



EAST ASIA MANAGEMENT UNIVERSITY

**STUDENT
HANDBOOK
2026**





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Prof. James Chua

WELCOME MESSAGE FROM OUR VICE CHANCELLOR

Dear Students,

On behalf of our management team, faculty, and staff, it is my great pleasure to warmly welcome you to **East Asia Management University (EAMU), Cambodia**. We are delighted that you have chosen to join our community, and we look forward to being part of your academic and personal journey.

By choosing EAMU, you have taken an important step toward your future. Our university is deeply committed not only to **academic excellence**, but also to helping you grow as an individual and preparing you for long-term success. EAMU is an innovative international university with roots in Singapore, built on a strong tradition of academic quality and close industry connections. Since 2002, EAIM Singapore and our academic network have supported the education of more than 10,000 graduates across various levels of higher education. At EAMU, you will become part of a truly **global learning community**. Our students come from more than 15 countries across the region and beyond, creating a vibrant multicultural environment where you can learn from different perspectives and build friendships that last a lifetime—while preparing yourself for an increasingly interconnected world.

Employability sits at the heart of everything we do. EAMU Cambodia is proud to be an **employment-ready university**, where learning goes beyond the classroom and theory. Our programmes are designed to give you practical knowledge, real-world exposure, and workplace-relevant skills, so that you graduate with confidence, clarity, and purpose—ready to make a meaningful contribution to your chosen profession. We also recognise that success today requires more than strong academic results alone. That is why EAMU places great emphasis on holistic education. Alongside technical and professional expertise, we help you develop essential soft skills such as communication, leadership, teamwork, and critical thinking. These qualities are reflected in our **6 Cs graduate attributes: Curious, Competent, Confident, Committed, Communicative, and Creative**.

We understand that every student's educational journey is unique. To support your individual goals, EAMU offers multiple **affordable academic pathways**, including articulation and partnership arrangements with reputable universities in the United Kingdom and Australia. These pathways provide flexibility, international exposure, and globally recognised qualifications, allowing you to shape your education in a way that best suits your aspirations.

Our programmes are delivered through a cutting-edge curriculum that is continuously aligned with current and emerging industry needs. You will learn from a dedicated team of experienced **international faculty**, supported by industry practitioners, modern learning resources, and applied teaching approaches. Together, they ensure that your education is relevant, engaging, and globally benchmarked.

As you begin your journey at EAMU, I encourage you to make the most of every opportunity—academically, professionally, and personally. Ask questions, stay engaged, step outside your comfort zone, and **take ownership of your learning** and future. I wish you every success in your studies, and I look forward to seeing you grow into capable, confident, and employment-ready graduates. Welcome to EAMU—we are excited to have you with us.

Once again, welcome to EAMU, Cambodia.

Warm regards,

Professor James Chua

VISION, MISSION, AND VALUES

Our Vision

To be recognised as a premier university in Cambodia for her global approach to higher education

Our Mission

Delivering degree programmes and professional courses which are recognised for producing employment-ready graduates.

Institutional Core Values

MARKETING is our daily thought

METICULOUS execution is how we ensure desired outcomes

TEAMWORK is our spirit

INNOVATION is how we compete

PROCESS is how we ensure quality and consistency

SPEED and **ACCURACY** is how we deliver

PROFILE OF EAST ASIA MANAGEMENT UNIVERSITY

Welcome to East Asia Management University (EAMU).

EAMU is located in the central business district of Phnom Penh, the capital city and business centre of Cambodia.

EAMU aims to offer students the opportunity to undertake studies at multiple delivery centres around the globe, and EAMU teaching faculty includes visiting lecturers who are able to share their international experiences. EAMU course contents facilitate the development of international and cross-cultural perspectives to ensure that EAMU graduates are conversant with the international, as well as local, business and socio-economic environments



Government approval and recognition

East Asia Management University is a government regulated private university. The East Asia Management University (EAMU) is officially licensed and recognised on 20th October 2018 by a Sub-Decree issued by the Royal Government of Cambodia and signed by Prime Minister, Samdech Hun Sen.

EAMU Bachelor courses articulated with overseas University partners

EAMU also work closely with several UK universities to have her degree courses articulated so that these degree studies are recognised by our partners as equivalent to those on-campus in UK. Our students therefore have the academic pathway options to complete their degree study in UK and gain international recognised UK awards and qualification. Students may study 2 or 3 years at EAMU before proceeding to selected UK partners to complete their degree study, subjected to the articulation arrangement.

STUDENT CREED

East Asia Management University (EAMU) is a community dedicated to learning, where members engage in discoveries and sharing of ideas and promotion of greater humanity.

Universities are the pinnacle of learning. Our university's motto 'Sapientia et Veritas' in Latin means "Wisdom and Truth". A learning organisation should be a place not simply to gain knowledge but to expound wisdom, engage in critical discourses, and seeking the truth.

Our Student Creed

As a member of this community, students shall commit themselves to a shared responsibility to participate and contribute actively in university life by:

- Seeking wisdom so as to uphold the truth;
- Respecting myself and the dignity of fellow humans;
- Being self-discipline and driven to pursue excellence;
- Embracing and celebrating diversity;
- Practicing personal and academic integrity;
- Volunteering myself to better this world and our society.

ACADEMIC MATTERS

EAMU COURSE INFORMATION

Using the BSc (Hons) in Business Management as a Sample

Exit points

- Student who successfully complete the Degree Foundation Study (Year 1) may exit with a Foundation Certificate.
- Student who successfully complete the four years' programme may exit with a *Bachelor degree*.

Course duration

BSc (Hons) in BM: Equivalent to four academic years.

Method of delivery

Face to face/ Online

Course content

This degree programme is highly relevant to young adults entering the corporate world and the most user-friendly fields of study. This course aims to offer graduates with a comprehensive understanding of management fundamentals essential to run organisations effectively under varying socio-political, economic, business and legal conditions. It provides a multi-disciplinary body of knowledge and skills demanded of managers and enables graduates to embark on a career across industries in both public and private sectors.

Modes of assessment

The University utilises mid-term, assignments and end of the term written examinations to assess and to provide feedback to the students during the process of their learning and to gauge students' performance respectively.

This assignment could come in various forms – project write-up, case studies review, tests and quizzes, which focus on the initial topics of the study term. Group assignments also allow students to develop inter-personal skills, oral ability and critical thinking.

An end of term written examination is deployed for all units except for the year 4 Business Project/Dissertation which is assessed on the basis of a business report submission.

Normal Admission requirements for the *Bachelor of Business Management*

Entry into at the first-year level EAMU undergraduate programme normally requires:

- (a) A qualification equivalent to the Cambodia High School Certificate; or
- (b) Completion of a relevant course of study recognised as compliant and equivalent with the Cambodian National Quality Framework;

- (c) (for international students where certification has resulted from instruction in a language other than English) English language proficiency at IELTS 5.5 or equivalent.
- (d) EAMU reserves the right to refuse admission to a qualified applicant where:
- the limit on available places is exceeded; or
 - there are not appropriate and sufficient personnel resources or number of students to enable the course to be offered; or
 - there are other restrictions applying to the course.

Credit for the *Bachelor of Science (Hons) in Business Management*

Credit towards the *Bachelor of Business Management* may be given for a Cambodian Qualifications Framework (AQF):

- *Diploma of Business Management* or equivalent;
- *Associate Degree in Business Management* or equivalent.

Credit towards the award on the basis of other awards and on the basis of Recognition of Prior Learning (RPL) may be granted on application on a case-by-case basis.

MONITORING OF STUDENT PROGRESS AND INTERVENTION

EAMU seeks to deliver high quality academic outcomes and learning experience for students throughout regular monitoring of their progress, and effective support services.

EAMU will record, monitor and assess the course load and progress of each student and where appropriate, implements an intervention strategy to ensure that students complete courses in expected timeframes.

EAMU amends the duration of study where students have not been able to complete courses as a consequence of

- compassionate and compelling circumstances;
- EAMU implementing its intervention strategy; or
- an approved deferment or suspension.

EAMU monitors student progress, identifies those making less than satisfactory academic progress, and proactively counsels students at risk of failure.

EAMU implements an intervention strategy where a student has been identified as being at risk of failure. Students are deemed to be at risk on the basis of inadequate attendance, poor grades for assignments and formative assessments, unfavourable lecturer feedback on his progress.

Also, EAMU implements an intervention strategy where an overseas student fails 50% of course units attempted in any study period. For more information, please see appendix 1 of student progression policy (EAMU, 2025).

EAMU's intervention strategy comprises one or a combination of following:

- mandatory daily reporting to institute for self-study
- revised study programme to reduce study load for the forthcoming study term
- compulsory attendance of Study skills programme
- academic English sessions for students weak in language
- additional counselling sessions
- specified academic achievement requirements

Only when the University's intervention strategy is implemented and remedial measures exhausted will an overseas student be reported to the Immigration dept.

If an overseas student does not meet the satisfactory progress requirement for two consecutive terms, the student in writing will be:

- informed that EAMU will report the student to Immigration for unsatisfactory progress; and
- given the option to appeal to the decision under the EAMU Grievance and Appeal process.

Upon notification, the student has seven working days to lodge the appeal.



STUDENT PROGRESSION POLICY

Minimum Academic Requirements to progress

- Pass all modules and meet the required minimum credits.
- Fulfill attendance requirements.
- In the event where a student is deemed at-risk, the Examination Board (EB) may require the student after consultation with the school to complete a level of study before progressing to the next higher level.

Resit/ Supplementary Examination

- A 50 mark out of 100 is expected for the supplementary exam to be deemed a Pass Grade.
- Students who fail their resit exam need to redo only the module

Repeat Year of study

- A student who fails half or more of the modules at any level (year) e.g. 4 out of 8 modules after both Main and Supplementary Exams would need to redo the entire level again.
- A student who fails less than 50% of the modules per year may be allowed to progress to the next level, but will need to redo these failed modules in the earliest possible opportunity.
- Where a student needs to redo failed modules across two earlier levels, the student will not be allowed to progress to the next level till at least the earliest level modules are successfully completed.
- Students must pay for redo modules or repeat a year as per university policy.

ACADEMIC INTEGRITY AND MISCONDUCT

EAMU provides a supportive and stimulating environment for teaching and learning for both academic staff and students and encourages intellectual growth through scholarly achievement, and contributions to the academic community and society at large.

EAMU maintains this environment by sustaining a culture of free intellectual enquiry and academic integrity grounded on higher education values, namely: honesty, trust, equity, responsibility and respect.

EAMU subscribes to the view that free intellectual enquiry is crucial to the higher education approach to teaching and learning on the basis that it facilitates critical and creative thinking, with the view to developing fresh perspectives and new understanding.

EAMU considers that free intellectual enquiry, necessarily, is accompanied by the obligation of maintaining academic integrity and the values underpinning higher education.

Academic integrity involves scrupulous honesty in all matters relating to teaching and learning including pedagogy, assessment submissions and examinations. Academic integrity also involves respect for other involved in the learning process by acknowledging their contributions.

Students will be provided with further information on the subject during orientation and in the first week of the teaching term. This will involve tuition on referencing and how to acknowledge the work of others.

Students are required to sign Declarations relating to academic integrity at the beginning of enrolment. Failure to comply with academic integrity requirements and breaches of the Declarations are actionable offences and may lead to exclusion or other forms of disciplinary action.

EAMU recognises that academic misconduct could occur through unfamiliarity with academic conventions and their interpretations. As such all cases of academic misconduct will be considered in light of the extent of the misconduct; student's intentions and motives; circumstances leading to the offence; student's past academic performance; and other factors critical to the case.

Academic misconduct covers a few main areas, but not limiting to:

- Fabricating or falsifying data
- Submitting materials for assessment that is the work of another student or has been written by another person;
- Utilising data, words or ideas (from sources such as books, journal articles, reports, materials from the Internet or other forms of written or oral communication) without appropriate acknowledgement;
- Falsification of identity at examinations or in assessment processes;
- Possession at examinations and assessments of unauthorised materials/ equipment;
- Seeking or providing unauthorised assistance (colluding) in the assessment or examination process.

Penalties for academic misconduct

Actions relating to academic misconduct are discretionary and may include counselling and mentoring and/or the imposition of penalties such as:

- mark reduction or zero mark for an assessment item;
- awarding of a Fail grade in the course unit in which a breach of academic integrity occurs;
- awarding of a Fail grade in the course unit in which a breach of academic integrity occurs and in another course unit or all course units undertaken in the same teaching period;
- suspension from the EAMU for a specified period of time, combined with the allocation of fail grades;
- exclusion from EAMU, combined with the allocation of fail grades

Students who have been penalised for academic misconduct may appeal against the penalty imposed under the provisions of the Academic Grievance and Appeal process. Records of outcome will be kept in the student's file.

ADMINISTRATIVE MATTERS

Student Services

EAMU seeks to sustain a caring environment that ensures that students are comfortable in and successful at their studies at EAMU. EAMU's Student Services co-ordinates a range of activities to ensure students' academic and non-academic needs are met.

EAMU welcomes the opportunity to assist students with any issues, including but not limited to:

- Airport pickup
- Orientation
- Health care (OSHC)
- Accommodation
- Student welfare
- English language support
- Learning assistance
- Student Visa issues
- Student transfer to collaborative partners

Airport pickup

EAMU provides airport reception for new students to Phnom Penh city as well as transferring them to their pre-booked accommodation. This service is provided free of charge, though the request must be arranged in advance.

Students when submitting their course applications can check the box requesting for airport pickup. Students requiring the service should advise the Student Services Officer of their details at least seven working days ahead of arrival. It is mandatory that overseas students under the age of 18 use this service.

The request form can also be obtained from EAMU website or alternatively contact us to arrange:

Email: contact@eamu.edu.kh

Tel: +855 15 907 957, 17 907 957

Orientation

Orientation is arranged for all newly enrolled students, particularly the overseas students, to provide you the information and assistance so that you can transit to studying at EAMU smoothly and effectively. This comprehensive Orientation Programme covers matters such as public transport, banking, campus tours, student facilities and services, immigration regulations, health matters, study and language skills, significant EAMU policies and procedures, learning resources, tours of the city, accommodation, budgeting and pre-study information.

For an orientation programme, it typically covers a series of activities and programmes:

- Conducted tour of Phnom Penh city (for international students)
- Briefing on immigration regulations, student visa and overseas student health cover (OSHC) matters (for international students)
- Obtain student ID card and guided tour of the institute, facilities and services
- Briefing on EAMU range of services, policies and procedures
- Introduction to key EAMU administrative personnel
- Briefing and discussion on course matters and study tips
- Games and social activities to meet other students and establish social networks

Please note that attendance at orientation is compulsory for all full-time students.

Overseas Student Health Cover (OSHC)

Overseas students entering Cambodia under a student visa (or authorised visa) are required by law to have Overseas Student Health Cover. Students are required to pay for Overseas Student Health Cover before arriving in Cambodia.

Overseas Student Health Cover is a condition of the visa. That means that a student must have Overseas Student Health Cover for the duration of the course of study.

EAMU assists new students to obtain Overseas Student Health Cover. All overseas students' medical coverage will be arranged through EAMU.

Accommodation

EAMU can assist you to determine which accommodation will best suit your needs.

Private rental house accommodation commonly for 6-12 months lease can be organised before or after you arrive in Phnom Penh. Information about rental properties is readily available from various Cambodia real estate websites. EAMU do not provide services to secure lease of private rental premises.

All overseas students (18 years old and above) must notify the University within 48 hours upon changing accommodation arrangements. It is the sole responsibility of individual students to maintain adequate accommodation and welfare arrangements during their stay in Cambodia, failing which their student visa may be cancelled.

Arrangements for Overseas Students Under 18

The Cambodian government requires that all overseas students who are under 18 years of age while studying in Cambodia on a student visa have appropriate accommodation, support and welfare arrangements in place. There are three ways in which a student may satisfy this requirement:

1. A student may reside in Cambodia with a parent or legal custodian who travels to Cambodia to provide welfare for the student for the duration of their study. This must be indicated on the student's visa application.
2. A student may reside in Cambodia with a relative over 21 years of age who is approved by the student's parents or legal custodians, who must also nominate the relative as the student's guardian to the relevant authority on the appropriate form accompanying the application for a student visa.
3. A student may reside in Cambodia if the parents approve of EAMU being the legal guardian. This means that EAMU is responsible for the students' accommodation, support, and general welfare arrangements and a confirmation of appropriate accommodation is issued to the student.

EAMU is responsible for the protection and the personal safety and social well-being for overseas students under the age of 18 where a student is not cared for by parent or another authorised person. Before enrolling an overseas student under the age of 18 not cared for in Cambodia by a parent or other authorised person, EAMU requires the parent or legal custodian to authorise EAMU to assume responsibility as the legal guardian for the student's general well-being, safety and welfare and to approve accommodation arrangements. Under 18 students are required to pay a Guardianship fee to EAMU to be the legal guardian which in 2025 is US\$500 per year.

A member of EAMU's staff meets and greets each overseas student at the passenger arrival terminal and establishes each student in approved accommodation.

The accommodation of students under the age of 18 not cared for by parent or another legal custodian must be approved by EAMU. Students under the age of 18 seeking to change accommodation must get EAMU approval for alternative accommodation. EAMU quality assures student accommodation facilities and recommends only accommodation that meets EAMU's accommodation standards.

Students under the age of 18 must meet on a weekly basis with the EAMU Student Services. Students under the age of 18 must contact and consult with the Student Services if any problems arise about their wellbeing and general welfare and accommodation.

Where the enrolment of an overseas student under the age of 18 is suspended or cancelled, EAMU continues to be responsible for the student's accommodation and welfare arrangements until either:

- the student is enrolled by another provider; or
- the student departs Cambodia

Student welfare

EAMU seeks to sustain a caring environment that ensures that students are comfortable in and successful at their studies at EAMU. A student may approach our Student Service to discuss or seek advice on their studies, personal support, or even referral to our qualified counsellor. Consultations are confidential and efforts will be taken to ensure that cultural empathy is exercised in interactions with our students of diverse backgrounds.

Some common issues that students could seek assistance with our staff include:

- learning difficulties and issues affecting attendance and academic performance
- relationship issues with friends and family
- homesickness, coping difficulties, and culture shock
- mental and emotional health issues such as depression and anxiety
- queries on future study plan, employment and career choices
- regulatory matters such as visa issues and finances
- vices and addictions such as gambling, alcohol and drugs

EAMU duty staff are rostered to be available for 24 hours, 7 days a week to attend to emergencies that may arise from time to time. Student may contact the duty personnel for the day (0930am to 0930am next day) on the University hotline:

Duty officer

Mobile: +855 93 475 614

Arrangements for English language support

EAMU provides academic English courses for students that need English proficiency to enter the degree programme. At the Degree foundation level at EAMU, an IELTS 5.5 or equivalent will be required. Generally, the English language proficiency requirement for entry into a degree qualification is an IELTS 6.0 or TOEFL 550 (Paper) or a Grade C or higher at GCE 'O' level where English is a medium of instruction at school. When students have successfully completed their Degree Foundation year, the University accepts that they have arrived at the 6.0 level.

IELTS is the International English Language Testing System which tests English proficiency across the globe and commonly accepted by EAMU and other local providers as the standard to assess for English language proficiency. Conducting 1.4 million tests globally, IELTS is the world's most popular English testing system.

For more details, please contact us at:

Email: contact@eamu.edu.kh

Tel: +855 15 907 957, 17 907 957

Learning assistance

EAMU is equally concern of our students' academic advancement as with their personal, mental and social well-being. Particularly for the new students transiting to university level studies, additional assistance will be offered to them to cope with the new demands.

Such learning assistances include:

- Study skills sessions to provide knowledge and skills to cope with stress and anxiety, improve retention, time management, examination preparations and other study issues
- One-to one counselling with the Program leader for weak students
- Additional tuitions (nominal fees to cover the delivery hours are required)
- Advice on academic progression and career pathway

Library Service

- The library is open **Monday to Saturday, 8:00 AM – 5:00 PM.**
- During exam preparation periods, the library will also open on **Sunday until 4:00 PM.**

Borrowing Rules

- Loan period: **7 days.**
- Each cardholder may borrow **up to 2 reading materials.**
- Renewal must be done **in person** at the information desk and is allowed only if the item has **no pending requests.**

Returns & Fines

- All materials must be returned **in person** at the information desk.
- Late returns: **4,000 Riels per day** (no fines if the library is closed on the due date).
- In case of **loss or damage**, the borrower must pay the replacement fee.

Wellness support

- Scheduled individual consultation may be arranged by contacting the Wellness officer directly at gowellness@eamu.edu.kh
- All consulting session is confidential.



ADDITIONAL INFORMATION FOR STUDENTS

Student Visa Holder

Overseas students who intend to study in Cambodia must obtain a student (or appropriate) visa from a Cambodian Diplomatic Mission in their home country before departing for Cambodia. Documentation that you require from before you can apply for a student visa is:

- A Letter of Offer from EAMU
- An official Enrolment document from EAMU

EAMU is obliged under Cambodian law to provide information to authority on students who stay in Cambodia on a Student Visa to assist in its administration of compliance with the Terms and Conditions of Students Visas.

A Student visa enables applicants to study and stay in Cambodia during the course of study that is provided by a recognised Cambodian education provider registered to the Cambodian Government. EAMU is an education institution recognised by the Cambodian Government.

Eligible dependent family members can only stay in Cambodia on the same length of stay as the Student Visa holders. Once the course is finished, the Student Visa holders must leave the country together with the eligible family dependent member.

Terms and Conditions of a Student Visa

Student Visa holders are bound by the terms and conditions specified below.

A violation of any of these conditions may result to having the visa cancelled and the student being removed from Cambodia.

- Students are required to satisfy attendance and/or course requirements and must maintain a valid enrolment for the chosen course of study.
- The student must have arrangements for a health insurance while in Cambodia and it must be covered in the education provider's enrolment fees.
- Students and family members must not work in Cambodia until the student starts the course study.
- Students are required to provide their residential address to the education provider seven days upon arrival in Cambodia. Any changes in the address during the course studies, students must notify the education provider seven days after the change occurs.

For more detailed information about applying for a student visa and obtaining student visa application forms, visit the Cambodia Immigration and Border control website:

Permission To Work

Scholarship Holders

Currently, there are a few types of scholarships offered by EAMU, and they determine whether a scholarship holder is allowed to work and for specific duration. These scholarships are:

- **EAMU Local Excellence scholarship – 100% Tuition fee free.**
 1. Holders must be full time students studying in the day session;
 2. Holders are not allowed to work during their study terms;
 3. Holders are allowed to work not more than 12 hours per week upon approval;
 4. Holders volunteer up to 15 hours per week of their time as student ambassadors;
- **EAMU Local Merit scholarship – 50-70% Tuition fee waiver**
 1. Holders must be full time students studying in the day session;
 2. Holders are allowed to work no more than 12 hours per week;
 3. Holders volunteer up to 10 hours per week of their time as student ambassadors;

The policy of request for permission to work during study is available on Academic notice board in the campus.

Non-Scholarship holders

There is no restriction on working during study for this group of students. Nevertheless, they are reminded that the workload of a degree course is heavy and much time is required to meet the learning and assessment requirements. As a guide each teaching hour will require an additional 3 hours of self-study in order to cope with the demands.

Personal Information and Student Records Management

EAMU maintains comprehensive website (www.eamu.edu.kh) which contains major EAMU policies and procedures.

Confidentiality of student information and records

EAMU is committed to protecting the privacy of information within the framework of the national Privacy Act. Reviews and updates will be undertaken to take into account the changes to regulatory requirements and the advance of technology to make sure that our practices remain relevant and appropriate.

EAMU maintains an effective records management system in place to ensure

- complete and accurate records of enrolments and academic progress;
- secure storage, archiving and retrieval of information in both electronic and hard copy form;
- student access to personal records by request within 20 working days;
- compliance with government reporting requirements

To maintain confidentiality of records security measures and other relevant safeguards are in place. Data on computer is password-protected and hard copy records are maintained under lock and key with restricted staff access.

Except where mandated by law, a student's information will not be released to a third party or unless the student has requested in writing that the information is released to the third party specified.

EAMU is required by law to report a student's failure to comply with the government regulatory framework relating to overseas students and the immigration regulations.

What, How and Why information is collected

The type of information we collect and hold includes (but is not limited to) personal information, including sensitive information, about:

- our students and parents and/or guardians before, during and after the course of a student's enrolment at EAMU;
- job applicants, staff members, volunteers and contractors; and
- other people who come into contact with EAMU

We will generally collect personal information held about an individual by way of forms filled out by parents or students, face-to-face meetings and interviews, and telephone calls. On occasions, people other than parents and students provide personal information.

In some circumstances we may be provided with personal information about an individual from a third party, for example a report provided by a medical professional or a reference from another school.

In relation to personal information of students and parents, our primary purpose of collection is to enable us to provide our services and education to the student. The purposes for which we use personal information of students and parents include:

- day-to-day administration
- updating parents on matters relating to their child's education
- looking after student's educational, social and medical well-being
- drawing upon the expertise of members of the school to assist with the operations
- promotion and marketing of the schools
- satisfying the institute's legal obligations and to discharge our duty of care

Students take note that in cases where essential personal information is requested but not obtained, the university may not be able to enrol or continue the enrolment of the student.

Parent/Legal Guardian's rights for information

We respect every parent's right to make decisions concerning their child's education. Generally, we will refer any requests for consent and notices in relation to the personal information of a student to the student's parents. We will treat consent given by parents as consent given on behalf of the student and notice to parents will act as notice given to the student.

Parents may seek access to personal information held by us about them or their child with approval by vice-chancellor. However, there will be occasions when access is denied. Such occasions would include where release of the information would have an unreasonable impact on the privacy of others or where the release may result in a breach of the university's duty of care to the student.

We may, at our discretion, on the request of a student grant that student access to information held by us about them or allow a student to give or withhold consent to the use of their personal information, independently of their parents. This would normally be done only when the maturity of the student (normally 18 years of age and above) and/or the student's personal circumstances so warranted.

If you would like further information about the way we manage the personal information we hold, please contact the Academic Affairs Manager.



ATTENDANCE MONITORING

EAMU is required under various regulatory requirements to monitor the attendance of students enrolled in any academic programmes delivered by the university. Overseas students are required to achieve satisfactory attendance under their visa's guidelines.

Governmental regulations require that approved providers implement appropriate documented attendance policies and procedures for each course offered.

All students of EAMU are expected to achieve a minimum of 90% attendance in order to satisfy EAMU graduation requirements.

Request for period of absence from lessons may be granted only if the application of absence is made at least 2 weeks in advance, except for extenuating circumstances e.g. bereavement of Next-of-Kin.

In the event of illness, valid medical certificates are required to be presented to the Front office upon returning to class. Please note that medical sheets from the traditional Chinese/Khmer medicine (TCKM) at this point in time cannot be considered as valid medical certificates.

Attendance will be marked by the lecturers during lessons and submitted to the administration on a daily basis for updating. Random spot checks will also be conducted by the Academic Director or designated staff during classes to ensure that proper attendance marking is carried out. On a weekly basis, the attendance will be tallied to assess individual attendance rate and remedial actions taken for errant students. Students who arrive up to 15 minutes late will be marked as "Late." Arriving more than 15 minutes late twice will be counted as one absence.

Students who are absent for more than 2 consecutive days of lessons without prior approval or likely to miss the minimum attendance rate will be immediately called up by the Student Service for counselling.

In the event that the student twice absents for two or more consecutive days in the same study term, the Academic Affairs manager will forward an Attendance Warning Letter (AWL) which requires the student to meet up to explain for their absence and agree to comply with EAMU's Intervention Strategy. This may include daily reporting to the Front office at designated time.

Finally, if students fail to meet the minimum attendance requirements, EAMU will inform them in writing that the Non-compliance - Attendance Letter will be issued. Students are given the option to appeal against the decision in accordance with the University's Non-Academic Grievance and Appeal process. They have 7 working days to submit their appeal.

As members of an academic community, students are expected to conduct themselves in the best possible manner. EAMU has established a set of appropriate behaviour required of all students. Students are to:

- Commit to the principles, values and spirit of the Student Creed
- Attend all lessons, participate in class discussions and submit assessments punctually
- Maintain consistently high academic performance
- Respect others and treat them with courtesy irrespective of their age, race, religion, sexual orientation, gender, physical or mental conditions and political inclination
- Avoid conduct that may be perceived to be racial, sexist, threatening or harassing to others
- Familiarise themselves and comply with the rules, policies and practices of EAMU
- Speak English within the premise of EAMU
- Contribute by participating in the community and social activities organised by EAMU
- Avoid all forms of activities that may negatively impact on oneself or on other members of EAMU or on the university itself e.g. fraud, drug abuse and bullying.
- Avoid all forms of academic misconduct such as cheating, plagiarism, or collusion.

Students who breach the guidelines stated above may be considered to have engaged in misconduct behaviour and could be penalised.

In a case of non-academic misconduct, a student will be required to attend an interview with the Academic Affairs Manager to explain for his/her behaviour. Serious offences are considered by the EAMU Disciplinary Committee.

Penalties for misconduct may include one or a combination of the following:

- Verbal reprimand
- Written Letter of Warning
- Suspension from studies for specified period of time
- Exclusion from enrolment for specified period of time
- Expulsion from the university

All disciplinary actions taken by EAMU, except verbal reprimand, will be recorded and indicated in the individual student record. Students who are subjected to disciplinary actions may appeal against the penalty imposed through the Grievance and Appeal process made available to them.

The Vice-Chancellor will consider all appeals received in accordance to the regulatory guidelines and EAMU's policies and a written outcome will be provided within 7 working days. His decision will be final and no correspondence will be entertained.

STUDENT DRESS CODE

Application by Students

This policy applies to all students of EAMU. The following items are not allowed to be worn:

- Sagging pants
- Clothing/jewellery with drug related signs
- Clothing/excessive accessories
- Low cut tops
- See through garments
- Too-short shorts
- Short skirts/Butt skirts
- Leggings worn alone
- Halter tops and short midriff tops
- Head gear or hats
- Any clothing that degrades individuals or groups
- Slippers or flip-flops

Exemptions on dressing

Students may seek exemptions from the dress code for legitimate reasons, including:

- Religious obligations
- Medical conditions
- Other legitimate circumstances

Exemption requests must be submitted to HOS/PL in advance for approval. Supporting documentation may be required to verify the request.

EAMU applies a progressive disciplinary approach for repeated violations of the dress code to ensure fairness and compliance. The procedure is as follows:

To ensure compliance, the dress code policy will be included in the students' handbook and communicated during student orientation day.

If a students' clothing does not meet the standards outlined above, the school staff or lecturer will call the attention of the student and will be asked to refrain from wearing the unsuitable item to school in the future. Repeated offenders may lead to disciplinary actions.



Student Feedback

EAMU at all times invites informal and formal feedback from students. EAMU continually seeks to improve its services to learners. Students are invited to assist in this endeavour by providing feedback through questionnaires on a range of matters such as the services provided by recruitment agents, the effectiveness of orientation programmes and counselling, the availability and quality of learning materials and teaching and learning in and out of the classroom.

Students and interested parties are welcomed to provide constructive feedback using any of the following methods:

- online through the EAMU website at www.eamu.edu.kh
 - filling up a feedback form at our Front office at level 1
 - phone call to our Academic Affairs manager at +855 15 907 957

Complaints And Appeals

EAMU provides high quality services including an efficient means of resolving grievances with minimum stress and maximum protection. EAMU's grievances processes are independent, easily and immediately accessible and inexpensive.

Grievances, disputes and complaints can comprise academic and/or non-academic matters. Broadly, the EAMU Grievance and Appeal processes can be divided into two main components:

- Non-Academic Grievance and Appeal, and
- Academic Grievance and Appeal

Principles underpinning policy

• Sensitivity

EAMU ensures that grievances are dealt sensitively and with care.

• Confidentiality

All involved in a grievance matter are obligated to maintain confidentiality of process and of records.

• Procedural fairness

Grievances must be dealt with in an honest, impartial, consistent and transparent manner and in accordance with EAMU's policies and procedures. Complainant and the respondent (where applicable) must be given the opportunity to formally present their case and receive appropriate information, support and assistance in resolving the grievance. During the process status of a complainant remains unaltered. In the case of the complainant being a student, EAMU will maintain the complainant's enrolment until the process is finalised. The complainant has the right to be represented.

- **Freedom from victimisation/unfair repercussions**

EAMU seeks to ensure a free and open culture wherein members of the EAMU community and in particular students, are able to raise areas of disquiet, being confident that victimisation does not occur. Any EAMU employee who victimises will be subject to disciplinary action.

- **Timeliness**

Grievances must be dealt with minimum delays in a timely manner. EAMU will commence the process within five working days of the lodgement of a formal (written) grievance.

- **Support**

The complainant has the right to be accompanied and assisted by a third party throughout the process.

EAMU employees will render every possible help in relation to grievances by providing advice on:

- ✓ the grievance procedure with reference to EAMU's *Policies and Procedures on Student Grievances and Appeal*;
- ✓ the person with whom the grievance initially should be raised;
- ✓ the complainant's right to be accompanied and assisted by a third party throughout the process;
- ✓ the anticipated time frame for resolution.

Procedures for Appeal

EAMU's grievances and appeal procedures include both informal and formal processes. EAMU seeks to ensure that, as far as possible, grievances are dealt with fairly and expeditiously, and resolved through discussion between the relevant parties. If, however, grievances are not resolved informally and in a timely manner, complainants have recourse to formal processes. EAMU seeks to ensure that, as far as possible, grievances are dealt with within the institution and to that end the formal internal process comprises two stages.

All student grievances are recorded in writing on the EAMU Records Management System.

Monitoring of implementation of EAMU's policies on grievances is part of EAMU's quality assurance processes. Student grievances are considered a form of student feedback and as such comprise an integral part of EAMU's quality assurance processes.

There are a number of stages to EAMU's grievance and appeal procedure all of which are free of fees or charges

Stage 1: Internal informal process

If a complaint is simple and actionable, it may be resolved by an academic or administrative staff member. The grievance and its resolution are recorded for quality assurance purposes.

Stage 2: Internal formal processes (a)

If the grievance is not resolved informally, or is complex and major, then the complainant will lodge with the Student Services Officer, a written submission providing full particulars of the grievance.

The Student Services Officer will

- in writing, acknowledge receipt within five working days;
- advise the complainant and (if applicable) respondents, of their right to be accompanied and assisted by a third party;
- without prejudice investigate, gather information and facilitate resolution in a timely manner, through inter alia, a formal meeting with the complainant, and if and when appropriate, respondents;
- where other parties are involved, monitor the process to ensure a mutually acceptable resolution with minimal delay;
- in writing, provide the complainant and any respondents comprehensive advice about the outcome;
- ensure full and complete record of proceedings.

Stage 3: Internal formal processes (b)

If the grievance (including academic grievance) is not resolved at Stage 2 as outline in para 4.2 above, then the complainant with a prescribed form, bring the matter to the attention of the principal, who will:

- in writing, acknowledge receipt within five working days;
- within five working days of receipt of the grievance, commence a review of proceedings, and, if appropriate, gather further evidence, and make a determination;
- Provide the complainant within 28 working days (7 days for attendance issue), in writing, with:
 - ✓ a comprehensive account of the outcome and particulars of the reasons for the determination;
 - ✓ advice on his or her right to access EAMU's external appeals process;

The vice-chancellor, where appropriate, may form a panel of persons with relevant expertise and who have had no hand in the grievance of grievance handling process, to assist in the review.

Stage 4: External formal process**Action at law**

If a student is not satisfied with the outcome of the Internal formal processes as outlined above, the student can seek advice from a legal practitioner with regard to action at law. The advice of a legal practitioner usually entails significant fees and charges.

Academic grievances

Academic grievances are a complaint relating to a decision, made by a person or group of persons acting on behalf of EAMU, that directly and adversely affects a student as an individual in his/her scholarly capacity.

The Student Services Officer will forward academic grievances to the Pro VC (Academic) who will investigate the issues in accordance with the above stated procedures.



DEFERRING, SUSPENDING OR CANCELLING STUDENT ENROLMENTS

A student may apply to defer, suspend or cancel enrolment if:

- a course is unavailable
- the student's visa has been delayed;
- can demonstrate "compassionate and compelling circumstances" (EAMU has a *Policy on Compassionate and Compelling Circumstances*).

EAMU may defer student commencement of a course when a course is not offered.

EAMU may suspend or cancel a student enrolment on the basis of serious misconduct, including but is not limited to:

- a serious breach of EAMU policies and procedures;
- a serious breach of EAMU *Policy on academic integrity*;
- breach of enrolment conditions;
- threatening the well-being of members of the EAMU community;
- wilfully damaging the property of EAMU or of members of the EAMU community;
- convictions of breaches of Cambodian laws

STUDENTS SEEKING TO TRANSFER TO ANOTHER PROVIDER.

EAMU will approve a student's request for transfer to another approved provider where transfer is in the best interest of the student. Such approval will be taken in light of the information offered by the student in the transfer request.

All requests for transfers will be processed and formal replies provided no later than 2 weeks upon written requests given.

Circumstances to support a transfer request

A genuine case of transfer will be considered when:

- EAMU is unable to continue to provide the course or programme of study, or
- the student is still not coping with the programme after an intervention strategy has been implemented
- a sponsor of the student considers the transfer to be in the best interest and provided written support for the change
- the student is required to move interstate and provide evidence to that effect
- the student faced a real threat to their physical or mental health or safety by remaining at EAMU

Circumstances where a transfer request will not be supported

Request for transfer under any of the following circumstances will not be approved prior to completing six months of the principal course of study:

- student has a change of mind in continuing with the course
- EAMU from the details in the letter of offer from the receiving provider assess that the course will not offer adequate learning to pursue further study as intended

- student expresses difficulty in coping with his/her studies but did not seek formal assistance from the institute to address the issue
- student has been warned for non-attendance or academic misconduct
- student is experiencing programme schedule conflict with personal or work commitments
- student is experiencing other problems unrelated to the study at EAMU e.g. problem with accommodation etc
- student (on student visa) is trying to avoid being reported to Immigration dept. for failure to meet attendance or academic progress requirements

Students seeking transferring to another registered provider within six months of commencing study at EAMU:

- meet with the Student Services Officer who provides detailed advice on policies and procedures in the matter
- makes formal application for a transfer with the prescribed form provided. The application contains the following:
 - ✓ a comprehensive statement providing reasons for requesting a letter of release;
 - ✓ A valid letter of offer from the other registered provider or university;
 - ✓ in the case of a student under the age of 18, written confirmation that the student's parent/legal custodian supports the transfer and the other provider will accept responsibilities as the legal guardian.
 - ✓ Cambodian address, phone number and email address

The student will be informed in writing about the outcome of the application within 2 weeks. EAMU will maintain records of the request for transfer and subsequent correspondence, decisions and documents in the student file.

In the event that a transfer request is approved, student may request for a Letter of Release. A Letter of Release, if granted, will be issued to the student at no cost. The Letter of Release will provide information on whether or not the student:

- demonstrated a commitment to their studies;
- had a good attendance record;
- has paid all fees for the programme.

Where a student's Request for Transfer has been rejected or a Letter of Release not granted, the student can lodge an appeal in accordance with the institute's Non-Academic Grievance and Appeal process



FINANCIAL MATTERS

Payment Of Tuition and other Fees

Modes Of Payment

Cash in either Khmer or US denominations. The University has the rights to refuse the collection of Khmer currency denominations of Kr10,000 and below exceeding 1,000,000Kr.

- Payment by bank cards
- Payment via Online with ABA bank account

Other Fees Imposed by Third Parties

Fees are refunded in accordance with EAMU's Refund policy as shown in this Schedule;

Fees paid by credit card will incur an additional fee of 2.0%;

Use another local card other than ABA with POS Machine, additional service charge 2% will be payable;

Use another international card other than ABA with POS Machine, additional service charge 3% will be payable as shown:

POS Machine	ABA		Local Card	International Card
	ATM Card	VISA, Master, UPI	VISA, Master, UPI	VISA, Master, UPI
Service Charge	Free	Free	2%	3%

For Credit Card payment, please follow the instructions to complete the transmission. It will take about 3 days for EAMU to confirm the transmission with your agent bank in this method of payment. It is important that for all payments, students include their full student's name on every transmission/transaction.

Refund Of Fees

EAMU refund policy enables the formal contract between the student and East Asia International (Cambodia) Pte Ltd trading as East Asia Management University to be adjusted leading to a possible refund of fees.

Students should refer to their individual student contract to see if they are entitled to a refund prior to making their application. EAMU Fees are payable in advance on the basis of programme stage (levels 1, level 2, etc) and are refundable under the circumstances set forth below.

Notification of cancellation, withdrawal or deferral from a course of study must be made in writing to EAMU. Students are to use the EAMU prescribed form in their submission along with other evidences as required to support their application.

Each application for refunds is processed and reviewed on a case-by-case basis within 2 weeks of receipt. All entitled refund will be paid within 4 weeks from the date of receiving the complete set of application form and relevant supporting documents.

Students who cancel/withdraw after course commencement are required to attend a mandatory exit interview and are offered assistance guidance in relation to future directions.

Generally, the application, enrolment and administrative fees and charges will not be refunded unless it is established that EAMU is in default.



Refundable fees and charges

EAMU will only refund on a pro-rated basis of the course fee and other related charges as indicated below:

Reasons	Refund quantum
Programme cancelled by EAMU	
- Course did not start	100% exclude registration fee
- Course terminated mid-way	100% exclude registration fee
- Course cancelled by EAMU	100% exclude registration fee
EAMU in material breach of its obligation under the student contract	100% exclude registration fee
Withdrawal from programme by student	
- More than 30 days prior to commencement of course	80% of tuition and administrative fees, exclude application, administrative fee and bank charges
- 30 days or less before commencement of course	50% of tuition and administrative fees, exclude application, administrative fee and bank charges
- After commencement of course	No refund
Visa cancelled or renewal rejected	
For any reason	No refund
Visa refusal prior to arrival in Cambodia (proof required)	100% less administrative fee as stipulated
Late arrival	No refund of missed classes
Student expelled from programme	
For any reason	No refund
Deferment	
Deferment prior to commencement (for both local and overseas students)	Fees transferred to later start date within 12 months
Deferment within 14 days of commencement (for local students only)	Fees transferred to later start date within 12 months
Transfer to another provider	
For any reason where EAMU is not at fault	No refund

Figures correct @ 1st Jan 2026.

EAMU Refund policy and Grievance and Appeal process (both academic and non-academic) will apply to students seeking refund.

(this portion below is to be signed by the student, scanned and posted via telegram to the academic administration office)

I, (Name) _____, hereby acknowledged that I have read and understood the contents of this Student Handbook, and agree to abide by the rules and regulations stipulated herewith.

(Signature)

Date:

