aims to align with accreditation standards, promoting consistent and rigorous quality assessments. The policy also strives to enhance student learning experiences by implementing systematic mechanisms for quality evaluation, while fostering a culture of continuous improvement and innovation in teaching and institutional operations.

