**Success Point College – University of Hertfordshire**

**Student Handbook (Franchise Mode)**

Undergraduate Programmes

**Academic Year 2024 - 2025**

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# SPC – UH Student Handbook

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### Welcome to your programme and our student community!

The programme is delivered here at Success Point College (SPC) in partnership with the University of Hertfordshire. We hope you will enjoy your studies and time as a student and advise that you use the resources and opportunities offered to get the best from this experience.

Your on-campus programme team are happy to see you to help you with any issues relating to your academic progress. They are available to provide support and encouragement so that you can make the most of your time here.

There are lots of opportunities available and we pride ourselves on the level of support we offer to students. Do take time to read this Handbook carefully to familiarise yourself with the key points.

*Dr Dipti Srivastava - Head of Academics, Success Point College &*

*Dr Priyanka Roy – Collaborative Partnership Leader, University of Hertfordshire*

On behalf of the SPC and UH Programme Management Team

## 1. SPC Values and UH Graduate Attributes

**SPC Core Values:** Integrity, Honesty, Compassion, Commitment to Development

**SPC Vision:** Foster the professional development of our students by offering innovative and future-relevant qualifications.

**SPC Mission:** Unleash the inherent potential within individuals through education and enable each person to cultivate expertise in their chosen field. By doing so, we aim to empower individuals to become responsible citizens with a strong sense of self-esteem.

As a student of the University of Hertfordshire, you must always act with integrity in approaching your studies, and as you go through the Herts Experience, we also expect you to conduct yourself in line with our University values:

| Friendly | being open approachable, respectful, and inclusive in the same way that members of staff do as part of the wider community |
| --- | --- |
| Ambitious | bringing space, energy and ideas, striving to improve yourself and the university |
| Collegiate | supporting and empowering others, and collaborating to achieve the best outcome |
| Enterprising | being resourceful, taking ownership, and making things happen |

| | |
|---|---|
| | being responsive to the needs of other students, from wellbeing to academic, social to professional, and working ethically in partnership with them |

The University of Hertfordshire Graduate Attributes are the skills and qualities students should develop during their programme and throughout their student life. As a Herts graduate, you will be:

- Professionally focused
- Globally minded
- Sustainability driven
- Digitally capable and confident
- Inclusive and collaborative
- Evidence-based and ethical

## 2. Introduction to SPC and your Programme

### 2.1 Key Contacts

The UH Programmes are managed by the Head of Academics and supported by the Programme Leaders. Your programme team and their contact details are listed below. You will deal mainly with your Programme Leader and other staff at Success Point College and these should always be your first port of call. Information on how and when you can contact your local staff will be provided. In general, you will have access to academic information via the programme page on StudyNet / Canvas.

Your programme leader should be the first point of contact for issues relating to your programme of study and progression through that programme. The programme leader is responsible for the day-to-day support and coordination of students on the programme and is supported from the University of Hertfordshire by the Collaborative Partnership Leader. They are there to ensure that students are supported, both academically and pastorally in their studies on the programme. This includes keeping regular contact with the students to ensure they are not experiencing any particular problems. Your programme leader will aim to ensure that student problems are resolved quickly and effectively, signposting to other support mechanisms where appropriate; giving feedback to students and ensuring that this is recorded to create an audit trail in case of query.

Students are required to inform their programme leader of any changes to their circumstances that may impact their studies.

| Location | Block-E, Sharjah Book Authority Building, Sharjah UAE. |
|---|---|

| SPC & UH Websites | https://www.successpoint.ae/ |
|---|---|
| | https://www.studynet.herts.ac.uk/studynet |

Please see below key academic contacts at SPC:

| Job Title | Name & Contact |
|---|---|
| Head of Academics | Dr Dipti Srivastava |
| **Programme** | **Programme Leader & Contact details** |
| BA (Hons) Accounting and Finance | Mr. Shine Kanakadas faculty.shine@successpoint.ae |
| BA (Hons) Advertising and Digital Marketing | Dr Munila Naqvi faculty.munila@successpoint.ae |
| BA (Hons) Business Management | Mr M Nasim faculty.nasim@successpoint.ae |
| BA (Hons) Business Management (top-up) | Mr M Nasim faculty.nasim@successpoint.ae |
| BA (Hons) Event Management and Tourism | Dr Rita Rathore faculty.rita@successpoint.ae |
| BA (Hons) International Business | Dr Dipti Srivastava academics@successpoint.ae |
| BA (Hons) International Business (top-up) | Dr Dipti Srivastava academics@successpoint.ae |

You may also want to contact the University (but check first with your Programme Leader who may be able to solve your problem) and to do so please email the appropriate key person listed below. Key people for UH Programmes at SPC, based at the UH:

**Dr Priyanka Roy**, Collaborative Partnership Leader - p.roy2@herts.ac.uk

The Collaborative Partnership Leader is the academic link between the University and SPC.

**Other Important Contacts:**

| Chief Academic Officer | Dr. Ali Kamran | ali@successpoint.ae |
|---|---|---|
| Academics, Pastoral Support, Career Guidance & Counseling | Dr. Dipti Srivastava | academics@successpoint.ae |
| Assistant Academic Head | Mr. Shine Kanakadas | faculty.shine@successpoint.ae |
| Visa Related Issues | Mr. Dileep | dileep@successpoint.ae |
| Department of Registry | Ms. H. Hanan | registrar@successpoint.ae |

| Resources | Mrs. Raji Dhar | admin@successpoint.ae |
|-----------|----------------|------------------------|
| Transportation | Mr. Haris | haris@successpoint.ae |
| First Aid | Dr. Shabana | faculty.shabana@successpoint.ae |
| Finance related | Mr. Abu Thahir | finance@successpoint.ae |

## 2.2 Emergency Procedures

**Fire:** Evacuate the building using the nearest exit and proceed to the designated assembly area. In case of fire please call **997,** the fire emergency number**.**

**Medical Emergency:** Call **998** in case of a medical emergency.

**Natural Disasters:** Follow instructions from campus authorities and seek shelter as directed.

Familiarize yourself with the emergency procedures and participate in safety drills conducted throughout the year. Please read the Health and Safety Policies on the Programme Page.

## 2.3 Student Identification (ID) Card

Every student is issued a Student ID Card upon enrollment. This card is your key to accessing campus facilities. The ID card is your official identification on campus. Please carry it with you at all times and be prepared to show it when requested. The ID card is issued by the Department of Registry, and it is mostly distributed by the Programme Leaders of the respective programmes.

**Lost or Stolen ID Cards:** If your ID card is lost or stolen, please report it immediately to the Student Services Office. A replacement card can be issued for a nominal fee of AED 50.

**ID Card Policy:** ID cards are non-transferable. Sharing or misuse of ID cards is a violation of campus policies and can result in disciplinary action. Your ID card should always be accompanied by a government-issued photo ID when accessing campus services or for identification purposes.

**Entry and Exit Points:** Students are required to use Entry and Exit Point #3, located at the Sharjah Publishing City FZ entrance for all access to and from the campus. This entrance has been designated specifically for students.

## 2.4 Induction and Late Enrolment

On-campus induction will typically occur during the first week preceding the commencement of teaching. Attendance at the induction is mandatory for all students, as it is essential for familiarizing them with college policies and procedures. Late enrolment may be permitted up to two weeks after the start of teaching. Students who enrol late and miss all or part of the on-campus induction will be provided with additional sessions or copies of all relevant information separately

## 3. Learning and Teaching at SPC

The learning and teaching principles designed to achieve the Programme's learning outcomes include classroom-based instruction. This typically involves two hours of contact per module per week over 11 teaching weeks per semester. Contact hours may consist of a traditional one-hour lecture followed by a one-hour tutorial, or a two-hour lectorial (combination of lecture and tutorial). Additional contact hours include exam revision workshops and two-hour office-based support sessions provided by module leaders.

To foster active learning, workshops and tutorials employ a variety of strategies, including debates, case study discussions, role-playing, and problem-solving tasks. At Success Point College, we integrate conventional teaching and lecturing methods with modern strategies such as peer teaching, flipped classrooms, collaborative learning, and differentiated instruction

### 3.1 Learning Management System: Canvas

As a University of Hertfordshire student, you will have access to the University's learning management system, Studynet/Canvas. Upon receipt of your completed University of Hertfordshire enrolment card, you will receive an email containing your login credentials for Studynet. New students are required to complete the enrolment card to facilitate this process. Once you register, you will receive an email with your username and password.

Username: xxxxxx@herts.ac.uk

Password: The initial password is emailed to your personal account. You will be able to change your password.

Additionally, you will be granted access to the University of Hertfordshire's online library e-resources via Studynet. The school will provide you with your University of Hertfordshire username and password, enabling you to access these online resources.

UH e-Library: https://www.studynet.herts.ac.uk/studynet/Library

Ask Herts website includes answers to common student questions about all aspects of the University of Hertfordshire life. Please consult with your Programme Leader if you do not find the answer to your questions.

Link to Ask Herts website: https://ask.herts.ac.uk/

### 3.2 Attendance and Engagement

Success Point College acknowledges the critical importance of consistent attendance and expects all students to fully attend all scheduled sessions possible. However, a minimum attendance rate of 80% is mandatory to be eligible to sit for examinations or undertake assessments. Attendance and engagement encompass both online participation (typically via Studynet/Canvas) and physical attendance at any scheduled study centre sessions. Attendance for all timetabled sessions will be systematically recorded and monitored.

Attendance and online engagement records are maintained to monitor for the following reasons:

- To aid student retention and progression through the early identification of students at risk and allow timely academic and personal support interventions.
- To enable notifications of withdrawals/suspensions to be made on time ensuring all stakeholders are informed promptly.
- To meet any requirement to report absences to employers or other sponsors where they are funding/co-funding course fees.
- To comply with visa authorization and undertake any necessary reporting to local immigration authorities (where applicable) is essential to support the student's progress

Please refer to the Attendance Policy to comply with regulations.

### 3.3 Lateness
Students are expected to be punctual for all classes. A student will be recorded as late if they arrive 15 minutes after the scheduled start time. Should a student arrive more than 15 minutes late, they will not be permitted to join the class at that time. To minimize disruption to the rest of the group, students may join the class after the next break. If a student fails to join the class after the break, they will be marked as absent for that session.

### 3.4 Absence
Success Point College understands that, at times, absence will be necessary due to exceptional circumstances, for example, illness or personal commitments. In case of a planned absence, students should email their lecturer about the day/event they will be absent. For the first 7 days of your absence, we operate a self-certification process. If you are unable to attend an examination or submit an assessment during this period, you will need to apply for exceptional circumstances (a detailed description of the process is provided on the programme page) and provide evidence such as a doctor's note as per the policy, which can be found on the programme page. Any absence over 7 days would also require evidence. If you receive staged warnings regarding your attendance record, we may require you to provide evidence for all absences. Extensive or persistent absence affects a student's ability to continue studying and may result in withdrawal from the Programme and notification to external authorities.

### 3.5 Break in Learning
If a student's ability to study or undertake assessments is compromised, the Exceptional Circumstances Policy or Break in Learning process may be applicable. In cases of long-term illness, the Break in Learning process may also be relevant. Success Point College (SPC) can initiate a Break in Learning if necessary. For further details, students should consult their Student Support Officer. For international students, a Break in Learning is contingent upon visa extensions being granted by local immigration authorities.

### 3.6 Re-registration and Withdrawal
Failure to meet the minimum attendance requirements may result in withdrawal from the programme, by the procedure outlined in the Withdrawal Policy, which you can find on your programme page. SPC mandates that all students re-enrol at the start of each academic year. Failure to complete the required re-enrolment process on Studynet/Canvas when prompted will result in the inability to attend classes or access study materials on Studynet/Canvas. Consequently, you will not be registered as an active student and will be unable to continue your programme. Should you decide to take a break from learning or

withdraw from your programme, you must contact your Student Support Coordinator to facilitate this process.

## 4. Programme Structure and Delivery

The University of Hertfordshire programmes at SPC are delivered in two semesters, Semester A and Semester B. There is one intake only for the undergraduate programmes listed above. Please refer to the programme specification, available in the programme site, for detailed information of which modules are running which semester.

Please see below the academic calendar for all the undergraduate programmes for 2024/25, Semester A and Semester B.

| SEMESTER A 2024-2025 | | | | |
|---|---|---|---|---|
| **Months** | **Week** | **Semester** | **Academic Activity** | **Teaching Week** |
| **November** | 11th Nov | | Orientation /Induction | |
| | 18th Nov | A | Learning Week | T-1 |
| | 25th Nov | A | Learning Week | T-2 |
| **December** | 2nd Dec | A | Learning Week | T-3 |
| | 9thDec | A | Learning Week | T-4 |
| | 16th Dec | A | Reading Week | |
| | 23rd Dec | A | Winter vacation | |
| | 30th Dec | A | Winter Vacation | |
| **January** | 6th Jan | A | Learning Week | T-5 |
| | 13th Jan | A | Learning Week | T-6 |
| | 20th Jan | A | Learning Week | T-7 |
| | 27th Jan | A | Learning Week | T-8 |
| **February** | 3rd Feb | A | Learning Week | T-9 |
| | 10th Feb | A | Learning Week | T-10 |
| | 17th Feb | A | Sports Week | |
| | 24th Feb | A | Learning Week | T-11 |
| **March** | 3rd Mar | A | Revision Week | |
| | 10th Mar | A | Exam | |
| | 17th Mar | A | Exam | |

| SEMESTER B 2024-2025 | | | | |
|---|---|---|---|---|
| **Months** | **Week** | **Semester** | **Academic Activity** | **Teaching Week** |
| **March** | 24th March | | Induction | |
| | 31st March | B | Learning Week | T-1 |
| **April** | 7th April | B | Learning Week | T-2 |
| | 14th April | B | Reading Week | |
| | 21st April | B | Holidays | |
| | 28th April | B | Industrial Visit / Guest Lectures | |
| **May** | 5th May | B | Learning Week | T-3 |

| | 12th May | B | Arts and Management Fest | |
|---|---|---|---|---|
| | 19th May | B | Learning Week | T-4 |
| | 26th May | B | Learning Week | T-5 |
| June | 2nd June | B | Learning Week | T-6 |
| | 9th June | B | Learning Week | T-7 |
| | 16thJune | B | Learning Week | T-8 |
| | 23rd June | B | Learning Week | T-9 |
| | 30th June | B | Learning Week | T-10 |
| July | 6th July | B | Learning Week | T-11 |
| | 13th July | B | Revision | |
| | 20th July | B | Exam | |
| | 27th July | B | Exam | |
| Aug | 4th Aug | | Resit (First Semester) | |

## 4.1 Programme Curriculum

The UH programmes have been designed based on the QAA benchmark statements for the respective subject, the Frameworks for Higher Education Qualifications for UK Degree-Awarding Bodies (2024) and, the SEEC Credit Level Descriptors for Further and Higher Education have been used as the guiding framework for the curriculum design.

A programme specification is available for every programme and is available in the programme site. It provides a concise summary of the main features of the programmes and the intended learning outcomes that a typical student might reasonably be expected to achieve and demonstrate if they take full advantage of the learning opportunities provided.

More detailed information on the teaching, learning, and assessment methods, learning outcomes, and content of each module can be found in the Definitive Module Documents (DMDs). Key information from the DMDs will be given to you on the Canvas site at the start of each module by your lecturer

Please contact your Programme Leader if you need additional information related to the programme or your study plan.

## 4.2 Referencing System

Hertfordshire Business School uses Cite Them Right guide to Harvard referencing. Please click on the 'Harvard' link for additional information or go to Ask Herts, Referencing.

## 4.3 Ethics Approval

Any research undertaken by the University of Hertfordshire staff or students must have ethics approval if human participants are involved in the study. This means that if you intend to gather information from humans, you must seek ethics approval for your study before you start to collect data and recruit your participant

You do not need UH ethics approval if your research is limited to using published secondary sources but should speak to your Programme Leader as you may have to make a declaration of secondary research.

## 4.4 Coursework Submission and Examinations

Students are required to complete assessments by the specified submission dates. Assessment details are provided at the beginning of each module. Your assessment brief will include instructions on how to submit your assignment. It will also include guidelines to assist you in your understanding of the exact requirements of the assessment. All assessments must be submitted electronically via the University's StudyNet/Canvas platform. Examinations are conducted on the College Campus under the supervision of a highly qualified Exam Controller. If you experience difficulties uploading your work to StudyNet, you should contact the Student Support Team immediately.

## 4.5 Student Feedback & Assessment Grades

The provisional results and student feedback will be provided no later than 15 calendar days after the submission deadline. You should go through the feedback provided to you on your work and speak to your Module Leader if there is anything you don't understand. Students who are re-sitting an examination are entitled to get guidance on the strengths and weaknesses of their examination performance.

Confirmation of grades is subject to the University of Hertfordshire Examination Board review.

## 4.6 Assessment

Assessments are a fundamental aspect of your academic journey, serving as a measure of your comprehension, skills, and progress within your courses. This section outlines the various assessment methods (coursework, examination and practical components), grading policies, and essential procedures to assist you in navigating your academic evaluations proficiently. For detailed information, please refer to your programme's Canvas page.

### 4.6.1 Assessment Method and Feedback

The assessment methods for each module may vary. For information on assessment methods, please refer to the Definitive Module Document (DMD) available on Studynet/Canvas and the assessment section on your module Canvas site. All assessments must be submitted online, except where formal examinations are required. Coursework assessments may include the following activities: reports, essays, posters, videos, debates, blogs, reflections, portfolios, tests, and presentations.

### 4.6.1 Formative and Summative Assessment

SPC employs both formative and summative assessments. Formative assessments, such as quizzes, homework assignments, in-class activities, and drafts of written work, are conducted to monitor learning progress and provide ongoing feedback. Formative assessments are not graded. Conversely, summative assessments, including final exams, major projects, term papers, and presentations, are utilized to evaluate cumulative knowledge and skills at the conclusion of a unit or course.

## 4.7 Progression Rules and Regulations

Progression to Level 5 requires the successful completion of a minimum of 120 credits at Level 4. To be awarded an Honours Degree, students must accumulate 360 credit points, with at least 240 credit points at Level 5 or above, including a minimum of 120 credit points at Level 6. Students are expected to consult with their Programme Leader should they fail any modules.

The University have the discretion to apply further restrictions provided the regulations (R) detailed for 'minimum expected Levels of achievement' are met. The following policies (P) have been developed to reflect UH standards for progression and awards.

The UH progression rules are summarized in the table below.

| Criteria | Progression Decision |
|---|---|
| Achieved 120 credits | Progress to next level. |
| Achieved 105 credits | Progress to the next level and refer or re-enroll for the outstanding 15 credits. |
| Achieved 90 credits | Progress to the next level and refer or re-enroll for the outstanding 30 credits. |
| Achieved 75 credits | Continue at the same level; cannot progress to the next level. Repeat year and/or semester(s). Refer or re-enroll for the outstanding 45 credits. |
| Achieved 60 credits | Continue at the same level; cannot progress to the next level. Repeat year and/or semester(s). Refer or re-enroll for the outstanding 60 credits |
| Achieved 45 credits | Continue at the same level; cannot progress to the next level. Repeat the year and register full-time. Refer or re-enroll for the outstanding 75 credits. |
| Achieved 30 credits | Continue at same level; cannot progress to the next level. Repeat the year and register full-time. Refer or re-enroll for the outstanding 90 credits. |
| Achieved 15 credits | Continue at the same level; cannot progress to the next level. Repeat the year and register full-time. Refer or re-enroll for the outstanding 105 credits. |
| Achieved 0 credits | Exit programme / Academic dismissal. |
| Obtained 45 credits of FNFA | Exit programme / Academic dismissal. |
| Credits / Year | Typically, students enroll for 120 UH credits a year and, with the approval of the Board of Examiners (Programme Board), may take up to a maximum of 150 credits per year |
| Maximum carry forward | Students who fail more than 30 credits in either Level 4 or/and Level 5 may not progress to Level 6. |

***Notes:*** *A failed year is when a student achieved 75 credits or less in one academic year*

## 4.8 Assessment Grading Descriptors

A student's performance in an individual module will be reported to Boards of Examiners using the following grades for reporting/recording achievement, along with associated status codes for reporting additional information.

| Interpretation of Grade (Undergraduate Programmes) | | | |
|---|---|---|---|
| **Grades Awarded** | **Grade Descriptor** | **Equivalent Classification Descriptor** | **Grades vs Meeting LOs** |
| 90-100* | Outstanding | 1st Class Honours/ Distinction | Exceeded LOs (showed higher order skills not expected at this level) |
| 80-89 | Excellent | | |
| 70-79 | Very Good | | |
| 60-69 | Good | Upper 2nd Class Honours/Commendation | Met and exceeded LOs |
| 50-59 | Clear Pass | Lower 2nd Class Honours/Pass | Clearly met LOs |
| 40-49 | Marginal Pass | 3rd Class Honours/Pass | Marginally met LOs |
| 30-39 | Marginal Fail | Not applicable | Did not meet Learning Outcomes |
| 20-29 | Clear Fail | | |
| 0-19 | Little or nothing of merit | | |

## 4.9 Module Status Codes (Meaning of Grades)

Students' UH transcripts will contain the marks achieved for each module, plus the associated status codes. The following status codes will be reported by Module Boards to describe a student's status on a module

| Status Code | Description |
|---|---|
| P | Passed |
| P(REF) | *A* module or short course passed at referral. The numeric grade for the module is *limited through elements failed and re-attempted being* capped to the minimum pass grade. |
| P(REN) | *A* module or short course passed at re-enrolment, or where an alternative module to a failed module has been passed. |
| COMP | Compensated pass. Failed module or short course which has been compensated by the Programme Board |

| FREFE | Fail, referred in examination. The student has failed to meet the minimum pass criteria for the module. The Module Board will allow the student to be **referred** (that is, reassessed without re-enrolment) in the **examination** element of this module |
|---|---|
| FREFC | Fail, referred in coursework. The student has failed to meet the minimum pass criteria for the module. The Module Board will allow the student to be **referred** (that is, reassessed without re-enrolment) in the **coursework element** of this module |
| FREFB | Fail, referred in both coursework and examination. The student has failed to meet the minimum pass criteria for the module. The Module Board will allow the student to be **referred** (that is, reassessed without re-enrolment) in **both** elements of this module |
| FREN | Fail, re-enroll. The student has failed to meet the minimum pass criteria for the module and the Module Board will permit **re-enrolment**, either with or without reassessment of elements of the module that have already been assessed and passed. Re-enrolment is not available at any stage on repeating a module which has been passed, unless there are agreed extenuating circumstances. |
| FNFA | Fail, no further attempts. The student has failed to meet the minimum pass criteria for the module and may not seek further re-enrolment or reassessment. Module Boards should exercise caution in applying this status code. It should normally be awarded only where a student has previously been referred and reassessed on the same module. |
| DEFE | Deferred in examination. The Module Board will allow the student to undertake a deferred examination because of proven extenuating circumstances. |
| DEFC | Deferred in coursework. The Module Board will allow the student to undertake deferred coursework because of proven extenuating circumstances. |
| DEFB | Deferred in both coursework and examination. The Module Board will allow the student to undertake deferred assessments because of proven extenuating circumstances. |

## 4.10 Academic Integrity and Misconduct

You must ensure that you carefully read the information on academic misconduct provided on the induction module on canvas before commencing your first semester. You must reference all academic writing. The University of Hertfordshire uses Harvard System for referencing and students are expected to adhere to it. All your submissions should be well formatted and proofread.

Regular sessions are provided by the Academic Skills team to guide students on academic integrity. These sessions inform students about the repercussions of academic misconduct and offer guidance on how to adhere to the principles of academic integrity in their work. On-site support for study skills and referencing will be available to assist you throughout your academic journey.

The Academic Misconduct policy is available on the programme page.

All assessments submitted for summative assessment will be scanned through the advanced plagiarism check software [Turnitin | Ask Herts | University of Hertfordshire](#).

## 4.11 Exceptional Circumstances

Exceptional circumstances are genuine circumstances beyond your control or ability to foresee, and which impair your assessed work. If your circumstances are such that an extension of up to ten days would not be sufficient or if you feel that, despite being granted an extension, your performance in an assessment will be seriously impaired, you may formally submit an Exceptional Circumstances application. You can get the detailed process on your programme page.

If accepted, you will be granted a deferral which means you will be given permission to postpone submission of your assessment and undertake a new piece of work at the next available submission period.

Requests for exceptional circumstances must be accompanied by supporting evidence, normally from an independent third party. You are advised to keep a copy of any evidence you submit. We realise that in some cases, it may be difficult to do this. However, lack of third-party evidence will mean that your request is unlikely to be granted. Medical evidence must bear the GP's practice stamp, and/or be on appropriate letter-headed paper. acceptable non-medical circumstances may include: a death certificate/a letter from a counsellor who you have been seeing/a letter from your employer verifying the extenuating circumstances.

## 4.12 Reassessment Opportunities

Deferral, Referral and Re-enrolment are alternative assessments or reassessment opportunities. For further information, please see the University of Hertfordshire, Policy UPR AS14 Section D5 (see section 12 for the link to the UH policies).

A candidate for reassessment (referral, deferral or re-enrollment) may not demand assessment in elements which are no longer current in the programme. It is the student's responsibility to check whether the syllabus or format of the reassessment is different from the original assessment. The Module Board may, at its discretion, make such special arrangements as it deems appropriate in cases where it is not practicable for students to be reassessed in the same elements and by the same methods as at the first attempt.

### 4.12.1 Deferred Assessment

NOTE: Grades DEFC, DEFE and DEFB will be used by Module Boards to indicate the recommended type of deferral.

Deferred assessments would normally be undertaken at the same time as referred assessments and be considered at the following Module Board. Should such deferrals be failed, and the candidate be offered referral or further deferral, these will be undertaken at the module's next regular assessment period.

If you have not attempted one or more assessments due to proven Exceptional Circumstances, please contact your Student Support Officer (SSO) at support@successpoint.ae, and copy your Programme Leader as well.

### 4.12.2 Referral

Referral is defined as a reassessment opportunity for students who have been unsuccessful at their first attempt. Students are not required to re-enroll for the module or short course but

will be reassessed, either within the University's normally referred assessment period or the module's next regular assessment period, whichever is the sooner.

Module Boards have the authority and discretion to allow a student the opportunity to be referred (indicated by the award of a FREFE/FREFC/FREFB status code) in an examination and/or coursework assessment.

A candidate has to attempt any referral in a module at the next available assessment period. However, the Module Board will normally offer a candidate with proven Serious Adverse Circumstances the opportunity to defer any chosen referred assessments.

Students who are successful in referred assessments shall be awarded a P(REF) status code for the module. The numeric grade for the module will be limited by any assessment elements which have been failed and then passed at referral being capped to the minimum pass grade.

### 4.12.2 Re-enrolment

Re-enrolment is defined as the opportunity for a student to repeat a module(s) which he or she has previously failed at first attempt and possibly at referral and is indicated by the award of a FREN status code. In offering re-enrolment, the

Module Board considers that the student requires substantial further study in the module and that it is normal for that student to repeat all assessment elements, irrespective of his or her overall performance.

Students who have achieved a pass grade in any module or short course shall be credited accordingly. They may not elect to repeat the module or short course in an attempt to improve the grading, nor may they be required to repeat the module or short course in order to qualify for an award.

Students who have achieved a pass grade in any module or short course on re-enrollment *shall* be credited accordingly, *and awarded a P(REN) status code for the module.* They may not elect to repeat the module in an attempt to improve the grading, nor may they be required to repeat the module in order to qualify for an award.

Following re-enrolment on any module or short course, whether or not the student has attended, the grades awarded *shall* be those achieved in the assessment.

Whether students are eligible for re-enrolment on the module concerned (indicated by the award of a FREN/FRENC/FRENE status code) or not (indicated by the award of a FNFA status code), they may elect to study an alternative module, only if available on the validated programme of study and at the discretion of the Programme Board. Attendance *shall* be required, and the grades awarded *shall* be those achieved in the assessment. Further re-enrolment on the replacement module is not allowed.

### 4.13 Appeals

### 4.13.1 Appeals for Academic Matters

The Academic Appeals Policy allows a student or staff member to raise a query concerning a recommendation or decision against:

- The mark or grade for an individual item of coursework
- The result of an individual module
- Completion of a stage of a programme and progression to the next
- Entitlement to an award
- The class or grade of an award

For further information on permitted grounds for a request for a review of an assessment decision and the process, please see your programme page, SPC Academic Appeal Policy.

### 4.13.2 Appeals for Non-Academic Matters

1. Submit the intention to appeal in writing to the Academic Head at academics@successpoint.ae stating clearly the reasons for the appeal and include evidence if available. Where you refer to supporting evidence, please number those documents.

2. The chairperson or nominee of the SPC Non-Academic Appeal Committee will review the appeal and may request further information or clarification.

3. The appeal decision will be informed to the student in writing, normally within two weeks of the appeal submission.

## 4.14 Withdrawal (Dismissal): University and/or College Initiated

There are instances where SPC or UH may initiate a student withdrawal due to academic and non- academic reasons. *(For further information, please see your programme page).*

### 4.14.1 Academic Withdrawal (Dismissal)

An academic withdrawal (dismissal) may occur when a student fails to meet with the University's academic policies and regulations. The following are possible situations where a student may be dismissed on academic grounds:

Obtained 45 credits of FNFA in the programme

Obtained FNFA in a named pre-requisite.

Obtained FNFA in a program-specific (module) requirement. E.g. for accounting and finance programs, a pass in Accounting Principles is a program-specific requirement.

Failed 45 credits or more in an academic year for the second time, i.e. a second failed year.

Obtained zero (0) credits for 3 consecutive academic semesters at SPC.

Academic dishonesty and/or misconduct.

Exceeded the maximum allowed duration of study; the typical maximum years allowed to complete a bachelor's degree is five (5) years.

Did not re-enroll within the stipulated time. E.g. returning and/or continuing students and students who had applied for deferment.

Poor attendance without valid reasons. International students who fail to comply with the attendance requirements for visa renewal

***Disclaimer: Note that the list above is not exhaustive.***

## 6.14.2 Non-Academic Withdrawal (Dismissal)

A non-academic dismissal may occur when a student fails to comply with SPC college rules and regulations. The following are possible situation where a student may be dismissed on non-academic grounds:

1.      Falsifying qualifications or information to gain entry in the programme and campus

2.      Involved in criminal activities on and/or off campus

3.      Involved in a physical dispute with anyone on campus

4.      Vandalism or any action that causes monetary loss to SPC, and

5.      Any other disciplinary issues.


***Disclaimer: Note that the list above is not exhaustive.***

### 4.18 Examination Regulations

The SPC Examination Office administers the examination processes. Their responsibilities include coordinating the UH's moderation and assessment procedures. The complete list of their services can be found in the SPC Student Handbook.

The Examination Regulations are also in the Handbook, and students are strongly advised to read and understand the conduct expected before and during examinations.


## 5. Student voice

### 5.1 Student Support Service

Success Point College is committed to providing a comfortable and conducive learning environment. We offer adequate care, proper guidance, timely support and effective interventions for any of the challenges which students may face. Students are encouraged to seek help for their emotional, social and academic matters. To facilitate this, we have a very strong team for student support.

The Student Support Coordinator is the primary contact for any kind of assistance for the students. The Student Support Coordinator liaises with other staff members to solve or mitigate any issues a student faces during her/his studies in Success Point College.

### 5.1.1 Student Support Team

| Academics, Pastoral support, Career Guidance & Counseling | Dr. Dipti Srivastava | academics@successpoint.ae |
|---|---|---|
| Student Support Coordinator | Mrs. Lifa Prathapan | support@successpoint.ae |
| Controller of Examination | Mr. Shine Kanakadas | faculty.shine@successpoint.ae |
| Department of Registry | Ms. Hanan | registrar@successpoint.ae |
| Library and other resources | Mrs. Hiba | admin@successpoint.ae |

| Academic Skills | Dr. Rita Singh Rathore | faculty.rita@successpoint.ae |
| Event Coordinator | Ms. Nadhiya Latheef | faculty.nadhiya@sucesspoint.ae |
| Counselling | Dr. Radhika Taroor | faculty.radhika@successpoint.ae |
| Placement and Student Engagement | Ms. Arusa Jeelani | placementss@successpoint.ae |
| Finance related | Mr. Abu Thahir | finance@successpoint.ae |

### 5.1.2 Role of Student Support Officers

Student Support Team is here to assist you with any challenges you may face during your academic journey. They are trained professionals who can provide guidance, advice, and support in resolving various issues, including academic concerns, interpersonal conflicts, and more.

Students can request support formally and informally by contacting the respective staff of the support team or through the Student Support Coordinator.

Students can seek support for the following issues:

- Pastoral Support: Issues related to Social/emotional/physiological well-being, career guidance etc.
- Arranging Academic Support: Arranging individual support sessions, Quiet study room, Study Skills sessions etc.
- Documentation: No Objection Certificates for Banks, Part-time jobs, Visas, other bona fide letters, results, transcripts and certificates.
- Resources: Study materials, issues related to online learning platforms, Campus facilities, College transportation etc.
- Arranging Counselling & career guidance.
- Financial matters

All requests for student support services received by other staff members are notified to the Student Support Coordinator within 12 hours. The Student Support Coordinator will respond to a student's query within 48 hours. However, the Student Support Coordinator shall respond as quickly as possible for matters that require urgent attention

Student Support Coordinator records all formal and informal requests and forwards them to the staff concerned. The Student Support Officer will ensure that the student's problem is solved by taking formal feedback from the student.

Students can contact SSO at Support@successpoint.ae during working hours, from 9:00 AM to 6:00 PM

### 5.1.3 Role of the Programme Leader

At Success Point, a Programme Leader is responsible for the day-to-day running of the Programme. The Programme Leader advises students on all matters related to their

academic progression through the course. They will also refer students to the many other central support services when necessary. See section 2.

## 5.2 Academic Skill Support

Our college is dedicated to providing students with the resources and support they need to succeed academically. This department provides various academic support services, including tutoring, writing assistance, workshops etc. SPC holds an Academic Skills Department which is headed by Dr. Rita Rathore. Student can directly book an appointment by writing to academicsupport@sucesspoint.ae

**Personal Tutoring Services:** The above department can also provide one-on-one and group tutoring for a wide range of subjects if a request is prompted by the student or the module tutors. Students can book an appointment through mailing respective Module leaders or mentioning to the module tutors regarding the same. The personal tutoring team provide individual support to the students by providing extra session and doubt clearance session with Personal tutor.

**Discussions with Academic and Personal Tutors:** SPC believes in a fair and transparent feedback and feed forward system. The feedback is collected through regular meetings with academic and personal tutors with the aim of gathering insights on potential areas of improvement in the support system. Suggestions from these discussions will lead to the implementation of additional support workshops and increased availability of personal tutors.

## 5.3 Student Feedback

Students are engaged through surveys and focus group discussions to obtain their feedback on existing support services and their expectations. Based on student feedback, several enhancements were made in the past, such as extending the operating hours of study skills workshops and improving the accessibility of support materials on Moodle.

Surveys are conducted at the end of each semester to collect valuable feedback from students. This process ensures that their insights are regularly and consistently gathered, allowing for ongoing improvements in the program. The feedback focuses on students' understanding of the concepts taught and the effectiveness of the modules delivered, helping to enhance the overall learning experience.

## 5.4 SSLC/ Programme Committee Meeting

The SPC Programme Committee is known as **SSLC** (Student Staff Liaising Committee). It gives a direct voice to the student through the student representatives. The committee meeting takes place twice a semester, one at the beginning and the other at the end. In this meeting, students can raise their issues and concerns related to module, **LRC** (Learning and Resource Centre), Digital Learning and other campus life issues.

## 5.5 Documenting Grievances

It's important to keep a record of your grievances and the steps you've taken to address them. This documentation can help track the progress of your concern and provide information if an appeal becomes necessary.

## 5.6 Authorised Access

Only designated staff members, including academic advisors and administrative personnel, can access records. These staff members are bound by confidentiality agreements to maintain the security of records.

## 5.7 Types of Student Records

There are 3 types of records maintained for the students. Please see below:

- Academic Records: Include course registrations, grades, transcripts, schedules, and academic progress.
- Financial Records: Encompass Tuition Payments, Financial Aid details, and Billing Statements.
- Personal Information: Consists of contact details, emergency information, and health records.

Success Point College is dedicated to safeguarding the privacy and confidentiality of student records, ensuring compliance with applicable laws and regulations.

Student records, encompassing academic, financial, and personal information, are considered confidential. Access to records is limited to authorised personnel who require information for their roles.

Student records are not disclosed to third parties without explicit written consent, except as legally required or permitted. As part of its policy on data protection, SPC follow United Arab Emirates laws of data protection. Please read UAE's Data Protection.

Robust security measures, including authentication and encryption, are employed to protect digital records. Physical records are stored securely and are accessible only to authorized personnel. Student records are retained as per legal requirements and institutional policies. Records no longer needed are disposed of securely to maintain privacy.

## 5.8 Refund Policy

We are committed to providing a fair and transparent refund policy that considers various situations. Our refund policy aims to balance students' needs with the institution's administrative and operational requirements. Please review the following guidelines regarding our refund policy based on different circumstances:

**Withdrawal before Semester Start:** If a student decides to withdraw from the institution before the start of the semester, a percentage of the tuition fees may be refunded, with the exact amount determined by the date of withdrawal. Nominal administrative fees or processing charges may apply.

**Withdrawal during the Semester:** If a student withdraws from the institution after the semester has begun, the refund eligibility may be determined by the percentage of the semester completed at the time of withdrawal. Refunds are usually calculated based on a sliding scale, with a decreasing refund percentage as the semester progresses. Similarly,

room and board refund eligibility may be determined by the percentage of the semester completed.

**Medical or Personal Circumstances:** In cases of medical emergencies or serious personal circumstances that prevent a student from continuing his/her studies, a refund can be considered upon submission of supporting documents.  A pro-rated refund may be offered based on the situation.

**Course Cancellation:** If a course or program is canceled by Success Point College due to low enrollment or unforeseen circumstances, a full refund of the tuition fees and other fees can be claimed by the student.
**Visa Denial:** If a student's visa application is denied, a refund of tuition fees may be provided upon presentation of the official visa denial documentation.

## 6. Complaints Procedure at SPC

SPC aims to ensure that students have a good educational and social experience, but it is always possible that unsatisfactory circumstances may occur.

We hope that you are enjoying your studies and that we never give you a reason to complain. However, if there is something that you are not happy with, please let us know so that we can try to put the matter right.

**Complaints related to academic matters which may have impacted academic performance**

- Students who have any complaints may write to the Programme Leader and the Academic Head and include the document(s) with the evidence where possible. You are advised to speak to the Programme Leader/the Academic Head before submitting the complaint.
- The Programme Leader/Academic Head will meet with you to seek clarification on the issue and initiate an investigation if there is a case.
- Once the investigation is completed, the Programme Leader/Academic Head will respond to the complaint in writing and if necessary, to meet with the student to explain the situation.
- The outcomes of the complaint which may have impacted academic performance will be reported at the UH Board of Examiners. If there is significant evidence that there is an impact to academic performance, the UH Board of Examiners will make the final decision on any action required.
- The SPC nominee of the UH Board of Examiners will contact the student with the decision of the Board.
- The student has a right to appeal the decision of the Board of Examiners. Please refer to section 6.17 for the procedures of appeal and visit the programme page, SPC Academic Appeal Policy.

**Complaints related to non-academic matters**

Complaints must be made either orally or in writing and lodged within 2 calendar months of the date of the date on which the incident occurred.

For non-academic informal complaints contact the Academic Head at academics@successpoint.ae

If you have made an informal complaint and have received a response but are dissatisfied with the outcome, you can raise a formal complaint.

For non-academic formal complaints, please write to the Academic Head at academics@successpoint.ae. Please give details of your Formal Complaint and the desired outcome. Where you refer to supporting evidence, please number those documents. You may continue on a separate sheet if necessary.

## 6.1 Complaints Procedures at the University of Hertfordshire

In addition to your rights of complaint to SPC, as a University of Hertfordshire student you have the right to complain to the University of Hertfordshire. In all cases, you are advised to contact the Collaborative Partnership Leader, who will be happy to advise you on the process. Please mark any e-mail 'Urgent – Student Complaint'. You may be directed to other support available to you during a Complaint.
*(For further information, please see University of Hertfordshire Student and Applicant Complaints UPR SA16. The link to the UH Policies is available in section 12.*

**Complaints related to academic matters which may have impacted academic performance**

- First you must go through the SPC complaints process which aligns with SPC's policies, regulations and procedures.
- Once SPC has made a final decision and that process is exhausted, you then have a right to review by the Vice-Chancellor of the University of Hertfordshire on the following grounds.
- Where you wish information not already brought forward at earlier stages – or new information which may be relevant to the case – to be considered.
- Where you believe that there has been a procedural irregularity or bias
- The University of Hertfordshire expects that students will bring forward all relevant evidence that is available at the time that the complaint is lodged.
- The decision of the Vice-Chancellor of the University of Hertfordshire is final and binding.

    **Non- Academic Complaints**
- First you must go through the SPC complaints process which aligns with SPC's policies, regulations, and procedures.
- The decision of SPC concerning non-academic complaints is final.

## 7. General Guidelines

Neat and Clean Appearance: Students should always present themselves neatly and cleanly. Clothes should be free of stains, wrinkles, and tears.

- Modesty: Clothing should be modest and not reveal undergarments or excessive skin. Avoid clothing with offensive graphics or slogans.
- Dress Code: At Success Point College, we believe that maintaining an appropriate dress code is essential to creating a professional and respectful learning environment. Dressing appropriately not only helps students focus on their studies but also prepares them for future professional endeavors. All students are expected to adhere to the following dress code guidelines:
- Footwear: Closed-toe shoes are required for safety reasons. Flip-flops and beachwear are not permitted.
- Headwear: Hats, caps, and hoods should not be worn inside campus buildings, including classrooms and offices, except for religious or medical reasons.
- Professional Dress: Certain events, such as interviews, presentations, and special occasions, may require professional attire. Students should be prepared to dress accordingly.
- Exceptions: Exceptions to the dress code may be made for medical or religious reasons. Students who require an exception should contact the Student Services Office for approval.
- Enforcement: Success Point staff and faculty are responsible for enforcing the dress code. Students who do not comply with the dress code may be asked to change or leave the premises.

## 8. Equality, Diversity and Inclusion

Our college is committed to creating an inclusive and equitable environment where all students, faculty, and staff feel valued and respected. We believe that diversity enriches our community and enhances the learning experience for everyone.

**Commitment to Equality:** We are dedicated to providing equal opportunities for all, regardless of race, ethnicity, gender, sexual orientation, religion, age, disability, or socioeconomic status. Discrimination or harassment of any kind is not tolerated and will be addressed promptly and effectively.

**Non-Discrimination Statement:** Our college does not discriminate on the basis of race, color, national origin, sex, disability, or age in its Programmes and activities. This includes admissions, employment, and access to college Programmes.

**Cultural Competency and Awareness:** We offer Programmes and workshops designed to enhance cultural competency and awareness among students and staff. These initiatives aim to foster an understanding and appreciation of diverse perspectives and experiences.

**Diverse Student Organisations:** Our campus hosts a variety of student organisations that celebrate and support different cultures, identities, and interests. Joining these groups is a great way to connect with others and promote a diverse and inclusive campus community. Our inclusive approach does not limit campus life. We also strive to incorporate diverse perspectives and materials into our curriculum. This approach helps ensure that all students see themselves represented and can engage with a wide range of viewpoints.

**Accessibility and Accommodations:** We are committed to providing accessible learning environments for all students. If you have a Locomotor disability or require specific support related to wheelchair-related parking, it will be provided on prior information.

**Reporting Discrimination or Harassment:** If you experience or witness discrimination or harassment, you are encouraged to report it to the appropriate campus authorities. Reports can be made to the Student Support Officer, campus security, or the Assistant Academic Head

**Community Engagement Events**: We host various events and workshops throughout the year focused on diversity, equity, and inclusion. These events provide opportunities to learn, engage, and contribute to a more inclusive campus. Our college celebrates cultural, seasonal, and traditional events through festivals, fairs, and special gatherings. Our popular festival celebrations are Onam, Diwali, Christmas, Halloween, Holi, and UAE National Days.

## 9. Clubs and Organisations

At SPC we believe in holistic development of a student, therefore, to nurture each type of talent, we have variety of students' clubs. These clubs are designed to provide suitable platforms where students can showcase their talent and emerge as leaders by forming strong teams. The club names are listed below

- **Happiness Club:** This represents student all-round interests, organizes events, and promotes student engagement in campus affairs such as students outing and campus activity.
- **Cultural Clubs:** Students can join clubs that celebrate different cultures, fostering cross-cultural understanding and appreciation.
- **Academic Clubs:** Subject-specific clubs allow students to deepen their knowledge in areas of interest and connect with like-minded peers.
- **Arts and Performance Groups:** From theater and music to dance and visual arts, these groups provide outlets for creative expression and collaboration.
- **Sports and Athletics:** Our College offers a variety of sports teams for both competitive and recreational athletes, promoting physical fitness and teamwork.
- **Community Service Clubs:** These clubs engage in volunteer activities, community outreach, and social impact projects to give back to society.

**Annual Events and Activities: The** SPC campus remains vibrant by organizing various campus events. Some of the college annual events are listed below:

**Orientation Week:** At the beginning of each academic year, we organize a week of activities to help new students acclimate to college life and build connections.

**Art and Management Fest:** *Meraki* is our annual Art and Management festival which is celebrated during May.

**Annual Award Ceremony:** Each year towards the end of the academic year the student felicitated with their awards for the outstanding achievement

**Guest Speakers and Lectures:** We invite experts, industry professionals, and thought leaders to deliver talks and workshops, enriching students' learning experiences.

**Workshops and Skill-building Sessions:** Students can participate in workshops that focus on personal development, leadership skills, time management, and more.

**Sports Fiesta:** Apart from academic activity, we organize various sports activities throughout the year. Our sports and recreation Programmes aim to promote physical well-being, teamwork, sportsmanship, and a balanced college experience. This club organizes sports events, tournaments, and matches that allow students to showcase their athletic skills and foster a sense of camaraderie. Our annual sports fest named Sports Fiesta is organized mostly in winter.

**Conferences and Symposia:** Students have the opportunity to attend and even present at conferences related to their fields of interest.

**Industrial Visits**: Special events that bring in professionals and alumni from various industries to interact with students and share insights about career paths and opportunities. Alumni Reunions: Periodic gatherings that provide alumni the chance to reconnect, share experiences, and inspire current students.

**Freshers Party and Farewell Party:** These are the customary annual parties held at the beginning and end of the academic year, conducted by senior and junior students, alternating between the two. These initiatives are organized by student representative

## 10. Campus Facilities and Campus Life

**Physical facilities:**

**Transportation:** We provide transportation services from all localities of Dubai, Sharjah, and Ajman, ensuring that students can easily commute to and from the campus. If you have any questions

**Accommodation:** In collaboration with Nest, a premium accommodation provider, we offer students comfortable and convenient living arrangements, ensuring a conducive environment for learning and personal growth. If you require accommodation, please contact Student Affairs at SPC.

**Library Resources:** At Success Point College, we take pride in offering a comprehensive range of library resources that support students' academic pursuits, research endeavors, and personal growth. Our library serves as a hub of knowledge and information, providing access to various materials and tools that enhance the learning experience. Here's an overview of the library resources available to students:

- **Physical Collection:** Our library houses a diverse collection of print materials, including textbooks, reference books, academic journals, magazines, and more. These resources cover a wide range of subjects and disciplines to cater to students' academic needs.

- **Online Databases:** Students have access to a variety of digital databases and electronic resources. These databases include scholarly articles, research papers, e-books, and multimedia materials. Online databases are accessible both on and off-campus, facilitating research from any location.

- **E-Books and Digital Materials:** Our e-book collection provides students with instant access to a vast array of academic titles. E-books are available for a wide range of
  - subjects and can be accessed on computers, tablets, and e-reader through
  - library resource.
- UH e-Library: https://www.studynet.herts.ac.uk/studynet/Library

**Other campus facilities include:**

- **Computer Lab:** The computer lab is equipped with 12 computers that are available to students. The times when you can use them will be communicated to you during induction.

- **Auditorium:** Our auditorium has a capacity of 143 students and serves as the venue for all in-house events, providing a spacious and well-equipped space for conferences, seminars, and other gatherings. Students have access to the auditorium when no events are taking place.

- **Recreational Area:** The campus features a recreational area with a variety of indoor games, offering students opportunities for relaxation and leisure activities. Access is available to all students while on campus.

- **Lounge Area:** A dedicated lounge area provides students with a comfortable space to socialize, relax, and engage in casual conversations. Access is available to all students while on campus.

- **Campus Cafe:** The campus cafe offers a range of refreshments and snacks, providing students with a convenient option for meals and snacks during their breaks. The opening times are from 8 am to 8 pm.

**Career Services:** We offer a range of services to help students identify their strengths, interests, and goals, and to develop the skills necessary for a successful transition from education to the workforce. Some of the services provided include:

- Resume and cover letter workshops
- Mock interviews
- Job search strategies
- Career workshops and seminars
- Career fairs

The career services team is available at: academics@successpoint.ae

**Career Counseling: The** Professional career advisors work one-on-one with students to explore career options, set goals, and create personalized career development plans. Please contact Dr. Dipti Srivastava academics@successpoint.ae

**Student Health & Safety:** Our Student Welfare Services offers a range of services, including physical and mental health such as routine check-ups, immunizations, mental health, urgent care, fire and safety drills, and many more. All services are specific to SPC and available to SPC students at no additional cost.

**Mental Health and Counseling:** Services: Individual counseling, group therapy, crisis intervention, workshops. Appointments: As a student of SPC one can make an appointment to meet the Psychologist/Counsellor to discuss any of any issues related to physical and mental well-being. Maintaining mental health is crucial for academic success and overall well-being. Don't hesitate to reach out for support if you're feeling overwhelmed, anxious, or depressed.

**Internship Programmes**: Internships play a crucial role in preparing students for the workforce by offering practical experience, exposure to industry dynamics, and opportunities to apply classroom learning in real-world settings.

Structured Internship Placements: We collaborate with a network of reputable companies and organizations to provide students with diverse and meaningful internship opportunities.

Academic Integration: Internships are often integrated into academic Programmes, allowing students to earn academic credit while gaining practical experience.

Transition to Employment: Many successful internships lead to full-time job offers upon graduation, as students have already demonstrated their capabilities to potential employers.

To discuss your internship options, please contact the placement team and Student Support at placementss@successpoint.ae

**Wellness Programmes:** At SPC we have significant wellness/wellbeing programmes, such as Stress management, nutrition counseling, fitness classes, mindfulness sessions, yoga,

etc. These programmes are open to all students and staff. The primary aim is to enhance students' and staff's physical and mental health. Check the notice board for such events.

**Campus Security:** Our campus is under full surveillance by CCTV cameras (camera rights are only reserved for designated authorities). Emergency response and fire safety are provided by the Sharjah Book Authority Building. Their campus security team is dedicated to ensuring a safe environment for all our students. They are available around the clock to respond to emergencies and provide assistance.

## 12. Websites Listed

UAE's Data Protection.
https://www.successpoint.ae/

https://ask.herts.ac.uk/

Harvard referencing

University Policies and Regulations (UPRs)
https://www.studynet.herts.ac.uk/studynet
https://www.studynet.herts.ac.uk/studynet/Library
Turnitin | Ask Herts | University of Hertfordshire