

# STUDENT GUIDELINES

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## **1.ABOUT EBU**

### **1.1 INTRODUCTION**

**European Business University of Luxembourg (EBU)** formed as a Government of Luxembourg registered Asbl. (non-for-profit association) registration No. F12020. Hosting multiple specialized online courses, EBU helps you meet your goals for personal and professional advancement. Our leadership team is dedicated to fulfilling the University's educational mission of sustaining a tradition of academic excellence by ensuring a world-class education is provided by a fully supported team of internationally recognized faculty who are subject matter experts.

EBU is committed to the idea of evolving innovation. It is this spirit that can be found in every aspect of our online program and its activities: from our committed enthusiastic and highly motivated faculty and support staff to our global network of students and University partners.

EBU adheres to the Triple Bottom Line in this order; People, Planet, Profit. We also aspire to support the UN Sustainable Development Goals.

### **MISSION STATEMENT**

European Business University of Luxembourg is dedicated to achieving and sustaining a tradition of academic excellence by ensuring it is at the forefront of evolving innovation. EBU will strive to become the benchmark of world class quality education by drawing on the talents of an actively supported team of internationally recognized staff and faculty of women and men from different racial, cultural, economic and ethnic backgrounds regardless of their sexual, religious, political orientation or disability status.

To support its mission, EBU:

- Will act as an intellectual resource and platform for the global community;
- Will at all times maintain ethical standards;
- Will make education accessible, equitable and affordable to the global community;
- Will meets the needs of the global community through a variety of programs;
- Will provides a multicultural, multiracial, multiethnic and multilingual environment.

### **1.2 STRATEGIC PARTNERSHIPS.**

The selection of EBU Partners reflects our university mission of community interests, engaging critical regions of the world, and the potential to enhance international learning, research, and engagement. Through its partnerships, EBU hopes to become the world's e-Learning partner because of its global connections. The Strategic Partnership idea recognizes international affiliations as a key to meeting global needs in teaching, research, institutional development, and civic engagement.

- Strategic Partnerships
- Cross-University Faculty Recruitment

- Funding
- Global Student Interaction

## **2.1 REGISTRATION & TUITION FEES**

All students, once they have registered and supplied all the required documents, will be responsible for complying with the Tuition Fee Payment Rules, which include but are not limited to the following:

All fees must be paid before the beginning of each academic semester according to the schedule, unless an alternative payment plan has been agreed in writing by either the admissions or accounting department. After this deadline, any student who has not paid will be excluded from the program, denied access to academic material and possibly excluded from EBU.

Payment plans may be granted at a student's request and after consideration by the Finance department. The schedules and deadlines set forth in the agreement must be followed. Students who fail to respect an agreed payment plan will be excluded from class, with ensuing consequences, until all outstanding fees are paid. Students are warned that exclusion from webinars may jeopardize their eligibility for assessment and the validation of their classes.

After a third reminder, students will not be allowed to enter webinars or take part in the final exam and legal proceedings shall go through the proper authorities.

Any student who wishes to withdraw from a course must communicate this in writing to Administration. A student may withdraw from a course without academic or financial penalty (subsequent enrollment on the course will not be charged) within the first two weeks of the Semester. Not attending webinars. Simply ceasing to show up for webinars will result in failing said class due to absences.

## **2.2 GENERAL REFUND POLICIES**

Only the following conditions apply for refunds when a student cancels their program:

- 95% (excluding application fee and advanced tuition payment) of the amount paid during the first week of the semester/term.
- No refund as of the second week of the semester/term. The application fee and advanced tuition payment are non refundable.

## **2.3 COURSE ATTENDANCE AND TIMELINESS**

100% webinar attendance is mandatory at EBU for all students. Course attendance is understood to mean physical presence in the online course and compliance with the learning conditions established by the faculty member for the whole class. The course outlines given to you at the beginning of each webinar will state any exceptions, if applicable.

If any student has a greater than 20% absence rate in a given course, they will receive a failing grade which will appear on their transcript and will need to repeat the course. You will

be informed of this by the administration.

Absences can be excused only in extreme cases and only by the academic administration. Excused absences won't count toward the 20% total:

- Hospitalization: In case you suffer from a serious illness involving hospitalization, you must provide an official hospital record. It is mandatory that it states your name, the date and duration of hospitalization, an official stamp/logo and signature. Please note that the document must also be in English (if the original is not in English, a translation should be provided).
- Compassionate grounds absence: This will be examined on a case-by-case basis, based on any documents that justify mitigating circumstances.

The administration office, not the faculty members, will be responsible for entering any excused absence. Students can be excused from assessments only by submitting a mitigating circumstances form. It is extremely important to be on time for webinars for the following reasons:

- It is unprofessional to be late and is considered disrespectful in the businessworld.
- Late entrance disturbs the rhythm and routine of the webinar.
- Faculty members often give instructions/introductory pointers and course outlines in the first 10 minutes of a webinar for completing cases/exercises/team discussions under their guidance, you miss these when you arrive late.
- You inconvenience other students when you have to borrow their notes.

In accordance with EBU policies, you will be marked late if you don't arrive on time. Faculty members will not allow you to join the webinar until the webinar break and you will be marked absent for the hour missed.

It is imperative that students attend the entirety of a webinar. If a student arrives late to the webinar this will be recorded, as will leaving prior to the end of the webinar. L1 (1-hour absence) and L2 (2-hour absence) are cumulative and can make up a complete single absence.

## **2.4 ASSESSMENT, CLASS WORK & SUBMISSION**

In each course, students will be assessed in accordance with the assessment components defined in the course outline, which is provided at the beginning of the first webinar. All work will be marked in accordance with the rubrics of EBU, as described in the course outline. Generally, a student's performance is assessed continuously throughout the program.

Assessment components might be formative and summative. Formative assessments do not receive a grade and are meant to monitor student learning to provide ongoing feedback that can be used by students to improve their performance in the summative ones.

The goal of summative assessment is to *evaluate student learning* at the end of a course by comparing it against some standard or benchmark. Normally a course will have between 1 to

a maximum of 3 summative assessments.

Lectures are combined with seminars, workshops, guest lecturers and class discussions. It is absolutely essential that you participate in all organized activities, as we expect students to question and challenge the faculty members, demonstrating interest, attention and independent thinking. If you sit in 'respectful' silence, do not attend guest lecturers and miss industrial visits, it will be assumed that you are not interested in what is being taught. Students are also expected to listen to their peers and use all EBU's international environments as a learning platform.

To be eligible for final assessment, all students must be up-to-date with fee payments and have complied with the attendance rules.

Assignments must be submitted by the deadlines set by faculty members and published in the courses outlines and on the Moodle course

Any absence from a formative class assessment, must be justified to the faculty member and academic coordinator in writing. They will decide whether to allow the student to retake this assessment or not. For absences from summative assessments, the mitigation circumstances policy applies.

An anti-plagiarism software is used by faculty members to evaluate the similarity of student submissions. It is necessary for students to use Firefox as their web browser to avoid technical issues. Only word documents may be uploaded. Please note that faculty members have the right not to accept work outside of the EBU web address (EBU.LU) and the anti-plagiarism software.

## **2.5 FORUM PARTICIPATION FOR ONLINE PROGRAMS**

Participation evaluation is based on the amount, quality and completeness of weekly postings in the Forum. Each week, at least one Forum Topic will be posted. These will help you become familiar with each topic/module and assess your attendance/participation. Students' posts should be thoughtful and with substance. Postings should be based on the material covered in the respective week – each student is expected to participate in each of the topics, by answering questions, commenting on other students' contributions, raising new issues, suggesting pertinent websites, etc. Some of the topics in the Forum may include interactive activities that require you to combine your work with other student(s) or critique other student(s) postings.

A minimum of two relevant, consistent and high-quality student postings on two different days is expected each week for a passing attendance grade. Each posting has to bring a *valuable* contribution to the discussion – short comments such as "I agree", "Me too", etc. do not count toward attendance and participation. Extended absences, defined as failure to post on the Forum for more than five days, must be coordinated with the faculty member. For this type of participation, you are expected to fully address all requirements presented in the activity guidelines.

## **2.6 DEADLINES & SUBMISSIONS**

Students are responsible for knowing and meeting deadlines, as well as finding out the

timings of any make-up exams, resits and dissertation defense sessions as well as ensuring their availability to attend.

Assignment deadlines will be indicated in the course outlines. For make-up exams, resits and dissertation defenses, information will be posted on your Moodle course and on your campus E-Admin site.

Student assignments, whenever possible, should be uploaded through the anti-plagiarism software facility on your Moodle course. This will provide you with evidence of similarity to other sources. Plagiarism comes in many forms (see section 4.13) and as an institution, we need to ensure that we are promoting best practices. Students will receive workshops in induction sessions during the Orientation Week about the importance of academic honesty throughout all their courses.

When interacting with the EBU Moodle platform or utilizing the anti-plagiarism software service, students are recommended to use the Mozilla Firefox browser to avoid compatibility issues.

Assignments must be submitted no later than the deadline set by the course outline. Late submissions without approved mitigating circumstances are subject to the following penalties:

- Work submitted UNTIL 14:00, SEVEN calendar days after the deadline: The work will be marked, and feedback will be provided in the normal way. However, the formal mark for the piece of work which goes forward to the grade sheet will be capped at a BARE PASS. (40% for undergraduate courses and 40% for graduate courses).
- Work submitted AFTER 14:00, SEVEN calendar days after the deadline. The work will not be marked and the formal mark for the piece of work which goes forward to the grade sheet will be ZERO.

A student who does not submit any work during the course will automatically fail.

Faculty should not hand in any assignments on behalf of students. This is the student's responsibility.

### **3. ETIQUETTE & CONDUCT**

#### **3.1 COURTESY & RESPECT**

All students must respect their peers, EBU staff, faculty, partners and visitors, and should behave in a courteous, mature and appropriate manner at all times. It is unacceptable for any student to damage the reputation of the school with negative behavior while on the premises, outside the school or by the defamatory use of social media. In these cases, EBU reserves the right to take legal action.

#### **3.2 NETIQUETTE POLICY**

Netiquette, or network etiquette, refers to the guidelines and recommended practices for online communications. This is the etiquette for the Internet or online community, and should

be used in all areas of communication in your webinar: blogging, e-mail discussion forums, messages, chatting, etc.

Even though this is an online course, all students must still adhere to the EBU Student Guidelines and conduct themselves in a manner that is respectful and maintains a supportive, mutually beneficial learning environment.

Netiquette provides excellent guidelines for online behavior that facilitates the productive and thoughtful exchange of ideas. Some of the basic rules of netiquette include:

- Be respectful. Remember that you are communicating with actual people, and be sure to be courteous and show respect, even if there are differences of opinion.
- Think before you post. Be aware of who may be able to view your posting, and how your post may be interpreted. Try to maintain a fair and objective tone.
- Stay on topic. Make sure your communication is related to the course at hand and does not wander off-topic. - Write clearly. Even though the online environment may seem more informal than your face-to-face class, this is still an academic course and intelligible, mature communication is expected. Correct spelling and grammar are required, and proper sentence structure and punctuation should be used.
- Use appropriate language and style. Profanity or offensive wording will not be tolerated. ALL CAPS, **BOLD** and repeated punctuation (??? or !!!) should also be avoided.
- Be considerate of others. Do not make derogatory, condescending or harassing remarks. Communication should be well-intentioned and well-articulated, and aimed at fostering a positive learning environment. Be aware of how sarcasm may be misinterpreted by your readers.
- Allow for misunderstandings. Keep in mind that writing can often convey the incorrect tone or intention, and make allowances for unintended rudeness.
- Cite your sources. If you post work that is not your own, be sure to reference your sources

### **3.3 TECHNOLOGY POLICY**

- When interacting with the EBU Moodle platform, or utilizing the anti-plagiarism software service, it is imperative that students use the Mozilla Firefox browser to avoid compatibility issues.
- Students will submit assignments electronically via the course site and not via email.
- Communication with faculty members, unless otherwise directed by the faculty member or private and confidential, will be via the course's forum site.
- If technical problems occur which impede observation of submission requirements, assignments can be sent to faculty members via email as proof of completion. However, the work must be uploaded onto Moodle as soon as possible to be graded.

- It is the students' responsibility to help themselves by managing their time and backing up their work; any other technology-related failures will not be accepted and assignments will be marked as not submitted and not receive credit.
- Students must ensure that their assignments are free of viruses before submitting them. Should an assignment fail because of a virus, a virus-free version must be submitted within 24 hours of the posting date of the faculty member's response. Should there be any other subsequent failure, the assignment will be marked as not submitted and will not receive credit.
- Students must personally ensure that the security and integrity of connections are uninterrupted on their side at the beginning and for the duration of the exams or tests. Any failings will result in the exams or tests being marked as incomplete and not receiving credit.

## **4. ACADEMIC POLICY**

### **4.1 GENERAL INFORMATION ABOUT FORMAL EXAMS**

Exams may take place each semester/term, depending on the assessment of each course.

Types of exams:

#### **Closed book exams**

- Students are not allowed to bring supporting materials into the exam room.
- Calculators are only allowed at the faculty member's discretion.
- Electronic devices including laptops, mobile phones and tablets are not allowed.

#### **Open book exams**

- Textbooks, personal notes and/or research papers may be allowed. Students will be advised in advance if this is the case.
- Personal notes must be handwritten and readily available for inspection by the faculty member before the exam.
- Formulas may be allowed for certain courses. No worked examples are allowed.
- Calculators are only allowed at the faculty member's discretion.
- Electronic devices including laptops, mobile phones and tablets are not allowed.
- Use of photocopied, typed or borrowed notes during exams is prohibited.

**Absences from formal exams and any special requirements are governed by the Mitigating Circumstances Policy. Exam rules are detailed in the Guidelines and Conduct for Written**

## Formal Examinations.

### Reviewing completed exams

Students may review marked exam papers in the presence of the faculty member or a member of the administration staff. The completed exam is the property of EBU and may not be taken or removed by students under any circumstances. Students are not authorized to scan, photocopy or photograph exams and may not consult other students' copies.

Students will have two weeks after receiving their grades to review their exams. Any comment or doubt about the grades must be dealt with within that deadline; after that, no requests can be considered. In the case of a grade appeal, students must follow the Grade Appeal Process in section 4.10.

## 4.2 GRADING SCALE FOR EBU PROGRAMS

### Translation Scale and Grade Equivalencies

U.S. Letter Grade	U.S. Equivalent Grade	GPA Scale	U.K. Percentage Grade	U.K. Classification
A+	97 -100%	4.00	80 – 100%	First (I)
A	93 – 96%	4.00	70 – 79%	First (I)
A-	90 – 92%	3.67	65 – 69%	Upper Second (II:i)
B+	87 - 89%	3.33	60 – 64%	Upper Second (II:I)
B	83 – 86%	3.00	55 – 59%	Lower Second (II:ii)
B-	80 – 82%	2.67	50 – 54%	Lower Second (II:ii)
C+	77 – 79%	2.33	46 – 49%	Third (III)
C	73 – 76%	2.00	43 – 45%	Third (III)
C-	70 – 72%	1.67	40 – 42%	Third (III)
F	0 – 69%	0.00	0 – 39%	Fail

*EBU adheres to the U.K. Percentage Grade Scale.*

The suggested grade conversion is the same for Undergraduate and Postgraduate Programs, except that the pass mark is 50% for Postgraduate Courses; 0 – 49% is a fail grade, and 40% is the pass mark for Undergraduate Courses; 0 – 39 is a fail grade.

Unsatisfactory performance and/or failure to meet requirements in a course; students must repeat said course.

**FA** Fail due to absences Repeat course

Unsatisfactory performance due to absenteeism; students must repeat said course

**A** Exceptional

Superior performance showing comprehensive understanding of the course matter

**B** Good

Above-average performance with knowledge and understanding of course matter

**C** Fair

Average performance with a basic understanding of the course matter

**D-** Pass

Marginal performance and adequate preparation for subsequent courses;

**F** Fail Repeat course

Unsatisfactory performance and/or failure to meet requirements in a course; students must repeat said course

**FA** Fail due to absences Repeat course

Unsatisfactory performance due to absenteeism; students must repeat said course

### **Passing Grades**

Students must achieve a passing grade in the final exam in order to complete a course.

Passing all required courses is a graduation requirement for both graduate and undergraduate students.

### **Final grades**

Final passing grades cannot be improved by additional assessments or bonus questions.

**A+/A/A-**: A comprehensive, highly structured, focused and concise response to the assessment task, consistently demonstrating:

- an extensive and detailed knowledge of the course matter
- a highly-developed ability to apply this knowledge to the task set
- evidence of extensive background reading
- clear, fluent, stimulating and original expression
- excellent presentation (spelling, grammar, graphic) with minimal or no presentation errors

**B+/B/B-**: A thorough and well organized response to the assessment task, demonstrating:

- a broad knowledge of the course matter
- considerable strength in applying that knowledge to the task set
- evidence of substantial background reading
- clear and fluent expression
- quality presentation with few presentation errors

**C+/C/C-:** An acceptable response to the assessment task with:

- basic grasp of course matters, but somewhat lacking in focus and structure
- main points covered but insufficient detail
- some effort to apply knowledge to the task but only a basic capacity or understanding displayed – little or no evidence of background reading
- several minor errors or one major error
- satisfactory presentation with an acceptable level of presentation errors

This is a passing grade. Students will be advised as to what steps they must take in order to improve the grade, and it is then their responsibility to take the necessary steps. Should students retake an exam due to low GPA (this also applies to students with an 50-54% B-), the relevant fees will apply, and any grade improvement will be capped at 55%. If these steps are not completed before the end of the following term, the grade cannot be changed.

**F (Fail):** A response to the assessment task which fails to meet the minimum acceptable standards yet: – engages with the course matter or problem set, despite major deficiencies in structure, relevance or focus – has two major error and some minor errors

- demonstrates the capacity to complete only part of, or the simpler elements of, the task
- an incomplete or rushed answer e.g. the use of bullet points through part / all of answer

This is a failing grade and any student that receives an F as final course grade may take a re-sit exam or opt to directly enroll on a retake course (See resit-exam procedure)

- a failure to address the question resulting in a largely irrelevant answer or material of marginal relevance
- a display of some knowledge of material relative to the question posed, but with very serious omissions/errors and/or major inaccuracies included in answer
- solutions offered to a very limited portion of the problem set
- an answer unacceptably incomplete (e.g. for lack of time)

- a random and undisciplined development, layout or presentation
- unacceptable standards of presentation, such as grammar, spelling or graphical presentation – evidence of substantial plagiarism

Students must repeat the course to be reassessed and will have to pay the corresponding tuition fees.

**FA (Failure due to absences):** Unsatisfactory performance due to absenteeism; students must repeat the course to be reassessed and will have to pay the corresponding tuition fees.

**Withdrawal (W):** A student may withdraw from a course without academic penalty during the first two weeks of term.

To withdraw from a course, the student must put a request in writing to Administration. Any student who registers for a course but does not officially withdraw will remain liable for the full tuition of the course and will receive a failing grade. All courses that students have officially withdrawn from must be taken again.

#### **4.3 MAKE-UP EXAMS; RESIT EXAMS AND COURSE RETAKE**

**Make-up exams** are non-cumulative exams that are taken when an exam assessment is missed by a student during the regular semester. They should cover the same material as the missed exam. Students will only be able to take a make-up exam if their reasoning for missing their first exam falls under the Mitigating Circumstances Policy.

**Resit Exams** are comprehensive examinations that students with a final course grade of “40% - 54%” may opt to take. Students must confirm in administration their decision to take the resit option within the defined period. The resit session will be organized by the administration office during the first four weeks of the following semester.

Resit exams cover all the content for the course.

An additional fee of €150 applies for any resit exam session.

The percentage mark for the course overall will be capped at 55%

**Course retake** is a repetition of the course including full attendance and the completion of all assessments for that course. The retake final mark overrides any previous mark for the same course, no mark or credit may be carried forward from a previous attempt. Students are required to pay the entire course fee again to retake the course. The cost of retaking the course is €450.

#### **4.4 OFFICIAL TRANSCRIPTS**

Grade reports will be communicated directly to the students by the administration office about three weeks after the end of the semester/term. When technically feasible, the grade reports will be made available on the Moodle platform. Final grades are not given to students by phone.

In case of grading errors or discrepancies, students need to bring such discrepancies to the Registrar's office via their campus administration office within two weeks of receipt of the grade report.

Official transcripts can also be sent directly to academic institutions, employers or parents at students' request.

Please note that neither transcripts nor grades will be released to students who: have not fully paid the required tuition fees, owe money to EBU or have not returned EBU equipment or property.

#### **4.5 ACADEMIC PROBATION**

In addition to students with unacceptable attitudes, punctuality records or other misbehaviors, students who have a GPA below 3.0 after one term, will be required to attend a meeting with the corresponding academic coordinator to discuss improvement. A second meeting, if necessary, will be held midway through the following term to check on improvement.

If the student's behavioral problem has not improved, the GPA is still below 3.0 respectively, a meeting will be arranged with the academic dean and the following courses of action may be followed:

- suspension from the academic program
- expulsion from the academic program

#### **4.6 STUDENT STATUS AND WITHDRAWAL**

Although there is no academic distinction between studying on a full-time or part-time basis, students are required to declare their status upon admission and at the beginning of the semester/term so that the appropriate tuition fee is applied and for monitoring and reporting purposes.

Initially, all students are registered as full-time students. Any student who withdraws from any course they have registered for will remain liable for the full tuition of the course and will receive a failing grade. All courses that students have officially withdrawn from must be taken again at full renewed cost to the student.

#### **4.7 WORKLOAD**

Students have an average workload of 15 to 17 lecturing hours per week for the three terms.

## 4.8 PRIVATE COURSES

Private courses are tailored to meet specific student needs under exceptional circumstances. They can only be organized by administration and with their previous approval.

### Procedure

Students will be asked to complete a private course request form and submit it together with a motivation letter explaining the reasons why their request should be considered.

Students with a W or FA grade cannot request a private course; only failed courses will be taken into consideration depending on student performance.

The minimum internal processing time between request submission and organization of a private course: two-four weeks, depending on faculty member availability.

The maximum number of private courses a student might request and receive per term is limited to two. This principle might be overridden by an academic panel decision, depending on the exceptional circumstances of the case.

Once approved, the private course must be paid in full before the course is organized.

Private courses should be spread over a minimum of four days.

### Faculty & Academic Rigor

The selection of the faculty member to teach the private course lies solely with the Academic Department, not the student.

Private courses follow the same academic requirements as regular courses, i.e. the level of assessment follows the same requirements as regular courses. However, as these are generally retaken courses delivered to a very small group or on a one to one basis, the amount of lecturing hours is reduced to

→ 3 ECTS course = 10 lecturing hours

→ 4 ECTS course = 15 lecturing hour

## 4.9 GRADUATION REQUIREMENTS

To obtain a degree, all of the following are required:

- Successful completion of all program courses with an average of 55%. (minimum passing grade 40% C-)
- For the MBA, preparation and presentation of the Capstone Project in front of the select committee (minimum passing grade 55% B)
- A cumulative GPA of 3.0

Students who do not achieve a program GPA of 3.0 and a GPA of 3.0 in their final project, **but pass all courses**, will be issued a certificate not a diploma.

## EBU MBA

EBU MBA students are required to take the EBU Capstone Seminar as part of their graduation requirements. This will be taken over two terms, depending on the student's start date. The module credits will be accounted for in the overall dissertation credits.

## EBU DBA

A final presentation is held in front of a defense committee; this is compulsory (with a minimum passing grade of 55%/B). The Defense dates are to be coordinated with the program administrator or Academic Dean.

### 4.9.1 DISSERTATION

DBA Students must have passed all courses prior to their dissertation defense.

In order to complete the dissertation defense, the DBA student must complete the following steps: attend the Dissertation seminar, select a topic area, select a sponsor and pay the dissertation fee. Finally, a proposal form is completed with the sponsor who submits the document for approval by the dissertation coordinator. They should then submit a draft and final version of their dissertation by the given deadlines.

Students must present their Dissertation project within the three concurrent sessions after the completion of their classes (these sessions take place in January, June and September each year). For example: if the student finishes in June, they can present their dissertation in June, September or January.

Dissertations must be defended in front of a Dissertation Committee.

The minimum passing grade for DBA graduate students is 55%.

If a student registers, but fails to present at that session, they must register again and pay the corresponding fee.

A student who receives a dissertation deferral will have one extra opportunity to present their dissertation, but must schedule it for a session within the deferral time and pay the corresponding fee.

### 4.9.2 HONORS

Students may earn the following honors for graduation:

**Cum laude:** Cumulative GPA of between 3.2 and 3.4

**Magna cum laude:** Cumulative GPA of between 3.5 and 3.7

**Summa cum laude:** Cumulative GPA of at least 3.8

## **4.10 GRADE APPEAL POLICY**

### **4.10.1 INTRODUCTION**

Assessment may take a variety of forms including dissertation, examination, project, essay, presentation, practical work or any other exercise which is designed to enable students to demonstrate achievement.

Impartial advice on how best to raise issues is available from the academic office.

It is important that students ensure that any circumstance which they feel could adversely affect their performance is recorded in accordance with the published procedures and within the deadlines set down in those procedures:

- Mitigating Circumstances
- Complaints

It is unlikely that an appeal on this basis will be successful if the student has not reported it and followed the appropriate procedures.

All information submitted for consideration will be treated confidentially. Relevant information will be disclosed to the appropriate staff member in order to fully investigate the appeal.

If an academic appeal is submitted that would be more appropriately dealt with through other procedures, EBU reserves the right to redirect it on to be considered by the relevant department.

Students with an appeal ongoing through the regular procedure will not normally be able to attend the commencement ceremony until the appeal is resolved. Any invitation will be deferred until the next ceremony.

EBU will seek to learn from issues raised through the organizational learning process.

### **4.10.2 VALID GROUNDS FOR APPEAL**

Students can only appeal against an assessment result for one or more of the following reasons:

- a) That the student's performance in an assessment suffered due to illness or other mitigating circumstances which could not have been reasonably reported at the time of the assessment; students who base an appeal on this ground will be expected to show why the circumstances could not have been reported earlier;
- b) that the assessment was not carried out in accordance with the program and/or course regulations and procedures;
- c) that the administrative procedures were not correctly followed or that a significant mistake was made in the administrative process;

d) that the faculty member or defense committee assessing did not consider all the previously reported mitigating circumstances which may have significantly affected the student's performance. Students are reminded that such mitigating circumstances must be recorded at the time that they arise;

e) that there is evidence of prejudice or bias against the student on the part of one or more of the individuals involved in making the decision which is sufficient to cast reasonable doubt on the overall fairness of the assessment result.

#### **4.10.3 INVALID GROUNDS FOR APPEAL**

Students cannot appeal against the academic judgement of a faculty member or of a defense committee.

Students cannot make an appeal based on a complaint which was not formally recorded at least five working days prior to the conclusion of the assessment process, i.e. formal release of the final grades. In cases where such a formal complaint has been made, but not satisfactorily resolved, the complaint investigation will be completed before consideration of the appeal. If the circumstances can be shown to have had an effect on the student's performance, any relevant findings may be subsequently taken into account in considering the appeal.

#### **4.10.4 APPEAL PROCESS**

1. An appeal must be submitted by the student to the campus academic office within two weeks of the student being sent formal notice of the decision.

2. Extensions must be requested in advance of this deadline. EBU will only accept appeals after the deadline in exceptional and meriting circumstances.

3. The student's appeal submission must include:

(i) a written statement of all the issues that the student wishes to be considered, which explains how each of these issues relates to the grounds for appeal and leads the student to believe that the decision is unfair;

(ii) a written statement of the student's desired outcome from the appeal;

(iii) copies of all documentary evidence which the student wishes to be considered and where relevant, a written statement of the student's reasons for not having disclosed the same information and evidence before the decision was made;

(iv) in the case of appeals made under 4.10.2(e) above, a record written by the student of all comments or remarks made by individuals involved in making the decision which, in the student's view, indicate that there was prejudice or bias.

4. The academic coordinator may dismiss the appeal if the student has not presented reasonable grounds or sufficient evidence to support their claims, but will normally give the student one opportunity to address the deficiencies in their appeal submission before taking this course of action.

5. If the appeal does not fall within the remit of these regulations, the academic coordinator may recommend an alternative route for consideration of the student's concerns, or dismiss the appeal altogether.

6. If the academic coordinator determines that grounds for appeal have been established, they will conduct an investigation and make recommendations to the Academic Dean. After reviewing the student's appeal submission, and the recommendations and findings from the academic coordinator's investigation, the Academic Dean will either determine the outcome of the appeal at that stage in accordance with point eight below, or arrange for the matter to be investigated further.

7. The Academic Dean may decide to convene an Appeals Board in order to hear the student's appeal and to advise on the outcome. The Appeals Board would be comprised of the Academic Dean, or a nominee as Chair, an Area Leader, the campus Managing Director, and a student representative nominated by the Student Board. The academic coordinator, or a nominee, is the Secretary to the Appeals Board. The student must present their own case at the hearing, but may arrange to be accompanied by another student or member of staff of the School. The Chair may invite one or more individuals to give evidence; otherwise the hearing will be conducted in private.

8. The Academic Dean will determine one of the following outcomes:

(i) to reject the appeal, in which case the original decision will stand;

(ii) to uphold the appeal, in which case the Academic Dean will set the original decision aside and determine what further action should be taken.

9. The academic coordinator will give the student written notification of the Academic Dean's decision and the reasons for it. When the appeals process is deemed to have been completed, the academic coordinator will inform the student of this in writing.

#### **4.11 MITIGATING CIRCUMSTANCES**

This policy applies to all EBU students

##### **4.11.1 DEFINITIONS**

1. Mitigating circumstances are valid factors which have a detrimental effect on a student's academic work. A student may ask for mitigating circumstances to be taken into account in order:

– To explain absence from an examination;

– To explain failure to submit work, or to submit work on time;

– To support a request for an extension to a submission deadline, or to defer assessment; –

To explain cases where the student's academic performance falls below expectations.

2. Mitigating circumstances must be:

a. Significant, meaning that they should have a clearly detrimental effect on the student's academic work; and b. Relevant, meaning that they must relate directly to the timing of the class, assessment or deadline in question; and

c. Outside the student's control, meaning that the effect could not be avoided, counteracted or reduced by the student taking reasonable steps in preparation or in response.

3. Submission of requests: All requests for mitigating circumstances to be taken into account must be submitted to the academic office on a Mitigating Circumstances Form by the student concerned. Requests from third parties will not normally be considered. A discussion between a student and a member of staff does not constitute a formal request for mitigating circumstances and will later not be taken into account.

4. In submitting a request, the student should set out all the relevant factors via a Mitigating Circumstances Form, including details of the class, assessment or deadline in question, the nature of the circumstances and their effect on the student's work. Only that information which is included in the student's written submission may be considered.

5. Requests should be submitted at the earliest opportunity and within published assessment deadlines. Extensions for submission deadlines should be requested at least two working days before the day of the deadline in question; requests to defer should be submitted before the date and time of the assessment in question and must be prior to the result of the assessment being known.

6. Requests will not normally be considered retrospectively unless it is clearly communicated that the delay could not have been avoided or reduced due to the circumstances. Each case will be reviewed on an individual basis taking into account all factors leading up to the request. The private or confidential nature of the circumstances may restrict the documentary evidence submitted.

7. EBU reserves the right to check the authenticity of all documentation submitted as part of a request for mitigating circumstances to be taken into account. Any student who submits inauthentic documentation, or who misrepresents material facts in the request, may be subject to proceedings under the Academic Misconduct(4.13)

8. All requests and evidence will be retained by EBU in accordance with the records retention statutory regulations applicable to each campus. Documentation will not be returned to students unless it is specifically requested (a copy will be taken for our records).

#### **4.11.2 DOCUMENTARY EVIDENCE**

1. Where possible, students should provide the original documentary evidence to corroborate their mitigating circumstances claims. All evidence must be submitted along with a printed copy of the mitigating circumstances form. EBU may exceptionally decide to accept documentary evidence which is presented at a later date if it is clear that the delay could not have been avoided or reduced by the student taking reasonable steps to obtain and provide evidence at the appropriate time. In such cases, however, the delay may limit the action which is available to EBU in response to the student's circumstances.

2. The nature of the evidence will necessarily depend on the nature of the circumstances in question. As far as possible the evidence should come from a relevant official body. For medical conditions, this should be a note from a suitably qualified medical practitioner who has seen the student during the period of the condition and is not a close friend or relative (evidence relating to alternative methods of treatment may be accepted only in combination with a written diagnosis of the condition by a practitioner in conventional medicine).
3. Documentary evidence must be presented in English, or in the original language with a certified translation into English.

#### **4.11.3 CONSIDERATION OF MITIGATING CIRCUMSTANCES**

1. Requests may be rejected without further consideration:
  - (i) if the circumstances described therein are not significant, not relevant and not outside the student's control; or
  - (ii) if the request was submitted late without acceptable cause, or was submitted without adequate supporting evidence.
2. The procedures for considering requests must promote consistency and confidentiality. To this end, all requests should be considered by one individual, or in the case of more significant assessment decisions, by a small group. Records should be kept of decisions taken for future reference and so that similar allowances can be applied to similar circumstances in the future.
3. Academic judgments can only be based upon academic evidence in the form of student work. While evidence of mitigating circumstances might suggest that a student may not have had a fair and uncompromised opportunity to demonstrate their academic achievement, it cannot indicate what the academic outcome should be. Therefore, the preferable response is to provide the student with a further attempt at the assessment without penalty at the next available opportunity. In all circumstances, the academic outcome must reflect a valid and justifiable assessment of work submitted by the student.
4. If a student has formally reported mitigating circumstances earlier in the year, or in a previous year, the evidence should be carried forward for consideration for as long as it remains relevant. However, requests should still be submitted at the appropriate time to identify which assessments have been affected.

#### **4.11.4 EXTENSIONS TO ASSESSMENT DEADLINES**

1. A student may apply on grounds of mitigating circumstances for an extension to the deadline for assessment in one or more components of a particular module. The maximum extension which is normally granted is eight weeks.
2. The extension shall only be granted when:
  - a. the mitigating circumstances and supporting evidence are judged to be sufficient; and

b. the assessment process, including consideration of recommendations by the relevant academic coordinator, can be completed within three months of the normal end date of the student's program.

c. the application for an extension should be submitted at least two working days in advance so that they would still have the opportunity to undertake the assessment at the normal time if the application were to be refused. In all cases the application must be submitted before the date and time of the assessment in question. For an examination or test, this means the published start time; for other types of assessment, this means the published submission deadline.

3. Circumstances may prevent a student from requesting an extension to a deadline or their request may not have been submitted sufficiently in advance of the deadline to know the outcome. Where this is the case, the assessment in question should be submitted at the earliest opportunity after the deadline along with mitigating circumstances for late submission. These will be reviewed to ascertain whether a Late Work Penalty should be applied (see section 2.6).

4. Under normal circumstances, all applications and supporting evidence must be submitted to the campus academic office, using the appropriate form.

#### **4.11.5 DEFERRAL OF ASSESSMENT**

1. A student may apply on grounds of mitigating circumstances for permission to defer assessment in one or more components of a particular course to the next available assessment opportunity. There is no provision to defer assessment beyond the end of the academic year.

2. The deferral shall only be granted when:

a. the mitigating circumstances and supporting evidence are judged to be sufficient; and

b. an extension to the assessment deadline would be appropriate; and

c. provision is normally made for a subsequent assessment opportunity in that course before the end of the academic year, such as a resit exam session.

3. The application to defer should be submitted sufficiently in advance so that the student would still have the opportunity to undertake the assessment at the normal time if the application were to be refused. In all cases the application must be submitted before the date and time of the assessment in question. For an examination or test, this means the published start time (see section 4.3 on make-up exams); for other types of assessments, this means the published submission deadline on the Moodle course.

4. Other than in exceptional circumstances, all applications and supporting evidence must be submitted to the academic office which is responsible for the course in question, using the appropriate form and in accordance with these Mitigating Circumstances.

5. A student who has been granted a deferral may nonetheless decide to undertake the

assessment at the normal time, in which case the deferral automatically shall be cancelled. Otherwise the decision to defer the assessment shall be recorded and shall appear on the student's transcript.

## **4.12 COMPLAINTS**

The EBU administration cannot take any action to resolve an issue until they receive either a complaint (informal or formal). Students should refer directly to the formal procedure only if the complaint is against the academic coordinator or the dean.

### **4.12.1 INFORMAL PROCEDURE**

Students who are dissatisfied with any aspect of their EBU experience, except for course grades, are urged to speak directly to the staff or faculty member concerned.

Staff members listen carefully to complaints, collect all relevant facts and make notes as they see fit. They are then expected to take reasonable and prompt action to resolve said complaint. The student can expect a response within five working days.

If the complaint is not satisfactorily resolved through informal discussion, or the student is unable to raise the matter with the staff member concerned, they should begin the formal complaint procedure, see below.

If the complaint is still not resolved, the student should consult the formal procedure.

### **4.12.2 FORMAL PROCEDURE**

A formal complaint should be made, in writing, to the Dean/ Academic Coordinator. Receipt of the complaint will be acknowledged within five working days.

The complaint letter should include:

- The complainant's contact details
- The reasons why the informal procedure resolution was unsatisfactory
- The full nature of the complaint
- The desired outcome

Following a full investigation, students should expect a response within 20 working days of receipt of the complaint letter. Any recommended solutions will be implemented by the department concerned as soon as possible and written confirmation of any action taken will be sent to the academic coordinator and dean.

If the complaint is about the Managing Director or the Academic Dean, the student should forward the complaint to the EBU Senior Management, who will then act accordingly. The decision of the president's final.

## **4.13 ACADEMIC MISCONDUCT**

Honesty and self-discipline are two essential aspects of learning and important values in the academic community.

EBU follows strict standards of academic honesty to which all students must adhere. Academic dishonesty includes, but is not limited to, plagiarism, alteration of grades and attempted theft of academic records or exams. The following are considered acts of academic misconduct that warrant disciplinary action.

Any student caught impersonating, cheating or plagiarism will receive a failing grade on the respective academic work and will receive an official warning letter that will also be kept in their academic file.

### **IMPERSONATION**

It is forbidden to have a student represent another during an evaluation, exam or assignment. Any EBU student involved in such behavior will be expelled.

### **CHEATING**

Cheating is any attempt to gain an improper advantage in an academic evaluation including:

- Obtaining a copy of an exam before it is officially available
- Copying off another person during an exam
- Consulting an unauthorized source during an exam
- Adding your name to group work in which you have not participated. Letting a student who has not participated add his/her name to the work is also considered an offense and will lead to disciplinary action for all involved.

### **PLAGIARISM**

#### *WHAT IS PLAGIARISM?*

*“Plagiarism is defined as submitting as one’s own work, irrespective of intent to deceive, that which derives in part or in its entirety from the work of others without due acknowledgement. It is both poor scholarship and a breach of academic integrity” (University of Cambridge, n.d.).*

Academic honesty is one of the guiding principles of the academic world and this means that anyone operating in this sphere needs to acknowledge all of their sources through correct citation and acknowledgement. Doing it this way is a sign of good scholarship and an effective learning process. Of course, plagiarism is when the opposite happens and the following are the main examples of how and why this is considered to be cheating:

#### *TYPES OF PLAGIARISM*

The following is a summary of the main forms of plagiarism caused by academic dishonesty or malpractice:

- Citing another person's piece of work without acknowledging their authorship. This includes the written, and spoken word, images both moving and still.
- Inaccurate citation – all work must be correctly cited both in the text and at the end of the text using the EBU approved citation system, Harvard. Incorrectly acknowledging you have read work which you have not read is also considered to be plagiarism.
- Paraphrasing another person's work by changing partial parts of the work or the order of the work again without acknowledging the source. (If a source is then given but the work has hardly changed then this can be seen to be bad practice.)
- Using someone else's ideas without mention of them as the originator of the ideas.
- Copy pasting from a range of internet sources.
- Submitting someone else's work and pretending it is your own. This may be another person or student's work or work you have commissioned illegally from a term paper company.
- Self-plagiarism – all coursework should be done purely for the purpose of that course. It is not permitted to submit your own coursework to any other course or for any other purpose.
- Collusion – this is where two or more students' work for an individual assignment show similarity either from direct sharing knowingly or unknowingly with one another. A copies from B without B's knowledge; A copies from B with B's knowledge.
- Plagiarism can occur in invigilated exams too by reproducing material committed to memory or copying from provided reference material or copying from material legitimately taken into the examination room.

### *GOOD ACADEMIC PRACTICE AND HOW TO AVOID PLAGIARISM*

As previously mentioned, acknowledging where your sources come from is seen as good scholarship and evidence of effective learning and certainly from a student perspective this generally leads to higher grades. Reading widely and deeply and then citing your sources as you develop your written or verbal discussions and analysis is crucial for your learning.

- APA Referencing System - Academia has developed referencing systems to help you do this and EBU uses the APA Reference system and you will find these guidelines on your student Moodle page. Throughout your time at EBU, you will be given classes and extra resources on how to use this system effectively in all your work. There are also plenty of external resources available to you which you should consult on a regular basis. Remember if in doubt, ask as ignorance is not bliss! You will sign a plagiarism disclaimer on the front sheet of every assignment you hand in for EBU so once you have signed, you have agreed that your work has not been plagiarized. If we subsequently find that you have plagiarized, then the penalties are severe.
- Anti-plagiarism software - EBU also uses anti-plagiarism software, which detects similarities from the web with the work you are submitting. It will pick up on the reference lists and direct citations so it is essential to get to know how the software works via EBU

workshops and information on Moodle. It is essential that you use the anti-plagiarism software as a learning tool. This means that you can upload drafts of your work and if you find that the similarity index is high, you will still have a chance to write and adapt your work correctly before the final submission.

### *PLAGIARISM PROCESS*

If a student has been suspected of plagiarism, their work will be carefully scrutinized using the anti-plagiarism software report. The following is the process, which will happen in this situation:

Step 1: The faculty member will report the alleged cheating to the academic office filing in the *Academic Misconduct form*.

Step 2: The academic office will invite the student to a hearing in front of a panel of the faculty member and the Academic Dean or respective Program Leader for the student to present any new evidence.

Step 3: A decision will be taken by the panel with one of the following results:

1. the student receives an academic warning and zero for their work/ course (not allowed to take a resit exam), needing to retake the whole course at the next available opportunity and needing to pay the corresponding tuition fees;
2. the student receives an academic warning for bad practice and receives a lower penalty established by the panel but can resit the course if necessary;
3. no further action will be taken as there has been new evidence received that demonstrates there is no plagiarism.

### **4.14 PROGRAM EXPULSION**

EBU reserves the right to refuse re-admission to any student who is expelled.

The following are grounds for expulsion:

- The practice of discrimination on the grounds of race, gender, disability, sexual preference or religion;
- Cheating or plagiarizing;
- The possession or use of drugs or alcohol on campus;
- Failing a course more than three times;
- Failure to fulfill probation requirements;
- Copying or faking official documents;
- Misrepresenting EBU publicly or damaging its reputation.

EBU reserves the right to refuse future re-admission to its programs, courses, or services to any student who is expelled for the aforementioned reasons.

## **5. ADMINISTRATIVE INFORMATION**

### **5.1 GENERAL INFORMATION**

**Email account:** All students will be given an EBU ( @ebu.lu) e-mail address; this is the main communication channel between the student and EBU. Program information and weekly attendance reports will be sent to you via this email address. It is the student's responsibility to read their emails regularly; ignorance is not a valid excuse for non compliance. It is the student's responsibility to make sure their email is working. In case of technical problems with your account, contact: [Administration@ebu.lu](mailto:Administration@ebu.lu)

**Faculty evaluation:** During each term, students will be required to complete an online evaluation of each course and faculty member and will receive an email with instructions. This will be an anonymous questionnaire covering the course content, teaching methods, appropriateness of the evaluation methods and quality of the faculty member. Students are asked to complete all the evaluations in a precise and objective manner. Summaries will then be provided to the faculty members. EBU reviews these evaluations carefully and uses them for faculty selection.

**Teaching materials:** The use of official teaching materials, stationery and any other EBU documents outside the EBU environment is strictly forbidden and can lead to legal sanctions.

### **5.3 COUNSELING SERVICES**

Academic counseling is available by appointment

### **5.4 ACADEMIC & SOCIAL ACTIVITIES**

**Guest lectures:** During these seminars, experts interact with EBU students on important issues in today's business world. In addition to regular career seminars, EBU also invites important business leaders to discuss diverse sectors of business including banking, negotiation, international arbitration and market research. These sessions promote students' curiosity, deliver detailed information and offer practical, informed opinions.

**Campus week:** During Campus week, students are taken to visit selected national or international companies. In this way, students can observe how theoretical concepts can be applied to real business situations. Assignments relevant to the visit are given in class and students are required to present oral and written reports. Guest faculty members and industrial visits will be part of the development courses held each term/semester. These are a mandatory part of the curriculum of the different programs.

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