



STANDARDS OF EXCELLENCE
(SOE)

LES ROCHES MARBELLA

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STUDENT LIFE

The Daily Way of Life

Student life at Les Roches mirrors the life of the future manager in the hospitality industry. Students at Les Roches fulfil demanding work schedules, yet they enjoy a fulfilling social life. Indeed, two major components of the Les Roches way of life are the regimented work disciplines associated with the academic and practical demands of the curriculum, and the cross-cultural social activities of the student body.

The Working Environment

Within the School, it's all business! The school operation is in fact, to a large extent, maintained by the students, who are involved in all phases of food production and restaurant service and who assume defined responsibilities for the running of the School.

Students within the School adopt a code of behaviour and appearance, in accordance with the rigors of the industry. Self-discipline is an indispensable prerequisite for any future manager, its acceptance and implementation in the School assures an easy transition to an industry renowned for its conservative attitudes to propriety and aesthetics.

Attendance at scheduled events constitutes lifestyle training for a would-be professional, moreover attendance in class supports effective learning and therefore attendance is compulsory. The responsibility lies with the student to manage his or her own time in preparing for evaluations scheduled throughout the semester. Evaluations may be written or practical, or a combination of these, depending on the course.

Extra-Curricular Life, Sports, and Social Activities

Extra-curricular life in the area is extraordinarily rich and varied. The International beach resort Puerto Banús and Marbella afford an unusually rich opportunity for recreation and amusement. The year-round city and resort of Marbella offers panoply of sporting and relaxation options, which complement the sporting and extra-curricular opportunities organized by the school.

Extra-curricular life, within this framework, is rich and varied. The students have the opportunity to practice all the activities needed to keep fit and healthy.

The official School Sports Centre is the Manolo Santana Racquet's Club, just 5 minutes' walk from the School. Les Roches Marbella students are members while studying on site at Les Roches Marbella. The Racquet's Club offers tennis courts, paddle tennis, squash, aerobic classes, a gym, a swimming pool and saunas.

Students are encouraged to organize sporting & recreational activities inside and outside campus.

Les Roches acknowledges the importance of fitness and sport to the overall physical and mental well-being of the future professional.

To further boost this notion, the Student Governance Association "SGA" with the support, guidance, and collaboration of student services department, host weekly clubs like tennis, football, paddle, beach volleyball, golf to name but a few.

Additionally, the SGA, in collaboration with faculty and staff that complete the social life offer within the Campus facilities with extracurricular activities such as: Cocktail Club, Gastro Club, Golf Club, Yoga Club, Reading Club, Running Club, Sustainability Club, Tennis Club & Wine Club to name some.

Social life within the school is organized in each semester around the Welcome Party, Cultural Night and Sports Day. These events are organized by the Student Governance Association (although school subsidized) and are integrated within the students' curriculum. Various smaller fund-raising events, such as casual Fridays, evening

events, etc... are organized throughout the semester by SGA. Some other events and field trips to different areas/events related to the industry (recycling plant, museums, hotel fairs...) and the Les Roches Marbella Student Blog are scheduled in order provide additional extracurricular activities to the students.

Student Representation

Students are involved in the life of the school through several mechanisms.

- Class delegates
- Students Governance association
- Student Ambassador programs

Class Delegates

Are elected directly by each class providing a communication channel for academic and non-academic policy and events and representing the impressions and needs of the student body to the administration. Class Delegate meetings are held twice per semester to ensure a steady flow of two-way communication between the school administration and students.

Students Governance association

The Student Governance Association (SGA) of Les Roches Global Hospitality Education Marbella, with the support of the Student Services Department and Management, have the collective ability to govern the Student Body to the best of our abilities. To foster the unity between students and school, to promote student concerns, to provide the official voice through which student opinions may be expressed, to establish and review Rules & Regulations with the appropriate team and their staff representative for the SGA at Les Roches Global Hospitality Education Marbella. In order to preserve and further these aims, the SGA promotes understanding and involvement among all members of the Les Roches Community; represents, advocates, and legislates the interest of the Student Body; serves as partner in the administrative processes of Les Roches; protects our right to manage ourselves and accepts responsibility for the quality of student life and Les Roches way of life.

Student Ambassador program

The Ambassador program has been created in order to give students the opportunity to develop different skills, as: leadership, team management, creativity, innovation, persuasion, negotiation, capacity for collaboration, teamwork, adaptability, flexibility, productivity, and time management.

As Ambassadors, throughout the semester, students are connected with mentors, and are led to assist various events as representative of LRM. Their specific role will usually involve connecting and talking with future students about their experience at LRM and the daily life of a university student. These activities occur regularly throughout the semester and range from:

- Connecting with potential students
- Conducting virtual campus tours for visiting groups
- Participating in Social Media and Blog activities
- Acting on virtual Open Days
- Being available for interviews, videos, photos for school brochure, etc.

Students at Les Roches have first-hand knowledge of what it's like to study here and know why LRM is a great university. They experience the 'ups and downs' of being a university student, so who better than them to share this experience by helping to spread the word!

Ambassadors are not expected to have the full knowledge of all LRM courses or the application process – they just need to be passionate about the university and studies. As Les Roches Marbella is conscious about our society and environment, ambassadors are also requested to take part in any activities that may be organized for the community.

If you are a current Les Roches Marbella student, you are ready to make a commitment to volunteer your time, and on top of that, you have a positive 'can do' attitude towards your studies and university experience, this program is for you!

If, apart from the items listed above, you are the kind of person that:

- Enjoys meeting new people
- Is passionate about Les Roches Marbella
- Is interested in a career that will require you to work with people
- Has an interest in public relations
- Likes to perform in front of an audience
- Loves to manage relationships
- Likes to be involved with coordinating events
- Is friendly and like to deal with groups of people
- Enjoys helping and inspiring others
- Is interested in participating in the broader LRM community.

You are the ideal candidate to become a Les Roches Marbella Ambassador...

Career Services Department

The aim of the internship is to provide students with interesting and informative training opportunities of high standard which enhance professional competence and enriches personal development. These opportunities will take place in the international areas of the Hospitality Industry and within establishments of high standards in Spain or abroad.

We are proud to present excellent relationships with the hospitality, tourism and leisure industry and always aim to be transparent in both – our contact with these industries and with our students. However, students are constrained by international visa policies, and this may limit choices of destinations.

Internship Responsibilities

Internship is an integral part of the school's program and is an indispensable complement to the theoretical studies. After the academic semester the corresponding practical internship, which has academic credits, must be carried out. Therefore, the corresponding Diploma can be issued only to students who successfully achieved the academic and practical requirements for the Internships.

For BBA Semester 1 students, the Career Services Department will provide full support and guidance to each student. The Career Services Team will organize the interviews required for BBA Semester 1 students within the semester in order to find a placement, although, once an offer has been received, if the student does not accept the position offered by one establishment within a maximum period of 48 hours, it will be the student's own responsibility to find a new internship.

For BBA Semester 4 students the Career Services will provide when requested assistance, guidance or advise to students to find an internship. It is the student's responsibility to contact the establishments directly and/or to approach the Career Services Department for support if required. A list of offers from collaborating hotels and information on the internships will be available for all the students from the Career Services Internal Portal.

Students may ask the Career Services Team for assistance. Attendance to Hotel presentations/interviews is compulsory for all students. Any student that will not attend the corresponding Hotel presentations and/or interviews might be deducted the corresponding behavior points by the Career Services Department. The school is also responsible for: Providing necessary advice and assistance to students in all aspects of their applications to achieve a successful career path. Giving students access to the numerous offers received every semester from employers and assisting them in their potential internship search. Issuing the necessary School documents required by the work laws of the countries in which the students will carry out their internships.

Keeping in contact with the students and/or the employer during the internship period. The student is responsible for: Being active in his/her research process and to keep the Career Services Department informed of his/her progress. Observing standards and regulation stated by the school (charter, training procedures, evaluation process, etc....) Respecting administrative constraints such as visa, work permit, language or professional requirements which might limit the choice of location in which the student wish to do his/her in training.

Successfully achieving the agreed training period at a single establishment, which is, under no circumstances, managed or owned by a member of the student's family. Covering any expenses such as travel, accommodation, meals, pocket money, work permit, visa costs, insurance, etc. which may arise from his/her industrial placement. After one rejection of a formal offer for an internship organized through the Career Services Department, the School will no longer provide assistance for obtaining a student's internship. If a student encounters problems of any kind during the internship period, whether personal or professional, he/she must contact the Career Services Department to request advise or support.

Under no circumstances is the students allowed to break his/her internship contract without the agreement of both the school and the employer. Should the student do so, the internship in question will not be validated and the student will be required to carry out a further internship period, at a time stated by the school, in order to receive the necessary credits for the degree.

Insurance

During School semesters, as well as during the internships, the students must be covered with a health insurance, either provided by Les Roches Marbella (“Sanitas”) * or private. Students that will be covered by their own private or public insurances are advised to hire private or public accident/sickness insurance, for the duration of the internship, according to the specific requirements of their nationality and/or internship destination. It is the student’s responsibility to obtain such information.

STANDARDS OF EXCELLENCE

Objectives

The School's Standards of Excellence have been drawn up as a guide to future conduct as a manager in the hospitality industry. Their aim is to explain the distinctive mode of behaviour required, both as an employee and, later, as an employer in the hotel industry.

Respected and trustworthy professional leaders need to display exemplary behaviour. Les Roches Marbella expects its students to do the same. For this reason, Les Roches Marbella expects its students to challenge themselves to exceed the requirements outlined in these Standards of Excellence.

This desire to excel reflects what will be expected in the hospitality industry. These standards of Excellence apply to students while they are at School and during their internship.

DRESS CODE

The intent of this policy is to provide professional image (dress code) expectations for Les Roches students and staff.

The policy applies to all Les Roches students and staff - including students who visit campus during their internship periods - and staff without exception. Students in practical arts should respect the specification for each outlet/department.

The professional image should be respected on all Les Roches premises, including main buildings and outdoor areas.

When visiting other business partners, please make sure to adhere to their dress code.

The management reserves its right to change this policy temporarily or permanently at any time.

General Principles

A professional image is part of the school's image, reputation, and employability of students. It is intended to reflect the reputation of Les Roches as an institution with high standards of professional image.

A professional image is important in industries where our students go to work, and therefore needs to be reflected in our internal professional image approach.

A professional image promotes a professional atmosphere at school which emphasizes academics/practical operation and good behaviour.

A professional image reduces social conflict and peer pressure that may be associated with appearance, and can reduce the prevalence of certain undesired behaviours, which are often expressed through wardrobe.

When choosing clothes, ask yourselves: "Am I being respectful to my values and to the Les Roches community (fellow students, Les Roches staff, and partners)?" "Is this what I would wear to attend an interview for my dream job?" "Are my clothes clean?" "Do I lead by example?"

Access may be denied to classes, examinations, dining rooms, Practical Class, or public areas of the School building to students who fail to respect any of the guidelines listed in this policy.

Types of attire

There are three types of business attire mentioned in this policy:

1. Business Professional
2. Professional Uniform
3. Casual

Business Professional

'Business Professional' is the primary type of attire worn by you. Business professional consists of wearing generally professional and non-extravagant clothing, allowing you to portray yourself in a professional manner. This generally means for women a dress, skirt, or trouser suit and for men a suit (jacket and trousers), shirt, tie and professional shoes.

The wearing of professional business is part of the school's image and also that of its students, which is well received by the prospective employers who visit the school every year on their hiring trips.

The wearing of Business Dress is to reflect Les Roches as an institution with high standards of professional image.

Business Professional Regulations

Business professional attire should be worn by all from Monday to Friday, from 6am to 6pm.

Business professional should be worn by everybody, including those passing through or using campus services or outlets located in the main building and Library. Academic classes or other professional events (e.g., guest speakers) scheduled after 6pm, require business professional attire unless specifically mentioned otherwise.

In case of official events on campus, business professional hours may be extended or be applicable on weekends, subject to the event agenda. While seated in class, outlets and public areas jackets may be removed only by consent of teacher / manager.

Caps, hats, and sunglasses must not be worn inside the school. Students should use the lockers and coat racks provided for storing belongings hanging their coats and jackets. Women's blouses/tops must not be longer than the jacket. Boots, of any description, may not be worn as part of business professional. School outlets may specify additional dress code guidelines which are to be respected by all students.

During hot weather, short sleeves, open toe shoes for ladies and no jacket may be allowed but only when communicated by management.

FEMALE DRESS CODE

☑ Allowed**SUIT**

Business Suit (dress, skirt or trousers and matching jacket)
Black, Grey, Navy, Beige, or Dark Brown – Pinstripe, plain or plaid.
Suit trousers must be full length, and skirts must be one credit card width above or below the knee.

SHIRT or BLOUSE

Shirt, blouse, and round neck tops are allowed (**)
Shirts or Blouses should be fitted but not skintight and no longer than the jacket.
Colors: White or pastel colors. Black, grey, navy, beige or dark brown tops are only allowed if matches suit color.

Plain V-neck sweaters or jumpers are allowed under the jacket and on top of shirt or blouse. (Navy, blue, grey, beige or black to compliment the suit)

TIGHTS / SHOES

Tights must be plain skin color, black or dark grey fine tights to match the suit color.
Plain socks matching suit color may be worn with trousers.
Shoes must be leather polished, professional, closed and limited to these colors (black, brown, grey, navy blue, burgundy)
Shoes can combine a maximum of two colors.
Heel no more than 5cm high.

HAIRSTYLE and MAKEUP

Long hair must be kept neat and tidy and tied back for students. Make-up must be natural and discreet.

ACCESORIES

Fine and discreet neckties or business scarves may be worn around the neck.
Name tag to be worn at all times for students.
One badge/pin on lapel
No more than 5 pieces of unobtrusive jewelry (earrings, watch, necklace, ring)

☒ Not Allowed**SUIT**

Separate colors (non-matching)
Fluorescent and bright colors
Mini Skirt, Jeans, Dockers, skin-tight pants, three-quarter trousers, velvet, or corduroy trousers
Cardigan instead of Jacket

SHIRT

Tops with spaghetti straps, with midriff showing, deep V-neck either in front or in the back.
No shoulder exposure
Transparent blouses or tops with visible underwear, T-shirt.
Blouse or top hanging below hem of jacket
Jumpers with patterns or images

TIGHTS / SHOES

Tights with patterns or motifs
Ankle socks, bright colored socks with motifs
Ballerina pumps or boots.
Sneakers, sports shoes, sandals, slippers, open shoes, flip-flops
Platform shoes, ballerina pumps or wedge heels

HAIRSTYLE and MAKEUP

Unnatural hair colors
Extreme hair styles
Bright unusual lipstick / make up colors.

ACCESORIES

Piercings and other face-jewelry (multiple ears, nose, tongue, lips, brow line)
No name badge for students

(*) Academic classes or other professional events (e.g., guest speakers) scheduled after 6pm, require business professional attire unless specifically mentioned otherwise.

In case of official events on any campus, business professional hours may be extended or be applicable on weekends, subject to the event agenda.

(**) Business fabrics allowed: Wool/light wool, polyester, tweed (for suits); silk, silk blends, cotton/poly blends (for blouses or tops) Fabrics that are not considered business professional and therefore not allowed are: Denim, jersey, leather, spandex, 100% linen or any easily wrinkled material, chiffon or see-through (transparent), Satin, sequins, rhinestones, feathers

PROFESSIONAL UNIFORM

Professional uniforms are reserved for students and staff in specific roles (e.g. practical duty, housekeeping, purchasing, etc.).

These roles will require that uniforms are worn for safety, hygienic or occupational reasons.

Uniforms are designed to help people do their jobs better, stay clean and safe, and help visibly identify people on duty. (For students in semester 1, see “BBA1 Grooming standards”)

Casual

Casual clothing is for weekends (except special events) and weekdays as of 6pm until 6am.

Female:

- Trousers, skirt, dress, casual shorts, jeans (**not torn**)
- Clean T-shirt, blouse, sweater, sleeveless T-shirt, and jacket
- No Sports clothes or Track Suits
- Heeled shoes, flat shoes, sports shoes for interior use

Male:

- Trousers, casual shorts, jeans (**not torn**)
- Clean T-shirt, shirt, sweater, jacket
- No Sports clothes or Track Suits
- Clean casual shoes, sports shoes for interior use only

All these items must be in good taste (hats and caps are not permitted, nor is wearing sunglasses inside buildings). The above listed items are not part of the uniform and may therefore not be worn inside the School building EXCEPT during your free time on weekends.

The wearing of professional business code is part of the school’s image and also that of its students, which is well received by the prospective employers who visit the school every year on their hiring trips. The wearing of Business Dress is to reflect Les Roches as an institution with high standards of professional image.

Guidance on appropriate business dress is issued to the students at the start of each semester.

All students are requested to supply their own suits in accordance with the Business Dress Code standards.

From 1st April until 15th September, students are allowed to remove their suit jackets. Short sleeves blouses/shirts will be allowed. In these circumstances, the name tag must be worn on the shirt/blouse.

From 15th September until 31st March suit jackets are compulsory.

The Business Dress Code is to be worn during the daytime from Monday to Friday, in the academic semester, in all areas of the School.

During the internship period, or when visiting the School premises after completion of the course, the same high dress standards apply, and students are expected to wear a jacket and tie.

Facial hair & Beards**BBA Semester 1**

For hygienic reasons, facial hair (moustache & beard) is undesirable for students that have to perform practical F&B classes. Male students are expected to be always well-shaven at all times. Exclusion for this norm must be certified by a doctor.

BBA Semester 3, 6, 7 Postgraduate and Master students

Properly trimmed beards are acceptable, provided that they are not grown during the program. Access may be denied to classes, examinations, dining rooms, Practical Class or public areas of the School building to students who fail to respect any of the Standards of Excellence mentioned above. This reflects the standards demanded in the Hotel Industry.

DISCIPLINE – APPEARANCE AND BEHAVIOR

Students must always complete, the standard criteria of behaviour and appearance that are enforceable and comply with the standards of education and moral of the school to the same extent as they will be required in their professional status in the hotel chains.

The student shall always distinguish himself, for the education and respect for other students, teachers, and school administrators, and can be evaluated at any time, so their behaviour, consequently, will be chaired by.

- Respect, courtesy, and kindness in dealing with others.
- The effectiveness and speed in fulfilling their academic obligations.
- The correctness in their appearance and image, taking care of their clothing and uniforms that must be spotless at all times, always giving the feeling of order, hygiene, and cleanliness.
- The preferential attention to the comments of teachers and school administrators, even including the assumption that they were not properly formulated, followed by critical analysis, and taking action for the future.
- The correctness in the formalization of any complaints, explained in a logical and reasonable manner that allows improving the service.
- As part of the professional profile all students are required to upload at professional photo, which should cover head and shoulders with visible dress code. Students will not be able to proceed with the registration without, if student change the profile picture and disrespecting the code, they will be penalized in accordance with LRM behavior rules

In order to adequately regulate the internal coexistence of all students, discipline is registered by the School in two distinct areas:

- Behaviour
- Appearance

At the beginning of each semester, discipline has an initial value of 6.0 points. Points will be deducted at the discretion of the faculty or staff members for behaviour and appearance outside the expected standards. The number of points deducted will depend on the seriousness of the incident(s), in question and will be applied accordingly to the School regulations, resulting in different levels of disciplinary actions:

- a) Warning letter
- b) Student's suspension
- c) Student's expulsion

Warning letter

The warning letter will reprimand the student by a written document, which evidences the behaviour that is subject to reprimand and the score with which it is sanctioned for disciplinary purposes.

Warning letters are sent when the discipline mark falls to:

- 5.0 or less
- 4.4 or less

A copy of this letter will be placed in the student's file.

In case of exceptional misbehaviour, a "Warning letter" will be issued by the Director of Student Services.

The student may be admonished by the school, without it being mandatory to initiate part by the Discipline Committee, to those students whose behaviour, on or off campus, involve among others:

- Lack of respect, courtesy, and kindness in dealing with others.
- The lack of accuracy in their appearance and image.
- The lack of attention to the observations of school staff.
- The lack of accuracy in the execution of any complaints.
- The lack of punctuality.
- Lack of consideration for others.

- The misuse of social media

Student's Suspension

In cases where the student conduct or behaviour is of special importance and/or significance in the codes of conduct and ethics of the school, and that a special investigation of the facts is required, the Direction of the School, considering the particular circumstances of each case, may proceed to the student's Suspension.

The student's suspension will imply:

- The temporary cessation of all school fees
- Loss of right to reimbursement of tuition fees

The student may be reprimanded by the school, without it being mandatory to initiate part by the Discipline Committee, to those students whose behaviour, on or off campus, involve among others:

- Should the discipline mark fall below 4.0.
- The serious lack of respect, courtesy, and kindness in dealing with others.
- The serious lack in their presentation and personal image.
- The serious lack of attention to the observations of school staff.
- The serious lack of accuracy in the execution of any complaints.
- The serious lack of punctuality.
- The serious lack of consideration for others.
- The use or possession of alcoholic beverages outside the areas enabled for it and being drunk in any area of the school at any time.
- The use or possession of any narcotic drug, and as an example, without limitation, listed as follows: cannabis and its derivatives, opiates and all its derivatives (opium, morphine, heroin), cocaine, LSD, mescaline, psilocybin, crack, hallucinogens, ecstasy, synthetic drugs (K2, Spice) etc. The School reserves the right to modify this list as needed and as new substances appear.
- Reiteration of at least 3 warnings in a semester.

In the event of misconduct or serious violation of the code of conduct and personal ethics requiring further inquiry, the Director of Student Services may suspend the student for the time necessary to complete the said inquiry. In such a case, the Director of Student Services may request that the student temporarily leave the campus, suspending his rights to residence, attendance to classes and/or exams for the time necessary to complete the said inquiry. This suspension measures will be independent of the possible discipline measures that may be adopted following the inquiry.

If the student is suspended by the Discipline Committee, the whole semester will be invalidated and therefore the student will have to repeat it in its entirety. The semester will be counted as failed, without any reimbursement of the School's fees.

Student's Expulsion

The expulsion of the student will mean:

- The cessation of the academic rights.
- Loss of right to reimbursement of tuition fees
- A student may be expelled by the School, after the opening of the corresponding part by the Discipline Committee, those students whose behaviour, on or off campus, involves:
- Work and unsatisfactory academic effort.
- Behaviours that did not meet the most basic rules of coexistence.
- Acts or omissions involving a breach of internal regulations of the school.
- The student's refusal to surrender control of any use or possession of the substances listed above when requested by the school.

- Theft, stealing.
- Extreme misconduct.
- The offense verbal and / or gestures to other students, faculty or school staff and visitors of the same.
- Reiteration of at least 6 warnings during the whole period of studies.
- The repeated suspension of the student, whatever the cause.
- Any other activities or behaviours that under Spanish law, in view of particular importance and / or nature in which they occur, reveal inappropriate behaviour with the principles of school.

The decision to expel the student may take into consideration the gravity and significance of the behaviour punished, his/her career and focus on academic achieved scores, absences accounted, the lost points, etc. as well as the combination of sanctions and / or previous warnings, or the recurrence of such violations.

Students who are expelled under these circumstances have the semester marked as invalidated.
The expulsion from School will imply the loss of all the student's rights.

If a student is expelled from School, the School fees will not be refunded under any circumstances either in part or in whole.

Les Roches has a strong commitment for the students' health and safety. Alcoholic drinks are not allowed to be kept or consumed in the residence or within the School premises.

Students may be submitted during their studies in Les Roches Marbella to an alcohol test, when required, by the F&B team/ Director of Student Services.

ABSENCES POLICY

Absences will be recorded by each lecturer for each period and when a student is absent, the lecturer will report the absence on a daily basis. A single period counts as one absence, a double period counts as two absences, etc.

It is essential that students are not absent from more than the recommended number of lessons. This is to justify the credits awarded for each course and to give students the best possible chance of passing the program.

Absences are taken at students' discretion. They are to be used for: illness, personal appointments, external interviews, and any other valid reasons that cannot be dealt with outside of lesson and practical time. It is highly recommended that students keep a note of their own absences.

Extenuating circumstances may, in some cases be taken into consideration, with particular reference to serious illness.

Lessons missed due to In-house presentations and interviews will not count towards the total absence although students must register to attend presentations. Students will still be marked as absent from class.

Absence from class does not release students from responsibilities of submitting work and projects on time, or of taking exams, quizzes, and group work. The tutor may elect to give a failing mark if a student does not attend a scheduled class even if the student is within the absence limit for that particular course.

Absences for all Programs

During one semester students are allowed to be absent for a maximum of 60 periods / contact hours; this includes both academic and practical classes.

Warning letters are sent when absence hours reach:

- 20 hours or above
- 30 hours or above
- 45 personal interview

Absence per course

Students are allowed to be absent from a maximum of 30% of the contact hours for any one academic course. This represents 14 hours of a 45-hour theory course. An academic course of 45 periods is considered as failed if a student misses more than 30% or a total of 15 periods.

Additionally, students are allowed to be absent for a maximum of 30 hours of a practical course. If this number of hours is exceeded the student will be deemed to have failed that course and awarded a zero grade for that course.

A student registered in the English component of the IHelp program will be suspended if they exceed 50 hours of absence from the English classes. Additionally, they will fail if they do not pass 50% of the program.

Late Arrival

Students are expected to arrive on the School official arrival dates. Late arrival to the semester is not permitted.

However, in certain cases where students cannot arrive on time due to visa or medical issues, students will be allowed to arrive up to a maximum of two weeks after the official registration date (prior School authorization and evaluation).

During the student's nonattendance, absences will be recorded by each lecturer for the missed period of the Program and the absences will be counted towards the student's total allowance of absences. Under no circumstance will the absences received during this period will be deleted. The absences per course policy will also be applied.

It is the late arrival student's responsibility to:

- Complete the corresponding registration procedure upon arrival before attending classes.
- Review and verify the number of absences left for the semester. Students can check their absences on the LRM School App / Intranet or visit the Student Services to review the absences situation.
- Contact corresponding faculty members and program managers to be updated on missed classes, material, and coursework.
- Not miss any more hours that could lead to being awarded a 0 in a subject or have the semester suspended according to our Absences Policy.

Meeting request

When a student reaches 45 absences or above, he/she is asked to visit the Absences Committee who will verbally inform the number of absences reached and review and understand the student's reasons of absences.

Special Circumstances

When a student exceeds the maximum number of absences (over 60) due to extenuating or special circumstances, the Absences Committee may evaluate the student's suspension case by case, taking into consideration the reasons of absence, medical certificates, late arrivals issues or justified absences.

The revision of the student's file can have two outcomes:

1. The student is suspended.
2. The student is granted more absence(s) in which case:

The student will be asked to sign a contract in which he/she will be allowed to stay, although should he/she exceed the number of absences allowed, he/she will be suspended, and his/her current semester invalidated.

This contract is not applied to the 30% of absences per subject. If this number of hours is exceeded the student will be deemed to have failed that course and awarded a zero grade for that course.

Student Suspension

Students have 60 periods per semester that may be used for illness, interviews, or any other emergency. The student's semester will be invalidated should the total absences for the semester go over 60 periods.

Students will receive an email from the Director of Student Services to visit his office. The student will then receive the suspension letter together with his/her absences record.

The student will then be asked to sign the letter to acknowledge receipt and a scanned copy of the letter will be sent by email to him/her and parents/sponsors (according to student authorisation).

The student is then asked to leave the campus as soon as possible.

Absences during the weekend

Missing practical duty during weekends and during exam days will result in disciplinary point deduction as per the published policy.

In addition, the missed hour will have to be compensated with extra duty on another weekend. This duty will be scheduled by the teacher.

Retake Subject Student

As per our absences policy above, it is essential that students are not absent from more than the recommended number of lessons. This is to justify the credits awarded for each course and to give students the best possible chance of passing the program.

The absences policy for “All Programs” (maximum of 60 absences) cannot be applied to retake students and are subject to a different number of absences. The absences are calculated according to the number of subjects and credits retaking per semester.

The number of absences per subject is of 8 absences. As per example if a student has 3 retaking subjects, then the student will be allowed to miss a maximum of 24 absences for the semester.

As in many cases, the number of absences allowed is low, retake students will not receive the warning letters of absences issued by the School. They will however be informed by email of the number of absences allowed at the beginning of the semester.

It is the retake student’s responsibility to review and verify the number of absences granted for the semester and if the student would exceed the allowance permitted, his/her semester will be invalidated.

LIBRARY

Library (Learning Resources Centre)

The LRM Library is “a unit of information resources for learning, teaching, studying and researching, as well as other activities about the academic school management”.

It provides academic collections (in physical and digital format), quiet and comfortable spaces and tailored services to students.

The library facilities comprise 4 study rooms, 2 team rooms, 1 interview room, 1 printing room and 1 information desk.

Behaviour in the library

The library provides a quiet and comfortable atmosphere for academic purposes. Therefore, students are expected to work and speak quietly.

Smoking, food, and drinks - except for bottles of water with cap on. (max. 33 cl) -, as well as the use of cell phones are not allowed.

Students are expected to wear smart and professional business suit (following school dress code)

Accessibility

All students of LRM have the right to use the library facilities and its services.

Students must show their student badge to access library facilities. In case they do not have it, they should identify properly.

Use of library collection

Students have the right to borrow, renew, reserve, and return library items (books, audio visual resources, reports, etc.)

The number of borrowed items and the period to borrow them is detailed in the “Lending policy service” Standard. Besides, library staff inform students about it.

Reference resources (such as encyclopaedias) should only be used at the library.

Borrowed items are to be returned on time for the convenience of all.

Reminders notes are sent by email to students and behaviour points are deducted on items returned late.

Lost items will be charged to students and deducted from their student’s deposit.

The library is equipped with an anti-theft security system. Security checks are carried out when it sounds as a student leaves the area. Students are to stop and co-operate fully with the library team.

Library staff will be glad to assist students in any possible way, finding library items at the library and researching online items through the e-library.

Library staff has authority to deduct behaviour points if students do not respect the Standards of Excellence.

For more Information, please go to > LRM Library > Library policies on Moodle.

IT POLICY

Computer policy

It can be found in this link, referring to Marbella campus:

<https://lesroches.edu/apply/accepted-student-information/computer-policy/>

Les Roches Marbella App

The Student App has been developed to give students access to all the information they need while studying at Les Roches Marbella. It can be downloaded from Apple Store and Google Play

Internet

Whilst at School, students have limited access to INTERNET via Wi-Fi and are provided with their own e-mail address at the beginning of the first semester until completion of their studies at School. Internet connections are available for educational and academics purposes principally.

Please note that a policy is in place to block access to certain sites of specific contents.

Security

Any hacking activities on the school's network, as well on the local network (LAN) and/or on the external (Internet - WAN) is strictly forbidden and will be the cause to severe discipline measures.

Failure to accept these requirements will result in the student being forbidden to connect to the network in School. The student will also be barred from having access to any of the network resources.

Student Badge

Upon arrival on-campus, the student will need to enable the mobile badge on the mobile phone. This is an essential element that is used for identification, meal control, printing, residence and restaurant access, garage parking, as well as method of payment in the various points of sales. The mobile badge is valid for the whole duration of the semester attended.

FOOD & BEVERAGE SERVICE

At Les Roches Marbella, we know some of the fondest memories in life are created at the dining table. Should not surprise then that the Food & Beverage outlet of our campus are some of the finest you can find, enriching the student's campus life while also creating some truly memorable moments to fondly remember.

Our restaurants are also reflective of fundamental pillars of teaching and learning opportunities expressed in different styles, dynamics, and service styles thought to best represent the core of the hospitality industry.

Our rich dining options includes fine dining, burgers joints, buffet, and high-end inventive cuisine. Come, sit and indulge into a world of gastronomic wonders, taste and experiences.

Additionally, to our restaurants, we also cater through our dark kitchens for students with:

- Room service
- Kitchen Away – available to students on campus only.

In presence of allergies or specific dietary requirement, please do not hesitate to contact our F&B Manager and our Nutritionists via the app upon arrival on campus and be sure to inform the F&B Lecturer prior to joining the restaurant for your meal and include it in the Reservation comments.

Come, sit, and indulge into a world of gastronomic wonders, taste, and experiences.

Dining Etiquette

In order to enjoy our Food and Beverage facilities on campus throughout the semester, and actively participate to these interactive classrooms, below there are general guidelines, opening hours and dress codes we encourage you to read and embrace.

Dining Rooms etiquette

When entering our restaurants, a full business attire is mandatory, in accordance with our dress code guidelines. Throughout the weekend and where otherwise specified in the restaurant's standards, smart casual clothes are allowed.

- All restaurants require prior reservations via Les Roches Marbella APP.
- Le Marche does not require booking.
- If half board, please purchase a ticket at the Kiosk prior to dining in LRM Venues and present it at the instructor in charge.
- Don't arrive too early — or too late: to avoid delays for others, latecomers with over 10' delay and students without proper appearance and behavior will not be permitted to enter the dining rooms.
- Please wait at the entrance as you will be escorted to your table.
- You may not enter the restaurant with school bags and books or electronic devices.
- Keep your hair tight in a bun and your jacket on
- Keep your smartphone off the table and set to silent or vibrate.
- Know how to use your napkin.
- Use the bathroom before the meal, not during
- Keep the volume of the conversation to an appropriate level.

- In case of any allergies or special dietary requirements, please contact your service lecturer upon arrival.
- You must wait until your empty dishes are cleared before leaving the restaurant.
- If you are accompanied by a guest, please pay the requested charge of 10 euros at the Reception and present the ticket at the restaurant door to the service teacher.
- Food & beverages cannot to be brought into the restaurant nor can they be taken out of the restaurant.

Students are expected to behave in a mature, orderly, and dignified manner in the dining rooms, as is expected of a Hospitality Leader.

Marché Restaurant

Le Marché is the largest and most dynamic restaurant on campus serving breakfast, lunch, and dinner throughout the week, while during the weekend it provides decadent brunch and dinner. The rich food stations offer freshly made hot and cold food which suits most dietary requirement and finds its highest point in a delightful dessert station.

- Weekday Breakfast From 07:00 to 08:30
- Weekday Lunch From 11:00 to 13:45
- Weekday & Weekend Dinner 19:00 to 20:00
- Weekend Brunch From 11:00 to 12:30

Reservation not required.

Bistro Steakhouse

The new Bistro has opened its doors in January 2016 and brought a fresh new concept to our on-campus dining scene. Bistro Steakhouse is a **vibrant, experiential**, and upbeat dining experience serving the finest cuts in a fun vibe steakhouse. Its **bold, fearless**, and energetic DNA will quinch any **meat lover's** dream yet catering simultaneously to anyone with equally delicious and creative vegan and pescetarian options.

Throughout the day, it serves freshly brewed coffee and cocktails.

- Weekly Lunch – 1st seating at 12:00 / 2nd seating at 12:30 / 3rd seating at 13:00

Reservation required.

ONE Restaurant

Launched in January 2016 the ONE Restaurant stands for Origin Nature Essence. ONE serves **sophisticated** culinary delights sourcing ingredients from **local** farmers, fisherman and else tickling the guests' tastebuds by declining the locally sourced ingredients into **internationally** inspired delights. ONE opens at lunch and dinner during which guest can enjoy a rustic yet modern, urbanely elegant fine dining restaurant.

- • Weekday lunch – 1st Seating 12.15 / 2nd seating 12.45 / 3rd seating 13.15
- • Weekday dinner – 1st seating 19.30 / 2nd seating 20.15

Reservation required.

El Olivo Restaurant

El Olivo is an elegant restaurant which combines decadent atmosphere with a dash of classical style where a la carte fine dining service meets sophistication with a pinch of classic service **artistry**. Experience this quintessential dining journey through the **flavours** and **aromas** of **the Mediterranean Sea** in the menu expertly crafted by our practical arts students. El Olivo, a culinary **journey** for the **senses**, which provides diners with freshly caught fish and seafood expressions of the Mediterranean multicultural gastronomical bond. Head over to one of the most iconic venues in Les Roches Marbella campus to experience what the Mare Nostrum has to offer.

- • Weekday lunch - 1st Seating 12.15 / 2nd seating 13:00
- • Weekday dinner – 1st seating 19.45

Reservation required.

Pangea

Tucked away in our Bahia Residence, this latest addition to our campus Food & Beverage facilities is a game changer in Les Roches Marbella: an eagerly-awaited farm-based restaurant, with regularly changing ALC and tasting menu. As our first pioneering venue opened to the public, Pangea promises culinary wonders to our guests, in a urban, modern fine dining environment, delivering a glocal experience, perfect representation of our community. International cuisine with locally sourced ingredients will find its greatest expression, where each plate of food promises to as rooted in nature as is can be, delivered by way of a pared-back yet technically complex cooking style.

- Weekday breakfast – 1st seating at 8.30 – last seating at 10.00.
- Weekday lunch – 1st Seating 12.15 / 2nd seating 12.45 / 3rd seating 13.15
- Dinner – 1st seating 19:30 – last seating 20:30

Reservation required.

Visitors and Invitations to Meals

Students' parents and Alumni will be welcome when they visit Les Roches Marbella. A free meal coupon may be collected from the School F&B Department on their first visit.

Half board students who wish to have a meal in school (outside of their meal plan), they will be able to purchase it in the Kiosk.

Visitors should meet the same dress code as students; smart or business attire is therefore encouraged.

Restricted Areas

Access to all F&B outlets outside the operational time is prohibited to all students. Only students in practical operations are permitted to enter any of F&B outlets during practical classes.

Students wishing to consult any of the F&B lecturers must first ask permission by email.

Students who are excused from class or Practical Class and who have a medical certificate must remain outside the academic and practical areas.

Appearance while in Service /Kitchen

LADIES - Long hair tied back. Shorter hair gripped. Only one earring per ear – studs or pearls. Only one ring per hand. Well pressed clothing. No bracelets. Uniforms correctly worn. No excessive make up. Well groomed.

GENTLEMEN - Short Hair and combed. Clean shaven. No earrings or facial piercing. Only one ring per hand. No bracelets. Uniforms correctly worn. No excessive make up. Well groomed.

RESIDENCE

Residential Life

Residential life at Les Roches incorporates housing options within Les Roches Marbella

On-campus accommodation is compulsory for undergraduate students during Semesters 1,3 and 4, (with full board), as well as for all undergraduate direct entry and Semester Abroad students transferring to Les Roches Marbella for the first time. The quality of school-owned housing can comfortably be equated with the basic standards found in a quality hotel accommodation. All rooms in our Main Building have private bathrooms. A supplement is charged for private rooms available in limited quantity, upon request (first come, first served.). As of September 2022, we will incorporate a new student residence into our current accommodation options. Located just a short 5-minute drive from the campus, the new Bahía residence will have a transfer service, security, and cleaning service. Many bedroom options to choose. Bahía will offer our students a wide variety of single and double bedrooms.

BBA Semesters 6 and 7, as well as PGD and Master programs 'students (except Executive students who are accommodated in a hotel). Les Roches Marbella offers a wide variety of accommodation options and half board. Accommodation for Master students is not covered during the break between Semester 1 and Term 2.

Because the majority of housing facilities feature double rooms, visiting rights for persons not housed in the residence are not permitted. Any violation of this rule may lead to immediate expulsion from the School's residence.

The school provides breakfast, lunch, and dinner during the week and two meals daily at the weekends and national holidays, with a reservation system in place.

The University may grant exemptions to the on-campus housing policy for certain categories of students based upon guidelines related to marital status, age (older than 25), have dependent children or regular residence in Marbella.

Accommodation / Campus

- Rooms are to be kept tidy and beds made every morning.
- Noise is a form of pollution, bad for your health and a disturbance to all, therefore noise must be kept to a minimum everywhere at all times. School Regulations implement silence between 23:00 and 08:00 hours, (Sunday to Thursday). Fridays and Saturdays silence is required from 24.00 hours. Violators can be charged for "breach of the peace".
- Posters, photos, drawings, or any other kind of decorations cannot be hung on room walls. Cork notice boards are provided in the rooms for that purpose.
- Domestic pets are not allowed on the campus.
- Permission is required to use a refrigerator in a room and an energy fee of 50 Euros per semester will be charged. If the student wish to rent a fridge, the fee is 100 € per semester. The Director of Residence has the right to remove the refrigerator if the fee has not been paid. Students are allowed to have a TV in their room.
- For safety reasons, hair dryers must not be us in the bathroom or showers.
- Valuables must be kept in the room's safe.

For reasons of security, peace, and quietness Les Roches Marbella resident students may enter each other's rooms only from 09:00 until 23:00. This requirement also applies to students wishing to study or work together. Students willing to study or work together outside of these hours may meet in the public areas, informing previously to the night Security service.

For the same security reasons, **external student visitors**, except for students' parents, including no-resident students, family and friends, **CAN BE MET EXCLUSIVELY IN THE PUBLIC AREAS**, lounges and lobbies, from 9:00 to 23:00 hrs. Therefore, their access in the residence area is strictly forbidden at all times, without the corresponding authorization of the Director of Residence or Student Services. Given the serious security aspect of this Standard, **ANY VIOLATION COULD LEAD TO IMMEDIATE EXPULSION FROM THE SCHOOL'S RESIDENCE.**

Washing machines, dryers and ironing facilities are available on the residence area. Underwear and socks may be washed in rooms but must not be left soaking or hanging in the bath. No items of clothing are to be hung from windows or balconies. Ironing items are available in Reception.

As a good safety practice, lights and other electrical appliances are to be switched off on leaving the room. Rooms are not meant, nor equipped, for cooking for hygiene and safety reasons. Fruit, biscuits, and sweets may be kept in rooms, but any other food or drink items or cooking utensils cannot be stored and could be removed by the Director of Residence. A microwave is available at both floors in the Residence.

Food and drink items are not allowed to be stored on the window ledges in Les Roches accommodation. The School reserves the right to confiscate any such items.

School cutlery, crockery and glasses must not be removed from the main building.

Student rooms are equipped with central heating. The Maintenance is responsible for modifying the temperature of the residence and School areas according to weather criteria. Portable heaters, electric or otherwise, are not allowed in student rooms.

Students who disrespect the Standards of Excellence, related to living on campus or off campus accommodation buildings can be asked to leave the campus. In these situations, at the discretion of the Campus Director, they may be able to continue their academic studies. However, they must find alternative accommodation off campus. Students who are asked to leave campus accommodation are not entitled to a refund. In addition, any student found in campus accommodation after being asked to leave the accommodation will be expelled from the school due to misconduct.

Students who disrespect the Standards of Excellence, related to living on campus accommodation can be asked to leave the campus residence. In these situations, at the discretion of the Director of Student Services, they may be able to continue their academic studies. However, they must find alternative accommodation off campus. Students who are asked to leave campus accommodation are not entitled to a refund. In addition, any student found in campus accommodation after being asked to leave the accommodation may be expelled from the School due to misconduct.

Breaching some of the Residence regulations may imply:

- 1st breach: Points deducted according to infraction.
- 2nd breach: higher point deduction and warning letter with copy to parents/sponsors.
- 3rd breach: Expulsion from Residence, with no refund.

Important Notice

- The School declines all responsibility for any articles or money stolen.
- The Director of Residence's prior consent is required in order to change the furniture layout in a student room.
- For insurance and security reasons, students can only change rooms with written permission from the Director of Residence.
- The Director of Residence must be informed of any breakages, malfunctions, or complaints about a room.

- Suitcases should be stored in the allocated storeroom on the residential building. It is strictly forbidden to store your bicycle in your room. The Reception will indicate you where to store your bicycle.

- In order to ensure proper implementation of the above Standards, the Management, Director of Residence and or Security staff will periodically check bedrooms and cupboards. The acceptance of the contents of this “Student Handbook” will be considered as agreement by the student on this paragraph.
- **STOREROOM (EXTERNAL COMPANY WILL BE IN CHARGE OF THE STORAGE)**
Clearly mark all luggage/boxes to be stored with your full name. Students are permitted to leave their luggage in the storeroom for a six-month period. Students are personally responsible for the transportation and payment of their luggage to concierge desk.

The school reserves the right to dispose of any unclaimed luggage in storage for more than 6 months. To collect luggage in storage, an appointment must be made with the concierge services department.

Laundry Facilities

The School provides a laundry service for practical uniforms, white shirts and blouses of the practical uniform included. In general, the bed linen is changed weekly. Private bed linen cannot be washed.

Personal items can be washed in the washing machines and dryers in students’ laundry area.

In order to be able to identify them easily and speedily, all clothes to be laundered need to be marked with the student number, preferably inside the collar, or near the waist. Unnumbered clothes cannot be washed. The laundry service is used at the students’ risk. No responsibility will be accepted for loss or damage to clothing.

Smoking

According to Spanish law (28/2005), from 1st January 2006, smoking is strictly prohibited in all areas of the School. Students wishing to smoke must go outside the School premises.

Points will be deducted immediately by staff/faculty members in case of student smoking within the School premises. Please note that Smoking within the School premises will imply violation of Spanish Law and may imply severe consequences for the student.

Smoking is not permitted at the front entrance to the School building nor within the painted green line surrounding the entrance. Smokers are kindly required to use the public ashtrays installed outside the School premises.

The smoking regulations also apply to all type of electronic cigarettes (e-cigarettes).

Lodging

On-campus accommodation is compulsory for undergraduate students during Semesters 1,3 and 4, (with full board), as well as for all undergraduate direct entry and Semester Abroad students transferring to Les Roches Marbella for the first time. After the down payment is made, all students choosing the school accommodation will receive instructions by email on making a room reservation in our online lodging platform while the invoice by default will show double room. Once the student have self-select their accommodation in the Housing Platform a new updated proforma will be sent with their accommodation selection.

Subject to availability, students can try to secure one of the limited numbers of single rooms on campus, via the platform, on a ‘first-come, first-served’ basis and will be confirmed once the full fee of the room has been made. For all other types, rooms are only confirmed upon the receipt of the full payment of fees as per payment deadline. On-campus accommodation includes all costs relating to heating, electricity, maintenance, bed linen, housekeeping service (once per week), free Wi-Fi and residential kitchen facilities.

BBA Semester 1 students may request to share a room with a specific roommate, either in advance or upon arrival at School.

BBA Semester 3 and 4 students can choose either a single or double room by completing and returning the pre-registration form before the specified deadline. Such requests are considered once the full School fees have been remitted. Single accommodation is limited; therefore, single rooms are allocated following the order of payments received, according to availability.

A supplementary fee is charged for rooms in the new residential building, provided with air conditioning. Details of these charges are available from the Director of Residence.

BBA Semesters 6 and 7, as well as PGD and Master programs 'students (except Executive students who are accommodated in a hotel). Les Roches Marbella offers a wide variety of accommodation options and half board. Accommodation for Master students is not covered during the break between Semester 1 and Term 2.

The accommodation will be confirmed once the full amount of the accommodation and the down payment have been received. The accommodation fee is not refundable. For further information on the accommodation managed by Les Roches Marbella please contact your Educational Counsellor.

Deposit

The deposit is a provision held against damage, be it intentional or caused by negligence, to any asset belonging to the school. The students share a collective responsibility to ensure that School property is treated with respect. The students account could be charged for both individual and collective responsibility which relates to the charge for general damages in the accommodation and educational buildings.

It is also held to cover general damages caused by the students in the main School building or its surrounding campus. It is also used to settle any unpaid bills incurred during the programs.

Requests for advances to be made against the deposit cannot be entertained.

Deposits are refunded by bank transfer to the financial sponsor, three months after the end of the studies. Deposits are refunded in full, or partially once all bills have been settled.

FACILITIES

Locker Facilities

Non-resident students may be issued a locker during the course of a semester. They are located in the toilettes near the new classrooms area and Floor -2 close to Seminars C&D.

Students must ensure that the lockers are always padlocked. The School cannot be held responsible for the loss or damage to any personal item.

Classrooms

Classrooms are closed on Saturdays and Sundays. Library is open according to published timetables. Study rooms can be used daily (Monday to Sunday) until 24.00 h.

Students are expected to take care of furniture and School material. The responsible party must pay for any loss or damages.

Classrooms, laboratories, and study rooms are places of work. SILENCE is therefore required to enable students to concentrate. Eating and drinking is not permitted in these areas.

The use of mobile phones during academic or Practical Class time, and when in Practical Class, is not allowed for obvious courtesy reasons. These devices must be properly switched off to avoid any undue disruption.

CAR & PARKING

Insurance

Students must ensure they have proper and valid insurance if they wish to run a car or motorbike whilst at school. The school declines all responsibility in the event of an accident. The School insurance does not cover injuries due to car accidents.

Registration

For security reasons, cars, whether rented or owned privately, need to be registered with the Residence Director as soon as brought on campus.

Parking

Not respecting the parking rules within the school and its surroundings will be considered a break of rules.

The school reserves the right to remove the cars that are parked in a non-authorized location. A fee will be charged for the removal operation.

Please note that maximum speed allowed in Residential areas in Spain is 30 Km/hour, and that our School is located in a residential area. Speed allowance in urban areas is 50 km/hour.

FIRE PREVENTION ADVICE

1. Students are strongly recommended to become familiarized with the different emergency exits and fire-fighting equipment available in the residence halls.
2. When the fire alarm rings, students must not panic but follow the instructions given by loudspeakers, teachers, class delegates or staff.
3. Windows must be shut. Doors must be shut, but not locked.
4. In the main building, students must WALK out of the building quickly but calmly and go to the meeting point at the Parking of Olivia Valere.
5. At night, students must wake up friends, get dressed and prepare to evacuate quickly and calmly. Once they have left the building, students must wait for further instructions.
6. Detailed emergency procedures are available at the "Induction Book" delivered to you at the course start.

DRUG TESTING PROCEDURE

Prevention and Testing of Stupefying Products

Les Roches is sensitive to the problem in today's society of the dependence on stupefying products and wishes to take an active role in the prevention of their use by students, or on an individual basis.

Following this principle, Les Roches Marbella forbids any form of drugs. Consuming, possession of, or traffic of drugs inside, as well as outside of the Institution, is strictly forbidden. Les Roches reserves the right to take legal action if necessary.

This rule applies throughout the entire period the student is registered, whether in Spain or elsewhere.

To prevent drug use, the Institution has the right, in particular situations, to ask a student to submit to a drug test, on a regular basis. A student will be asked to undergo a drug test on random basis or if the Institution considers that the student is putting him/herself at risk physically or mentally, as well as damaging his learning potential OR if the student threatens the health and safety of his environment.

If the student refuses to submit the requested test will immediately be asked to leave the School and the semester will be invalidated. Moreover, the student will not be allowed back into the School.

The procedure outlined below will treat as confidential all data relative to the concerned student.

Any student may be required at any moment during his/her studies in Les Roches Marbella to be submitted to any required drug tests (blood, saliva, urine, hair analysis, etc....)

The Director of Student Services will provide the responsible for medical checks at-Laboratory-with the names of the students who will be requested to undergo a drugs test. The Director of Residence and/or the responsible for medical checks at-Laboratory-will then ask the student to undergo the test.

The responsible for medical checks at-Laboratory-and the Director of Student Services are the only persons authorized to perform the test, which will be limited to a urine test and/or a sweat, saliva test. Les Roches also reserves the right to request the student to provide a blood sample. If a blood sample is requested, this procedure will be carried out by a nominated doctor. In exceptional cases, the doctor may also request a hair sample.

In addition to the drug test, the Director of Student Services will seek to determine if any other products (medicines) could have been taken, therefore influencing the results.

If this is the case, the student will be asked to present the evidence pertaining to the consumption of these other medications within 24 hours, together with the corresponding medical certificate that will provide accreditation on the requirement of such medication.

A laboratory appointed by the school will analyse any submitted samples (urine, blood, hair...).

The laboratory will communicate the results of the tests to the Director of Student Services. In line with the policy of the Institution, students will be immediately suspended from the School for the use or possession of drugs.

Depending on the circumstances, related to the use of illegal drugs, the School reserves the right to expel the student from the institution.

The students authorize the School to share the results of such exams with their parents/sponsors, as well as with any other School related to the group, if applying for a transfer. Outside of this authorization, confidentiality on the results obtained is guaranteed.

LES ROCHES MARBELLA POLICY ON SEXUAL HARASSMENT

Policy Category: Institutional Policy

Office Responsible for Review of the Policy: Student Services, Student Relations & Counselling

SCOPE: This policy covers all students registered on academic programmes in Les Roches Marbella. The policy is intended to be consistent with the provisions of applicable national laws and regulations. Les Roches Marbella is committed to providing a safe environment for all its students, free from discrimination on any ground and from harassment including sexual harassment. Les Roches Marbella will operate a zero-tolerance policy for any form of sexual harassment on campus, treat all incidents seriously and promptly investigate all allegations of sexual harassment. Where sexual harassment has occurred, Les Roches Marbella will act to stop the harassment, prevent its recurrence, provide support services to those affected by sexual harassment and discipline and/or take other appropriate action against those responsible which includes all students, staff, and faculty of Les Roches Worldwide. Any person found to have sexually harassed another will face disciplinary action, up to and including permanent exclusion. All complaints of sexual harassment will be taken seriously and treated with respect and in confidence. No one will be victimised for making such a complaint.

Definition of Sexual Harassment

Sexual harassment is unwelcome conduct of a sexual nature by staff, faculty or other student which makes a person feel degraded, humiliated and/or intimidated, including unwelcome sexual advances, requests for sexual favours, and other verbal, nonverbal, graphic, or physical conduct of a sexual nature, when: (1) such conduct is sufficiently severe, persistent, or pervasive that it interferes with or limits a person's ability to participate in or benefit from Les Roches Marbella's life (hostile environment); or (2) submission to or rejection of such conduct is made either explicitly or implicitly a condition of an individual's academic standing or is used as the basis for academic evaluation, grades, or advancement (quid pro quo).

A hostile environment can be created by persistent conduct or by a single severe episode. The more severe the conduct, the less need there is to show a repetitive series of incidents to prove a hostile environment. Rape, sexual assault, and domestic and dating violence, is a form of sexual harassment. In addition, the following conduct may violate this Policy:

- Observing, photographing, videotaping, or making other visual or auditory records of sexual activity or nudity, where there is a reasonable expectation of privacy, without the knowledge and consent of all parties.
- Sharing visual or auditory records of sexual activity or nudity without the knowledge and consent of all recorded parties and recipient(s)
- Unwelcome sexual advances, whether or not they involve physical touching.
- Commenting about or inappropriately touching an individual's body
- Lewd or sexually suggestive comments, jokes, innuendoes, or gestures
- Stalking

Definitions of key terms associated with sexual harassment.

Sexual Harassment: The determination of what constitutes sexual harassment will vary with particular circumstances but may be described generally as: unwelcome sexual advances; requests for sexual favours; and other unwelcome oral, written, or physical conduct of a sexual nature. Sexual harassment includes acts such as rape, dating and domestic violence, sexual assault, and other forms of non-consensual sexual activity; or violence or harassment based on sexual orientation.

Dating Violence: Dating violence is defined as violence or behaviour against an intimate partner (romantic, dating or sexual partner) that seeks to control the partner or has caused harm to the partner (the harm may be physical, verbal, emotional, or sexual in nature).

Rape: Rape is defined as any act of sexual intercourse or sexual penetration of any orifice of the body with a body part or other object that takes place against a person's will or without consent, or that is accompanied by coercion or the threat of bodily harm.

Sexual Assault: Sexual assault is defined as any intentional sexual touching with any object(s) or body part(s) that is against a person's will or without consent or that is perpetrated through coercion or threat of bodily harm.

Sexual Exploitation: Sexual Exploitation is taking sexual advantage of another, for one's own advantage or benefit, or to benefit or advantage anyone other than the one being exploited. Examples include, but are not limited to: recording, photographing or transmitting sexual photos, sounds, images or other information; voyeurism; indecent exposure; prostitution or soliciting another person; including incapacitation to commit acts of sexual misconduct; knowingly exposing another person to sexually transmitted infection (STI) or human immunodeficiency virus (HIV).

Stalking: Stalking is defined as repeated, unwanted contact with any person, including contact by electronic means or by proxy, or the credible threat of repeated contact with the intent to place a reasonable person in fear for his or her safety or the safety of his or her family or close acquaintances or to inflict substantial emotional distress.

POLICY PROCESS

The following roles and responsibilities and complaint resolution process is established to assist Les Roches Marbella in ensuring an educational environment free from sexual harassment. We encourage all students who believe they are a victim of sexual harassment to report complaints with Les Roches Marbella contacts in paragraphs B or C.

- A. Duty to Report Complaints.** All Les Roches Marbella community members who are aware of, or witness prohibited conduct must report these matters to either the Director of Student Services or the Head of Security (see below for contact information). These individuals will resolve these complaints through informal procedures or formal investigations. All Les Roches Marbella community members are expected to cooperate in the resolution or investigation of sexual harassment complaints.
- B. Support, Medical and Counselling Resources for Students.** Students are encouraged to utilise the following resources for confidential discussion and support related to sexual harassment and its effects. To ensure Campus Management involvement, students must report the unlawful harassment through either the informal or formal reporting process, as detailed in this policy. Confidential resources include:
- The school Counsellor: Sandra Becerra (sbecerra@lesroches.es)
 - Director of Student Services: Hassan Djeebet (hdjeebet@lesroches.es)

It is important to know that there are two instances where confidentiality cannot be maintained:

- a) circumstances when the law requires disclosure of information.
- b) when disclosure by Les Roches Marbella is necessary to protect the safety of others.

C. Responsible Campus Management Officials

- Director of Student Services: Hassan Djeebet (hdjeebet@lesroches.es)
- Director of Residence: Yolanda Naranjo (ynaranjo@lesroches.es)

Initiating a complaint

1. **STEP ONE (Where to file/report a complaint).** Notify the appropriate Campus Management Official (above point C) as quickly as possible of violations of this policy and within one (1) year of the alleged violation. Complaints filed after the one-year period may be considered by the Responsible Official, when requested in writing and there are extenuating circumstances. A complaint under this Policy must be filed with the office having disciplinary jurisdiction over the accused person ("Respondent"). Therefore, the responsible Campus Management Official will involve the following offices:
 - a. **Complaints against Students.** A complaint against a student is reported to the Director of Student Services
 - b. **Complaints against Staff or Administrators.** A complaint against a staff member/administrator is reported to the HR Manager.
 - c. **Complaints against a Faculty Member, Faculty Administrator or an Individual Carrying out Teaching Responsibilities.** A complaint against faculty members or faculty administrators is reported to the Academic Director.
 - d. **Complaints against a Member of the Campus Management team.** A complaint against a member of the Campus Management team is reported to the Director General.

- e. **Complaints against the Director General.** A complaint against the Director General of Les Roches Marbella is reported to the Chair of the Les Roches Governing Board.

Option to File a Criminal Report. Simultaneous to pursuing resolution through the Campus internal processes, the complainant may also file a criminal report with the National Police. Les Roches Marbella will not delay its investigation if criminal charges are filed. However, at the request of the law enforcement authorities, the campus may briefly postpone the internal investigation and proceedings, while the authorities gather evidence.

Interim Measures. Once a complaint has been reported and until the resolution of the matter, the Responsible Official may take interim measures to ensure safety and non-retaliation for all parties. Examples of interim measures include separation of the parties, no contact directives, and alternative academic and housing arrangements.

Advisors. In cases of sexual harassment, dating violence, rape, sexual assault, sexual exploitation and stalking, the Complainant and the Respondent may be advised and accompanied by advisors of their choice, during any meeting related to the complaint. The role of the advisor is limited to a support role. The advisor may not participate directly in any meeting or contact the Responsible Official.

2. **STEP TWO (Informal Resolution).** Les Roches Marbella encourages but does not require informal resolution when possible. The school or the Complainant may elect to bypass the informal procedures because of the severity of the allegation or complexity of the complaint.

Informal Resolution. The goal of informal resolution is to resolve concerns at the earliest stage possible, where misperceptions may have taken place and with the cooperation of all parties involved. Informal resolution may include inquiry into the facts, but typically does not include a formal investigation. These informal efforts may include addressing the Respondent directly, participating in a facilitated meeting with the appropriate Campus Management official, or participating in mediation. If the matter is resolved informally to the satisfaction of all parties, the Responsible Official shall maintain a record of the complaint and its resolution. If informal resolution is not possible or the Complainant does not wish it, Les Roches Marbella will proceed to Step Three for formal resolution of the complaint.

3. **STEP THREE (Formal Resolution).** If informal resolution is unsuccessful, or if the Complainant considers informal resolution inappropriate (e.g. when facts are in serious dispute, reports involve a pattern of behaviour, or reports allege serious misconduct such as sexual assault), or if the Complainant prefers a formal procedure, a formal complaint may be filed with the Responsible Official.

Reporting: A written complaint should include a detailed description of the conduct that the reporting party alleges to include Sexual Harassment and supporting evidence (if any); name(s) and contact information of the Respondent; and the name(s) and contact information of witnesses (if any).

Investigation: Depending on the nature of the allegations, the investigation could include interviews with the complainant, the Respondent and/or witnesses; review of written documentation and relevant policies; review of evidence; and any other steps necessary to thoroughly investigate the allegations. During the investigation, the Complainant and Respondent will have equal opportunity to identify witnesses and evidence that the Responsible Official may consider.

Resolution and Sanctions: At the conclusion of the investigation, the Responsible Official will issue simultaneous, written notifications of the outcome of the investigation to the concerned parties, including referral to the appropriate disciplinary procedures.

- a. **Student Respondent.** The student disciplinary procedure, including appeal process, is outlined in the School Standards of Excellence. The range of sanctions under the standards includes, but

is not limited to, a written censure, loss of behaviour points, a ban from specific areas of the campus, community service, transfer or loss of on-campus housing privileges, disciplinary suspension, or permanent exclusion.

- b. **Staff or Faculty Respondent.** Human Resources will take action in accordance with the conditions of the employment contract. The range of staff and faculty sanctions includes, but is not limited to verbal or written warning, mandatory counselling, mandatory training, suspension and termination.

Retaliation

Retaliation is any action that would dissuade a reasonable person from making or supporting a claim of harassment or discrimination. Retaliation violates Les Roches Marbella policy. Retaliation can be direct such as changing a grade or denying access to a program, or it can be indirect such as intimidating, threatening, or harassing a student who has raised a claim or participated as a witness in an investigation. All parties to a concern are prohibited from engaging in intimidating actions directly or through support persons.

False or frivolous charges

This policy shall not be used to bring false or frivolous charges against students, faculty or staff. Those bringing such charges may be subject to disciplinary action.

Confidentiality

Les Roches Marbella recognizes the importance of confidentiality. Those Responsible Officials responsible for implementing this policy will respect the confidentiality and privacy of individuals reporting or accused of sexual harassment to the extent reasonably possible. Examples of situations where confidentiality cannot be maintained include circumstances when the law requires disclosure of information and/or when disclosure by Les Roches Marbella is necessary to protect the safety of others.

Records

Records of informal and formal complaints will be maintained in the case of a student by the Registrar and in the case of an employee by Human Resources. Complaints against faculty, staff, or students that result in a personnel or disciplinary action will also be part of the respondent's personnel or disciplinary record. All records are confidential with access only to individuals with a legitimate need to know. Records of complaints will be kept on file, in accordance with the Les Roches Marbella records and retention policy.

GRIEVANCE PROCEDURES AND NON-ACADEMIC APPEALS

Grievance Procedure

Les Roches Marbella strives for integrity and fairness. If a problem arises, students should contact in writing the person responsible first. Faculty members, Staff Members, Programme Managers or the Academic Director will also be willing to assist if necessary.

If necessary, the student may then contact in writing the Director of Student Services.

Students should make an appointment to see the Director of Student Services if a grievance continues, as he has specific duties and responsibilities in these circumstances.

Non-academic appeals

All appeals pertaining to disciplinary sanctions, suspensions or expulsions from the School or non-admittance to final exams, or any other non-academic matters must be addressed in writing to the President the Les Roches Governing School Board, accompanied by a check of 200 Euros and sent to the Director of Student Services within 14 natural /10 working days of receipt of the sanction. If the appeal is rejected the 200 Euros payment is not reimbursed.

The appeal presented by the student must include:

- The student's identification information.
- The reasons why, in his/her view, the penalty shall not be imposed.

The Appeals Commission's decision shall be final and enforceable provided that:

- The Appeals Commission's decision was not appealed by the student or do so out of the prescribed time to do it.
- The Appeals Commission's decision, though appealed, was ratified by its members on simple majority.

The Appeals Commission decision once final and executor shall be communicated in writing to the student taking the necessary measures for its strict compliance.

The Appeals Commission consists of the following members:

- An external lawyer.
- The General Manager of the School
- The President of the Les Roches Governing School Board.
- An external expert in professional education.

The Commission normally meets twice per year and their decision is binding.

OPEN DOOR POLICY

Programme Managers, Staff Members and Faculty Members assist and guide students so that they may have a safe and beneficial time at Les Roches Marbella. They deal with virtually all students' questions or concerns.

There may be something so personal or sensitive, however, that students need to speak directly and confidentially to the Director of Students Services or the Counsellor. In this case students may make an appointment directly and confidentially. Every effort is made to assist students as rapidly as possible.

ALUMNI ASSOCIATION

All graduated students from Les Roches are welcome to become members of the Les Roches Alumni Association.

The mission of the Alumni Association is:

- to provide opportunities for professional growth and social interaction among its members
- to create a long lasting and mutually beneficial relationship between Les Roches and its alumni
- to maintain Les Roches leading position in providing the hospitality industry with highly qualified professionals

All registered members receive the following services:

- an up to date Les Roches Alumni contact database.
- an attractive alumni website, <http://marbella.lesroches.net>, with exclusive job offers, information about upcoming alumni gatherings and events, containing different groups (class year, chapter, program) and forums.
- regular distribution of an alumni newsletter with information to all Les Roches Marbella Alumni on job offers, school news, upcoming events, and gatherings.

FINAL DISPOSITION

The present regulations are adopted by the Management of the Les Roches Marbella Global Hospitality Education and shall be effective from 1st January 20215.

The School's Management reserves the right, at all times, to make amendments according to circumstances, without giving prior notice.