

Student Services Policy

Policy Code: ACA-007
Version: 1
Person Responsible: Student Services Manager



Table of contents:

Policy: Student Services	Page
- Procedure: Managing Learning Resources	4
- General Guidelines, Rules, Regulations: Learning Resources	5
- Procedure: Health and Safety Response Team	6
- Procedure: Learning Support Services	7
- General Guidelines, Rules, Regulations: Learning Support Services	9
- Procedure: Career Advising	10
- General Guidelines, Rules, Regulations: Career Advising	11
- General Guidelines, Rules, Regulations: Facilities and Resources	12
- Procedure: Academic Advising	13
- General Guidelines, Rules, Regulations: Academic Advising	14
- Procedure: At Risk Learners	15
- Procedure: Student Council	16
- General Guidelines, Rules, Regulations: Student Council	17
- Procedure: Handling Non- Academic Concerns and Disciplinary Actions	18
- General Guidelines, Rules, Regulations: Handling Non- Academic Concerns and Disciplinary Actions	21

Student Services Policy

Policy Code: ACA-007
Version: 1
Person Responsible: Student Services Manager



Policy Statement

The Academic Team at Vatel Bahrain is dedicated to fostering the academic growth, personal well-being, and professional development of learners through a comprehensive range of support services. Learner Services align closely with Vatel Bahrain's Values and strategic plan, actively promoting learners' development and continuity of lifelong learning.

Diverse support services are available to learners at Vatel Bahrain through resources such as health services, the Skill Development Centre, career advisory, academic advising, learner support, learning resources and the establishment of Student Council. These services aim to prepare learners for success in their studies, personal lives, and future careers within the hospitality industry.

Application

This policy applies to all learners enrolled in Vatel Bahrain, as well as staff members involved directly or indirectly with learners.

Expectations

- Learners and staff at Vatel Bahrain receive clear, detailed, and current information regarding the support services that are accessible to them.
- Participation in activities offered by Academic Support Services is encouraged among both staff and learners to fully utilise the available resources.
- Vatel Bahrain offers a variety of academic and social services designed to assist learners in their academic pursuits and personal development (e.g., events, interactive learning experiences, counseling, etc.).
- Concerns and complaints from learners are taken seriously and are addressed with care, and confidentiality by the Academic Services team, particularly the Student Support Specialist.
- Alumni are given opportunities to maintain connections with Vatel Bahrain through their involvement in planned events such as graduation ceremonies, reunions and networking opportunities.
- At Vatel Bahrain, tuition fee exemptions are not offered. However, we strive to support learners by assisting them in seeking financial support through partner banks that offer special rates on study loans for Vatel learners, ensuring accessible options for meeting their financial obligations.





Student Services Policy

Policy Code: ACA-007
Version: 1
Person Responsible: Student Services Manager



- The Student Council at Vatel Bahrain actively organizes and supports a range of activities for learners, advocating for their interests in collaboration with the institution's staff to promote a balanced learner life.

Forms and Other Related Documents

Health Support Registration Form	 Health Support Registration Form.d
Room Booking Form	 Room Booking Form.docx
Academic Advising Meetings Form	 Academic Advising Meetings Form.docx
Disciplinary Appeal Form	 Disciplinary Appeal Form.docx

Student Services Policy

Policy Code: ACA-007
Version: 1
Person Responsible: Student Services Manager

