

STUDENT HANDBOOK

A guide to your rights, responsibilities and the support available to you



Fully Online Higher Education Institution

Operating under the Malta Further & Higher Education Authority (MFHEA)

Aligned with Malta's NQAF, the MQF/EQF and the European Higher Education Area

European Academy of Advanced Studies (EAAS)

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About This Handbook

This Student Handbook is the student-facing companion to the European Academy of Advanced Studies' (EAAS) institutional policies. It gathers, in one accessible place, the information you most often need as a learner: how to apply and enrol, how learning and assessment work, what support is available, and what your rights and responsibilities are throughout your studies.

This Handbook is available to all students on the Learning Management System (LMS) and forms part of the wider EAAS policy framework. It should be read together with your programme documentation, your enrolment agreement, and any programme-specific rules communicated to you.

Relationship to the Internal Quality Assurance Manual

Many of the policies summarised in this Handbook are set out in full in the institutional document titled Internal Quality Assurance Manual (the IQA Manual). The IQA Manual is the authoritative source for the detailed governance, quality-management and procedural frameworks that underpin EAAS.

Please note

Certain matters referred to in this Handbook – for example the full quality-management cycle, staffing and governance structures, programme design and monitoring procedures, research policy, and technical infrastructure – are covered in detail by the Internal Quality Assurance Manual rather than repeated here. Where this Handbook gives a summary, the IQA Manual (and any accredited programme documentation) takes precedence. Conversely, some of the policies described here – such as academic appeals, mitigating circumstances, re-sits, assessment attempts, the Code of Ethics, data-protection rights and work-based learning — are also regulated within this Handbook itself, which the IQA Manual expressly recognises as a place where student-facing rules are published.

If you cannot find what you need in this Handbook, contact the Student Support Services Office or consult the IQA Manual and your programme pages on the LMS.

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1. Welcome to EAAS

The European Academy of Advanced Studies is a fully online higher education institution that bridges rigorous academic learning with the demands of contemporary professional life. Through agile, technology-enabled delivery, EAAS makes undergraduate and postgraduate programmes accessible to working professionals and international students alike.

EAAS is currently undergoing institutional accreditation with the Malta Further & Higher Education Authority (MFHEA). The institution complies with Malta's National Quality Assurance Framework (NQAF) and the European Higher Education Area (EHEA), and designs its programmes around the Malta Qualifications Framework (MQF) and, through it, the European Qualifications Framework (EQF).

1.1 Our Mission and Objectives

EAAS is committed to offering high-quality online education in Tourism and Hospitality Management through accessibility, flexibility, and alignment with global standards. Its principal objectives are to:

- Foster active, engaged learning through modern digital platforms and tools.
- Deliver comprehensive, practical training for international careers in tourism and hospitality.
- Support the lifelong learning of employed professionals and international students.
- Merge current international business trends with ecological and sustainable tourism.

EAAS provides education at bachelor's and master's levels (and, where offered, doctoral level) to a wide range of learners, including professionals, career changers, and international students, preparing graduates with the competencies to meet global employment demands.

2. How EAAS is Organised

EAAS operates a stratified governance structure in which academic functions, quality management, student services and finance are coordinated. The full organisational structure, roles and responsibilities are described in the Internal Quality Assurance Manual; the summary below identifies the people and offices you are most likely to deal with as a student.

Office / Role	What it does for you
Rector and Head of Institution	Leads the institution and its guiding vision and day-to-day operation.
Vice- Rector – Academic Affairs	Oversees academic delivery, learning outcomes, accreditation and quality improvement.
Controller of Examinations	Manages examinations, marking processes and the release of results.
Dean – Admissions	Oversees admissions and enrolment for the institute.
Dean – Quality Assurance (QA) Cell	Handles quality assurance, student complaints and appeals routed to the QA Cell.
Registrar / Academic Records Office	Registers students, maintains records and issues progress and withdrawal alerts.
Student Support Services Office	Provides counselling, academic advising, guidance and mentoring.

VLE / Technical Support Helpdesk	Assists with access to the LMS, VLE and learning resources (24/7).
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3. Admissions and Enrolment

3.1 How to Apply

Applications are made digitally through the registration form on the EAAS website. Each programme publishes comprehensive documentation setting out prerequisite knowledge, learning objectives, feedback mechanisms and applicable regulations, so you can assess your readiness before enrolling. Where application deadlines are advertised, applicants who miss them may still submit a preliminary inquiry via the registration form.

It is your responsibility to guarantee the accuracy of the information you submit, to provide the required documents to the Admissions Office, to take part in any interview, to respond promptly to communications, and to inform the Institute of any change to information previously disclosed.

The application journey

1. You complete the online registration form, entering personal data and acknowledging the general terms of admission.
2. The Admissions Office requests a certified copy of your highest qualification, a government-issued ID, a CV and, where applicable, an English language proficiency certificate. A preliminary online consultation may be arranged. If you do not respond, the Office will attempt to reach you by phone and email after three working days.
3. The Academic Department reviews your eligibility and issues one of four outcomes (see below).
4. If accepted, you receive an email inviting you to sign the student contract and make the first payment. Access to the VLE is provisioned once the agreement is signed and payment is made.

Possible admission outcomes

- Applicant accepted — meets all requirements for the chosen programme.
- Applicant accepted with specific conditions — meets requirements but may need to sit an entry or language test.
- Applicant with language problem — does not meet the language requirement and needs to sit a language test.
- Applicant not accepted — does not meet all requirements.

Applicants who are not accepted may appeal by submitting a formal letter and supporting documentation to the Admissions Office within 15 days of receiving the assessment results. Decisions communicated by the Admissions Office following that process are final.

3.2 Entry Requirements

You must meet the entry requirements of the programme as accredited by the MFHEA. Some programmes may also require relevant work or research experience, which can be demonstrated through a CV, portfolio and/or personal statement. For foreign qualifications, a recognition statement from the Malta Qualifications Recognition Information Centre (MQRIC) is required.

Programme level	Minimum entry requirement
Bachelor programmes	Minimum senior secondary education or OTHM Level 3, OR a matriculation certificate (10+2 A-Levels or 10+3 Intermediate) or equivalent.
Master programmes	A recognised bachelor's degree or EQF Level 6 full qualification, minimum overall score 55% (GPA 2.0 on a 4.0 scale) or higher.
Doctoral programmes	A recognised master's degree or EQF Level 7 full qualification, minimum overall score 55% (GPA 2.0 on a 4.0 scale) or higher.
Standard training and other programmes	Submit your highest qualification; each programme has specific requirements listed on the website.

3.3 English Language Requirements

Classes are taught in English. Proof of proficiency is required through one of the following (minimum B2 level):

- TOEFL (IBT 58+, PBT 490+, CBT 167+)
- TOEIC overall 555+
- IELTS overall 5.5
- PTE overall 50+
- Duolingo overall 90+

The English proficiency test is not required if you are a native English speaker; have completed your schooling in English (e.g. High School Diploma or IB); have completed your undergraduate or graduate studies in the English medium; or have two years' work experience in an organisation where English is the primary language of communication.

3.4 Recognition of Prior Learning (RPL)

EAAS values knowledge and skills acquired through formal, non-formal and informal learning. Recognition of Prior Learning offers alternative access routes and the opportunity to gain credit towards a qualification:

- RPL for Access — for prospective students who may not meet traditional academic requirements but can demonstrate equivalent competencies through professional or experiential learning.
- RPL for Certification — for the award of academic credit towards modules or qualifications based on relevant learning undertaken outside EAAS.

RPL submissions are assessed by qualified academic staff against specific programme learning outcomes and must be evidence-based, verifiable, aligned to the level and scope of the intended module(s), and supported by documentation. Assessment methods include portfolio assessments, interviews or reflective discussions, and mapping of skills to course objectives. RPL advisory services, clear documentation guidelines and portfolio-building workshops are available through student support channels. All criteria and procedures are published on the institutional website and student portal.

3.5 Your Student Contract

You are protected by a formal enrolment agreement — a binding contract that sets out the institution's duties, your rights and responsibilities, and a legally sound process for conflict resolution. Access to the VLE is granted once the agreement is signed and the first payment is made in line with the specified timeline and fee structure.

4. Your Learning Environment

4.1 The Virtual Learning Environment (VLE / LMS)

The mobile-friendly, easy-to-navigate LMS is the principal repository for your course documents, assignments, communication and resources. It functions like a digital library, giving you access to books and databases such as ProQuest, JSTOR and Google Scholar anytime, anywhere. Asynchronous video lectures and required readings are complemented by synchronous webinars and discussions.

The VLE supports self-directed study through analytics-based individualised pathways and interactive tools such as quizzes, polls, simulations and educational games. The platform is available to all students at all times and from any location, making learning genuinely flexible.

4.2 How You Will Learn

EAAS encourages independence, innovation and critical thinking through modern, learner-centred approaches including problem- and project-based learning, discussion webinars, experiential teaching and flipped classrooms. Learning is supported by, among other things:

- Monitoring results — progress can be evaluated lesson-by-lesson; you can revisit lessons, retake assessments, and seek tutor or lecturer help at any time.
- Interactive discussions — forums, chats and videoconferencing allow synchronous or asynchronous interaction with staff and peers.
- Comments and questions — you can pause video modules to comment or ask questions, prompting immediate interaction with your lecturer or tutor.
- On-demand sessions — you can book one-to-one tutoring sessions when you need them.
- Group exercises — discussions, practical case studies, videos and presentations enrich learning.

The modular, flexible course structure lets you start or stop at different points, choose electives and acquire stackable credentials, so you can customise your educational journey.

4.3 Technical and Access Support

You are never left to face difficulties alone. A dedicated technical support helpdesk is available around the clock to help with access to the LMS, VLE, email, proctoring systems and learning resources. Where possible, a chat-room facility is also offered on the website. Contact details for support are published on the institutional website, on course syllabi and on the course LMS. Support includes step-by-step guides for quick fixes, complex-issue ticketing, and guidance on device specifications, internet speed, headsets, webcams and monitors. Specialist digital trainers also offer video and workshop training on the LMS, communication tools and research databases.

5. Support for Students with Diverse Needs

EAAS is fully aware of the diversity of its student body. To meet varied profiles, the institution offers full-time, part-time and modular study schedules, resources in multiple languages, video lectures with subtitles, screen-reader-compatible documents and mobile-friendly versions. Students requiring special educational attention are provided with auxiliary tutoring, tailored mentorship and modifications to timelines.

The Institute offers information, guidance and support for needs and disabilities including (among others):

- Autism Spectrum Disorders / Asperger's Syndrome
- Mental health conditions
- Mobility impairments
- Sensory impairments
- Dyslexia and other specific learning difficulties
- Unseen disabilities such as epilepsy, HIV/AIDS, chronic fatigue and other chronic conditions or illnesses

Accessibility features within the VLE include multiple communication channels (such as audio versions of programme details), privacy protections for live classes, amplified course materials and extra time for assessments, captioning and multilingual transcription of video lessons, a choice of assignment types, subtitles for asynchronous video, and support for alternative keyboards and text-to-speech systems. EAAS works towards Web Content Accessibility Guidelines (WCAG) compliance. If you need assistance using the VLE, contact the VLE Support Office.

6. Student Support Services

Support is available throughout your academic journey. Academic advisors, mentors and teachers provide guidance through virtual consultations, coaching sessions and detailed feedback. The following services are provided and are considered part of your contact hours where they involve direct interaction:

- Academic advising and tutoring – synchronous or scheduled asynchronous teaching contact and guidance.
- Career counselling – professional mentoring, careers advice, and referral to appropriate services.
- Psychological counselling – mental-health support delivered through online channels.
- Library and learning resources – unrestricted access to academic databases (ProQuest, JSTOR, Google Scholar) and citation tools (Zotero, EndNote), plus workshops on citation and academic writing.

Handbooks and guidance available on the LMS cover academic appeals, mitigating circumstances, resits and work-based learning. Support is designed to serve a diverse population, including part-time and international students and students with disabilities. Where you experience difficulty, staff can refer you to the appropriate support unit — academic advising, IT support, mental-health counselling or career guidance.

7. Assessment

EAAS uses a balanced, transparent approach to assessment. Evaluation tasks are benchmarked against specific learning outcomes and reviewed for alignment with institutional, professional and accreditation standards. Task design, marking and internal moderation involve several academic staff, and anti-plagiarism software, external examiners and personalised, timely feedback are used to protect academic integrity.

7.1 Assessment Methods

Learning is evaluated through a wide variety of methods, including online exams, digital coursework, e-portfolios, quizzes, peer reviews and projects; even consultancy reports may be treated as assignments. All assessments are delivered digitally with identity verification and proctoring systems to uphold exam integrity.

Attempts and re-sits

You may attempt each assessment up to three times (original, re-sit, third), framed by positively reinforced retrieval policies. Feedback and tutoring are provided after each unsuccessful attempt, and academic support is available before reassessment. Substitute methods of reassessment are available with academic board approval. Retakes are based on the original learning objective. Attempt limits are stated in this Handbook and on the LMS.

Self-assessment questionnaires

A structured learning path uses questionnaires at checkpoints (typically at the end of each lesson cluster) with closed and open-ended questions. These help you reflect on the skills and knowledge you have acquired and identify areas still to master. Self-assessment questionnaires are generally not mandatory to progress, though in certain programmes their results may form one component of the final grade; the weighting is communicated before the programme starts. Where results are negative, you are given feedback on critical concepts, encouraged to revisit the material, and may retake the assessment.

Entry test and English proficiency test

For certain programmes (particularly at undergraduate level), an entry test gauges prior competencies. It does not carry a numerical value and is not a prerequisite for training; its purpose is to diagnose knowledge gaps. You receive an evaluative report analysing strengths and weaknesses, with a strategic improvement plan of modules, lessons and resources. A separate English language proficiency test ensures the minimum B2 level; students who fall short must take remedial English modules, and persistent inability to reach the threshold can obstruct progression.

Examinations

For some courses, examinations provide structured summative assessment. Key features:

- Preparation requirement — access to exam slots requires completion of the prerequisite multiple-choice quizzes for each level of the training path.
- Calendar and communication — the exam calendar is published on the VLE at least one month before the examination dates.
- Examination formats — written assessments are preferred; where oral examinations are used, each has two examiners for fairness.
- Conduct and proctoring — apart from oral exams, you must follow the guidelines established by the Registrar's Office during examination times.

Coursework

Academic assignments are submitted through the VLE, directly to the appropriate module or course teacher.

Dissertation

Dissertation policies reflect the rigour and depth of research each programme requires. In summary: minor adjustments are made during instructed revisions, with the final copy submitted in Turnitin's designated final submission space. Each tutor and second reader grade separately and submit separate evaluation forms.

- If the two marks differ by up to 20 per cent, the Research Committee asks the tutor and second reader to prepare a single joint evaluation form with commentary; the final mark submitted to the Registrar is the average of the two grades.
- If the marks differ by more than 20 per cent, the chairperson designates a third evaluator (moderator), who marks each segment separately and organises a moderation meeting. Where consensus is reached, that score is final; where it is not, the score is determined by averaging the two closest of the three marks.
- For a dissertation re-sit, the required pass is 70 per cent for Master's and Doctorate dissertations, or 50 percent for other programmes.
- You have the right to appeal a contested mark as many times as you wish.

Practical activity and internships

Where degree programmes include practical activities, you take part in hands-on work related to your field to build job-market experience. Work-based learning like internships is mandatory in professional degrees such as Tourism and Hospitality Management. See section 7.4 for internship regulations.

7.2 Grading System and Final Grade

The grading system upholds equity and objectivity across all assessment methods. Before every programme begins, you are informed of the grading criteria. Your final grade is calculated from the criteria set for each assessment once all necessary assessments are completed, and is proportional to your performance across the assessment types within the programme. Every programme may have its own grading policy tailored to its nature and outcomes.

7.3 Feedback to You

- Delivery — the Module Tutor gives feedback through the VLE; you can also engage tutors directly by email for one-to-one sessions.
- Timeliness and detail — feedback is typically provided within 2–3 weeks and explains the strong and weak points of your work with step-by-step guidance on how to improve; a grade is given for every assessment task.
- Pre-submission guidance — you may meet your lecturer or tutor before submitting to resolve any issues in advance.
- Use of the grading scheme — marking criteria and deadlines act as a checklist, helping you meet the requirements and expectations.

7.4 Internship and Work-Based Learning Regulations

Internship learning goals are synced with programme and module objectives. You are guided by an academic supervisor from EAAS and a workplace mentor from the sponsoring organisation. Supervision involves several meetings, mid-placement assessments and a final assessment for placement-based certification. You are briefed and placed in an organisation with which you sign a formal contract, and you document your experience in reflective journals and formative assessments during the placement. Work-based learning is assessed as an oral presentation graded by academic supervisors, followed by a debrief. The internship process is adapted to digital guidance systems for remote supervision, with yearly audits based on feedback from trainees, employers and staff.

8. Mitigating Circumstances

Uncontrollable events that affect your ability to complete an assessment or attend an examination are defined as mitigating circumstances. With evidence of a justified reason, you may qualify in situations such as late or non-submission of an assessment, non-attendance at examinations, or poor performance due to circumstances beyond your control. Long-term medical problems are treated differently, with adjustments made in advance of assessments.

To be accepted as valid, a claim must meet all of these criteria:

- Impact on performance — the circumstance must have restricted or influenced your ability to perform.
- Unforeseen nature — it must be unexpected and not caused by you.
- Preventability — you must not have been able to avert it.
- Direct relation to assessment timing — it must relate directly to the timing of the assessment in question.

Decisions are made by the Didactic Board together with the course lecturer responsible for the assessment. Accepted claims lead to an assessment re-sit on a no-penalty basis, to be resolved within a defined timeframe. You may also seek extensions, deferrals or alternative assessments were justified under the formal Mitigating Circumstances Policy.

9. Academic Integrity and Plagiarism

EAAS operates a zero-tolerance approach to breaches of academic integrity. Strict policies apply to plagiarism, cheating, fabrication of data and other forms of academic dishonesty. You are expected to submit original work and to cite sources appropriately.

9.1 Detection and Prevention

All submissions are checked for academic integrity using anti-plagiarism tools such as Turnitin, which produces similarity reports for examiners; suspicious submissions may also be checked with Grammarly. The academic staff are trained to identify and manage academic misconduct, and you receive training on citation, referencing and academic integrity, including how to use research tools for plagiarism-free writing. Assignments are often designed (authentic projects, case studies, reflective journals, problem-centred tasks) to be difficult to copy while fostering creativity.

9.2 Secure Online Assessment

- AI-proctored examinations and biometric (facial-recognition) identity verification are standard practice.
- Environment scanning and lockdown / secure browsers are required.
- Randomised question banks and time limits help ensure fairness and prevent misconduct.
- Access to the LMS requires two-factor authentication.
- Screen movement and voice may be monitored through online proctoring tools during tests.

Where you are subject to a finding of academic dishonesty, disciplinary measures are tiered – ranging from a formal reprimand and required integrity training, through a zero grade with a flag on the academic-misconduct roster, up to suspension or expulsion for serious or repeat offences. You may appeal through the official academic appeal process (see section 10). EAAS also provides GDPR-compliant and privacy-preserving alternatives (such as oral or face-to-face tests) where appropriate.

10. Appeals and Complaints

EAAS maintains an open, transparent process for academic appeals and complaints to ensure fairness in decisions associated with assessment results and other matters.

10.1 Grounds and Panel

Allowed grounds for appeal include procedural irregularity, bias, previously unknown extenuating factors, and administrative or clerical error. The Appeals Panel consists entirely of instructional or administrative staff who were not involved in the decision under appeal, ensuring impartiality. Panel rulings are recorded in writing and communicated to the student(s). Corrective action may include further assessment, re-marking, or correction of your formal academic record. Appeal procedures are published on the LMS and in each year's Student Handbook.

10.2 Complaints Routed to the QA Cell

Complaints – which may be academic (e.g. about assessments or lecturers) or administrative (e.g. customer service issues or harassment) – are routed to the QA Cell Dean's Office, which processes all complaints through to closure and stores the documentation. You must submit your documented explanation and available evidence within 10 working days of the event you are raising. On filing, the Dean of the QA Cell confirms receipt within 24 hours and informs you of the process and its timelines.

Escalation timeline

- Within 10 calendar days, the Dean of the QA Cell notifies you of the Institute's decision.
- If you wish to contest it, you must formally inform the Dean of the QA Cell within 5 working days.
- The Dean then establishes a committee of three external experts to adjudicate within the ensuing 10 working days; their decision is communicated by email and is final from the Institute's perspective.
- You retain the right to appeal to the Office of the Ombudsman of Malta if you believe the decision is unjust; the Ombudsman acts in accordance with applicable Maltese legislation.

11. Code of Ethics and Conduct

The Code of Ethics applies to all members of the EAAS community — students, lecturers, staff and leaders – and guides ethical practice, professional responsibility and regulatory compliance. It is publicly accessible and included in the Faculty Guidelines, Employee Contracts and this Student Handbook. Its core values are Integrity, Respect, Fairness and Excellence.

11.1 What is Expected of You

- Honesty – submit original work and cite relevant works appropriately; cheating, plagiarism and other dishonesty face serious sanctions.
- Fair evaluation – you can expect your work to be evaluated against objective benchmarks, free from bias or favour.
- Respectful conduct – discrimination, harassment and victimisation (including on grounds protected by law) are intolerable; inclusive, non-derogatory communication is required.

- Professional conduct – confidentiality regarding students and colleagues must be respected, and institutional resources used only for their intended purposes.
- Ethical use of digital technologies – online lectures should not be recorded without consent; institutional technologies must not be used for illegal data access, harassment or cyberbullying.

11.2 Reporting and Enforcement

Where the Code is breached, you may report the matter through confidential reporting channels to the administration or other authorities, and the Institute protects against retaliation for those who report abuse in good faith. Alleged violations are investigated impartially by the designated officer / Ethics & Compliance Committee. Confirmed breaches may result in administrative sanctions, up to and including expulsion or termination. The Code is reviewed annually and shaped by input from students and staff.

12. Data Protection and Your Data Rights

EAAS handles data in a manner that is safe, lawful and compliant with the General Data Protection Regulation (GDPR) and Maltese data-protection law. Only the minimal personal data necessary for academic, administrative and support purposes is retained - for example, registration details, academic performance and your activity within the VLE. Information is stored securely on EAAS's servers, communication is encrypted, and access is restricted to authorised personnel. A Data Protection Officer oversees privacy compliance, breach reporting and training.

12.1 Records Retention

In accordance with MFHEA guidelines, academic records are stored for 40 years, while non-academic records are kept for a comparatively shorter period in line with data-retention requirements. Academic documents remain accessible and retrievable by you.

12.2 Your Rights and the Use of Your Learning Data

Under GDPR you have rights including access to, correction of, and erasure of your personal information. EAAS uses learning analytics from the LMS and VLE (such as time spent in modules, forum activity and resource access) to support early academic intervention and retention – for example flagging students who may be at risk of disengagement. You are provided with frequent feedback on how your learning data is used, and the Student Handbook codifies your digital-analytics and data rights, including opt-in/opt-out selections where applicable. Consent notifications and privacy forms appear where data is collected.

13. Attendance, Progression and Engagement

Your responsibilities regarding academic contributions, evaluative requirements and sustained progression are codified in this Handbook and the LMS. EAAS monitors participation through LMS activity data and applies learning analytics to identify students who are lagging, so that timely, supportive intervention can be offered.

13.1 Staying Engaged

To keep you on track, EAAS uses inactivity tracking, countdown alert systems and pre-termination engagement support, alongside tutoring, career counselling and psychological counselling. Where you have been inactive, active notices and re-triable

deferrals are offered so you can re-engage; automated alerts and reminders are issued in relation to progress and potential self-withdrawal.

13.2 Inactivity, Withdrawal and Termination

Defined periods of inactivity, a counting-down alert system and pre-termination engagement support are used to manage disengagement. The institution actively tries to avoid termination by reactivating support services using LMS data. Where the necessary re-engagement does not occur, inactivity may lead to withdrawal in accordance with institutional policy.

13.3 Programme Termination (Taught-Out Arrangements)

A programme may, in limited circumstances, be terminated – for example due to a reduction in active enrolment, outdated curricula, or changes in regulatory frameworks. In such cases, your interests are safeguarded: you are allowed to finish your studies within the originally allotted time, and academic resources and facilities continue to be provided under a taught-out plan. You will receive formal communication and support to facilitate alternative progression routes where relevant.

14. Student Life, Engagement and Global Opportunities

14.1 Extracurricular and Community Activities

Beyond your studies, EAAS offers opportunities to build community and wellbeing, including virtual fitness and wellbeing sessions, online art and culture activities, educational webinars and guest-speaker events, virtual social gatherings, and student-led clubs and projects such as charity campaigns. Your voice matters: the Student Council protects student interests and promotes involvement, and you are encouraged to raise concerns through feedback forms on programme pages.

14.2 International and Career Opportunities

EAAS embeds an international dimension into its programmes through global case studies and the shared experiences of students and lecturers. You may have access to student mobility, international internships, virtual exchange, joint or dual-degree opportunities, and intercultural learning experiences. Career services provide online career placement, guidance and networking, and employers are engaged through virtual advisory panels, career fairs, internships and professional mentoring.

14.3 Alumni Community

EAAS maintains an alumni community and invites alumni to participate in online focus groups that contribute to programme reviews. Staying connected helps you give back to the Institute – and enables EAAS to continue serving your professional needs after graduation.

15. Key Contacts and Where to Find More

Your need	Where to go
General enquiries	info@eaas.mt https://eaas.mt
Admissions questions/application status	Admissions Office (via the registration portal)

Registration, records and progress alerts	Registrar / Academic Records Office
Academic advising, counselling, careers	Student Support Services Office
Technical help (LMS, VLE, email, proctoring)	24/7 Technical Support Helpdesk / VLE Support Office/website chat
Complaints and appeals	Dean of the Quality Assurance (QA) Cell
Data-protection queries	Data Protection Officer (DPO)
RPL and prior-learning claims	RPL advisory services (via student support channels)

Full details of the institutional policies summarised in this Handbook are set out in the Internal Quality Assurance Manual and in your accredited programme documentation. Where this Handbook and the IQA Manual differ, the IQA Manual and programme documentation prevail. This Handbook is reviewed regularly to keep it aligned with best practice, legal and regulatory frameworks, and the needs of students and the community.

European Academy of Advanced Studies – Student Handbook