

Student Services Handbook

Version: September 2023

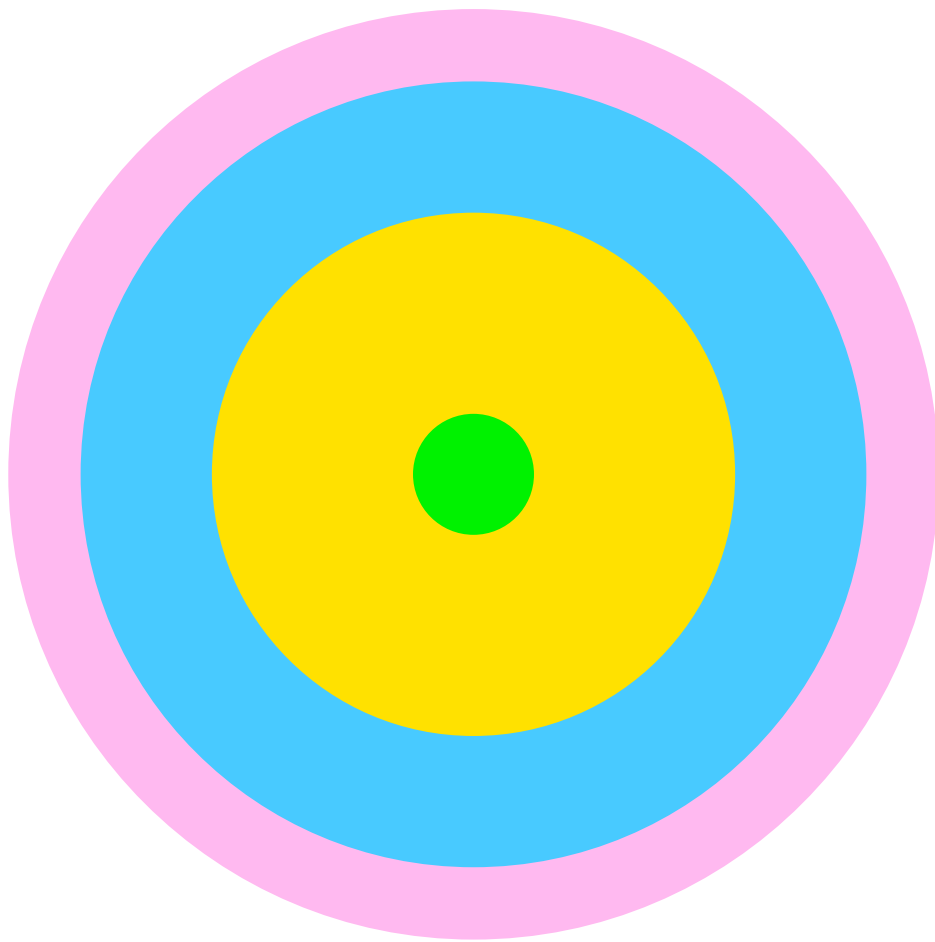


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Disclaimer:

Information and policies in this handbook should be correct and in effect as of 1 September 2023. All information in this Handbook is subject to change. Please refer to the latest version of the student handbook, which is always posted in Moodle.

The information given here is for guidance only. The full Teesside University regulations can be found on the University website, and nothing in these pages can modify the University regulations, which can be found at: <http://www.tees.ac.uk/docs/index.cfm?folder=student%20regulations>

Introduction

Welcome to Prague City University!

We are very pleased that you have chosen to pursue your education with us, and we will strive to make your study experience a pleasant and rewarding one.

We have put together this Student Services handbook in order to help familiarise you with our university and how it functions. Our aim is to create a practical guide to the different aspects of the university's organisation and the various programmes that we offer. We believe that the information contained in the handbook will be useful to you; we are also open to any suggestions you might have on how it could be improved in the future.

This handbook is not the only place where you can learn about the university and understand its policies and procedures. Our faculty and administration are always ready to help you when you have any questions or concerns about your studies.

We wish you all the best in your academic and career endeavours!

Message from the President

Dear students,

I am very happy to welcome you to Prague City University.

Students are at the centre of our focus, and I hope that this student handbook will encourage communication between staff and students, and make your time at the university a most enjoyable experience.

We want to know your opinions and are looking forward to receiving feedback to help us make the university an even better place to study.

This handbook will help you with everything you need to know about the university. Please read it thoroughly and let us know if you feel that some information is missing or not explained completely. We will update the handbook regularly, as Prague City University develops to include even more programmes and services in the future.

All the best in your studies!

Douglas Hajek
President of Prague City University

Student support

Prague City University provides ongoing support for its students in all aspects related to their current and future studies, life in Prague or work related endeavours. These services have been developed to meet the various students' needs, as students come from both the international and local communities. Students should contact the Student Services team when in need of any service that might help them in their studies.

The Student Services office is located in room 107 in Hybernská campus.

Student Services team:

Nelli Pontes - Director of Student Services (maternity leave)

Veronika Spiegelová - Visa Advisor, Wellbeing Coordinator, International Student Association - veronika.s@praguecityuniversity.cz, +420 222 101 020

Šárka Smrčková - Industry Network and Alumni Association Coordinator, Study Exchanges, Student Council - sarka@praguecityuniversity.cz, +420 222 101 020

Lucie Sojková - Coordinator for the School of Education - lucie.s@praguecityuniversity.cz, +420 222 101 020

Veronika Dostálová - Academic Registrar - veronika@praguecityuniversity.cz, +420 222 101 020

Student Support Advisor

Every student at Prague City University has a Student Support Advisor. The goal of a Student Support Advisor is to help students in their study path and advise them when necessary to help them accomplish their aims. The Student Advisor helps the students both during their studies and also in the future, by providing them with valuable advice about options for pursuing further studies or entering the job market. Student Support Advisors can assist students with time management or study skills, help them set goals and future expectations, give advice on how to deal with culture shock and much more. If students need advice about their academics, Programme Leaders are available for meetings as well.

Prague City University places an emphasis on guidance both during lectures and outside class. We encourage students to consult with the lecturers, who have practical and academic experience, as well as the advisors, who can provide them with valuable ideas and recommendations.

It is recommended that every student at the university meets up at least once during the semester to discuss any issues that might be coming up in their studies or personal life.

The Student Support Advisor helps facilitate meetings with others in the university, listen to anything students want to discuss and provide general information on programmes and policies at the university.

Student Support Advisors:

Veronika Spiegelová - Student Support Advisor for School of Art & Design

Šárka Smrčková - Student Support Advisor for School of Business

Anna Boguszak - Student Support Advisor for School of Media & IT

Lucie Sojková - Student Support Advisor for School of Education

Counseling Centre

The university is aware of the sometimes intense psychological stress that students can experience while studying or living alone or abroad for the first time. Prague City University offers the services of an external counselling service available to all students free of charge.

The service is provided by The City Practice, which is an independent centre providing individual and group counselling by multi-lingual counsellors. The purpose is to provide individual first-line supportive counselling and education on mental health issues and to promote mental health awareness. Confidentiality is a priority of the centre - all enquiries and communications are treated in absolute confidence, and no personal information is ever disclosed to others without consent unless it is required by law. Examples of commonly discussed issues are:

1. Academic and university life - exam stress, presentation anxiety, study skills, adjustment to university life, culture shock, time/stress management
2. (Mental) Health issues - depression, anxiety, eating disorders, sleeping problems, drug/alcohol problems, dealing with chronic illness
3. Inter-personal or partnership difficulties
4. Grief, loneliness, low self-esteem, discrimination, traumatic experience

Free sessions are limited to 4 sessions per student, per semester. If more are needed, they need to be paid by the students. Additional sessions can be offered based on capacity and need to be approved.

The service is available for Prague City University students during the academic year, which typically lasts from the end of September until the beginning of June. Should the students wish to continue attending counselling sessions during the summer, the sessions need to be paid by the students.

Students can book a spot for a session using the following contacts:

Email: studentsupport@city-practice.com

Telephone: +420 234 076 053

Address: Holečkova 100/9, Praha 5 - Smíchov

Web: www.city-practice.com

Accommodation

Prague City University works with various student residences in Prague and reserves a certain number of places with these accommodation providers every semester.

We believe that all international students – in fact, any student without their own accommodation in Prague – will appreciate the comfort, security and pleasant environment that a student residence provides.

Therefore, a place in one of these student residences is offered to all new non-EU international students in their first semester of studies as standard Prague City University policy. Then, any remaining places for that semester are available for new EU and local students in their first semester of studies, and then any current students who find themselves in need of accommodation.

It is the student's responsibility to be aware of their contract length with the accommodation provider and once they have moved into the student residence, if they wish to extend their stay, they should liaise directly with the accommodation provider.

Currently, most new Prague City University students stay at the following student residence:

Student House Botic, located in Vršovice, Prague 10

The Fizz, located in Holešovice, Prague 7

Zeitraum Student Housing, multiple locations around the city

Prague City University also cooperates with the flatshare specialist, Student Room Flat, which is a platform that students can use to find private accommodation. They advertise single rooms, and full flats, so if you and a group of friends want to find somewhere, you can look together. If you decide to book through them, contact Student Services or Admissions to receive a code and save 10% off the booking fee.

Finally, if you are an international student and decide to find private accommodation, please be sure that they can provide a Confirmation of Accommodation document which is required for the visa application process.

All students can talk to the Student Services Specialist about verifying if a contract is from the owner of the place, in case you are in doubt.

Visas for foreign students

Prague City University helps international students obtain a visa for the purpose of studying at Prague City University before arrival in the Czech Republic. Once in the Czech Republic, students are responsible to extend their visa every year. Students Services has a visa counsellor who can provide support throughout the visa extension process.

Prague City University offers two visa seminars per year, which typically run in the Fall and in the Spring. The aim is to provide complete and detailed information regarding the visa/long-term residence extension process.

In order to extend a visa/long-term residence, students need to submit the following documents to the Ministry of Interior:

- Completed application form for the purpose of “other” (“ostatní”)
- Confirmation of studies
- Proof of accommodation (with a notarised signature) - request at your dormitory/landlord
- Proof of Funds
 - Proved by bank account statement in your name, its certified translation into Czech + copy of your internationally recognised payment card
- Comprehensive health insurance from PVZP
- Passport
- One passport-size photo
- Application fee of 2500 CZK - paid in “kolky” (stamps) which can be purchased at any Czech post office
- Some applicants must also enclose a Certificate of passing an [adaptation course](#)

All questions regarding the visa process should be sent directly to the visa counsellor - Veronika Spiegelová veronika.s@praguecityuniversity.cz.

Transportation

Prague has one of the best and safest public transportation systems in the world. It consists of the metro, trams, and buses.

a. Metro

The [metro](#) (subway) is efficient and fast. The Prague metro system consists of 3 lines (green line A, yellow line B, red line C) with interchange metro stations Muzeum (A-C), Mustek (A-B), and Florenc (B-C). The metro operates daily between 5:00 and 24:00. Trains leave stations every 2-4 minutes during rush hours on working days, otherwise every 4-10 minutes.

b. Trams

Trams offer a comfortable and reliable surface transportation in Prague. Daily tram lines **1–26** operate approx. between 5:00 and 24:00. Intervals are 8 minutes at peak times and 10–20 minutes at other times. The busiest lines **9, 17** and **22** operate more frequently (every 4 minutes at peaks, 5–10 minutes otherwise).

Night tram lines **91–99** operate approx. between 0:00 and 5:00 in 30 minute intervals. At nights on Friday/Saturday and Saturday/Sunday the interval is shortened to 20 minutes. The station **Lazarská** is a central transfer stop where all the lines meet.

c. Buses

[Buses](#) in Prague complement the metro and tram network. Urban buses operate within the city of Prague, while suburban buses also connect surrounding municipalities. Urban buses operate approx. between 4:45 and 0:15. They are numbered **100–299**. Intervals are typically between 6 and 15 minutes at peak times, 10 to 30 minutes at other times. Passengers on these lines can board the bus using any of its doors. At night, approx. between midnight and 4:45, night bus lines **901–916** complement the night tram network. There are also suburban night lines **951–960**.

For more information on how to travel around Prague, visit the following [website](#).

d. Fares and Ticketing

Single tickets

- Basic (90 min) 40 CZK
- Short-term (30 min) 30 CZK
- 1 day (24 hours) 120 CZK

Short-term single tickets for Prague can be purchased in following ways:

- In information centres and selling points at most of the metro stations
- In yellow ticket vending machines at metro stations and some surface transit stops
- In newspaper shops in the whole area of Prague
- In the mobile application PID Lítačka (paid by credit/debit card, Masterpass or Apple Pay, ticket needs to be activated before your travel)
- Inside every tram (only by contactless credit/debit card)

[Season tickets](#) (with student discounts) - for receiving the student discount, please ask the receptionist of Prague City University (at Hybernská campus) for the simplified Confirmation of study for public transport (pink card).

- Monthly pass (30 days) 130 CZK (5 EUR)
- Quarterly pass (90 days) 360 CZK (15 EUR)
- Yearly pass 1280 CZK (56 EUR)

Before buying the season tickets, get the [LÍTAČKA card](#) or [app](#) on which you purchase the tickets. Passes are valid for unlimited travel on any bus, tram, or metro line throughout the Prague city area. Further information on Prague transport is available on the website: <https://pid.cz/en/>.

The ticket allows you to travel around Prague in a zone **P Q B** - which includes **metro, bus, tram** as well as **intercity trains**. You can travel to other zones with your ticket as well, just keep in mind you will have to pay a few extra coins, depending on the location of the place you want to go to.

Make sure to **always carry your travel pass with you** at all times so you are not fined by one of many inspectors circling around in public transport. You could be fined up to 1500,- CZK (approx. 55 GBP/ 64 EUR) when not presenting a valid ticket.

e. Maps and Connections

To find your way around Prague, use Google maps, the [PID Lítačka app](#), or the [IDOS website](#) - they also have an app in AppStore and GooglePlay.

If you would like to travel somewhere else in the Czech Republic you can buy your tickets through **IDOS** - for train and some buses, **StudentAgency (REGIOJET)** - more bus options than trains, **FLIXBUS** - for buses only. We highly recommend creating reservations for your trips in advance so you are guaranteed a seat.

Confirmation of Studies

Throughout your studies, you will repeatedly need to request a Confirmation of Studies from us. This document is required by various types of institutions (banks, health insurance companies, Ministry of Interior, etc.). In order to get the Confirmation, you need to request it by filling out a simple Google form. Where can you find it? You have 3 options:

a. Student Hub on PCU website

- Go to the Student Hub on the PCU Website: <https://www.praguecityuniversity.cz/student-hub>
- Scroll down to the Resources & Libraries section
- Click on the Confirmation of Studies Request form icon

b. Moodle:

- Go to Moodle [login page](#)
- Enter your Username and Password and press Login button
- Click on Confirmation of Study Request Form (under documents on the left)

c. You can also request the Confirmation of studies directly via this [link](#).

We will do our best to process your request within 3 working days. You will be notified by e-mail when it's ready.

Scholarships

Students are welcome to apply for a Prague City University scholarship on the basis of academic excellence, active involvement in university life, social engagement and financial need. The applications for scholarships are generally done either during the initial application process to Prague City University or after at least one year of full-time studies at Prague City University. This typically means the student has completed and has grades for at least 9 modules or has completed 120 credits in the BA/BSc programmes. A current student may apply for an increase to the scholarship only once during the duration of the programmes.

Scholarships are a financial award applied directly to the tuition fees at the university and are renewed annually, subject to satisfactory academic performance. They are considered on a case-by-case basis and are meant to ensure the diversity of the Prague City University student body.

If a scholarship is awarded, it will cover between 5% to 30% of the tuition fees – for a single academic year or for the duration of the programme.

Postgraduate applicants may receive a scholarship of up to 40%.

First scholarship

In order to receive funding, the student will need to show:

1. Strong attendance throughout the studies.
2. An overall average of 60 or higher grade.
3. And/or active involvement in the university. This means participating in Student Council, organising events, participating in other activities that bring awareness to the university or help to support the university in different ways.

The following conditions apply:

1. There is no guarantee that scholarship funding will be awarded, even if meeting the requirements above, and depends on what is available in the fund on a semester-to-semester basis.
2. If the student did not receive a scholarship on the first attempt, they may apply again after completing another full academic year.
3. All decisions of the Scholarship Committee are final and there is no possibility for appeal. The Committee does not have an obligation to provide reasons for not granting a scholarship.
4. Students can apply for one additional scholarship after completing a further year of study.

Scholarship application process:

- A typed formal letter of 300-500 words, addressed to the Scholarship Board, explaining the reasons for the application;
- A reference from at least one lecturer (cannot be your Programme Leader);
- Further evidence supporting scholarship application. This includes but is not limited to: certificates, CV, awards;
- The application should be submitted to Student Services at the email address student.services@pragueuniversity.cz or in person;
- The deadline for the application is the end of each semester.
- In order for the application to be accepted, the tuition for the following semester must already be paid (or at least a negotiated deposit). If a scholarship is awarded, the total amount will be subtracted from the next semester;
- The decision on scholarship applications will be sent via email within two weeks following the Scholarship Boards.

Should the scholarship application be successful, a Scholarship Award letter will be sent to the student. By signing the letter and accepting a Prague City University Scholarship, the student will be asked to:

- Agree to achieve satisfactory academic progress and meet attendance and all other programme requirements set out by Prague City University;
- Acknowledge that the scholarship may be withdrawn by Prague City University if the student does not meet the conditions of study or the scholarship;
- Agree to act in a manner that will not bring disrepute to themselves, their country or Prague City University during the duration of the scholarship;
- Acknowledge that the scholarship may be terminated if the student does not comply with the laws of the Czech Republic;
- Agree to be identified as a scholarship recipient.
- Agree to be a Prague City University Student Ambassador.

Additional Scholarship

Students are welcome to apply for an additional scholarship on the basis of academic excellence, active involvement in university life, social engagement and financial need.

It is possible to apply for additional scholarship funding only after successfully completing one year of full-time study or one year and a half of part-time study. This typically means the student has completed and has grades for at least 9 modules or has 120 credits of classes.

Scholarships are a financial award applied directly to the tuition fees at the university and are renewed annually, subject to satisfactory academic performance. They are considered on a case-by-case basis and are meant to ensure the diversity of the Prague City University student body.

The maximum scholarship that can be awarded is 30% in total (40% for MA programs), including any previous scholarship.

In order to receive additional funding, the student will need to show:

1. The grades with an overall percentage of between 65-75 percent.
2. Very active involvement in the university. This means participating in the Student Council, organising events, participating as a Student Ambassador or other activities that bring awareness to the university or help to support the university in different ways.
3. In some very exceptional cases, extreme hardship cases will be considered.
4. Strong attendance throughout the studies.

The following conditions apply:

1. There is no guarantee that scholarship funding will be awarded even if meeting the requirements above, as it depends on what is available in the fund on a semester-to-semester basis.
2. If the student did not receive an additional scholarship with the first attempt, they may apply again the following year.
3. All decisions of the Scholarship Committee are final and there is no possibility for appeal. The Committee does not have an obligation to provide reasons for not granting a scholarship.

Additional Scholarship application process:

- A typed formal letter of 300-500 words, addressed to the Scholarship Board, explaining the reasons for the application;
- A reference from at least one lecturer (cannot be your Programme Leader);
- Further evidence supporting scholarship application. This includes but is not limited to: certificates, CV, awards;
- The application should be submitted to Student Services at the email address student.services@pragueuniversity.cz or in person;
- The deadline for the application is the end of each semester.
- In order for the application to be accepted, the tuition for the following semester must already be paid (or at least a negotiated deposit). If an scholarship is awarded the total amount will be subtracted from the next semester;
- The decision on scholarship applications will be sent via email within two weeks after the Scholarship Boards.

Graduate scholarships

All B.A. or B.Sc. graduates of any programme at Prague City University will automatically receive a scholarship if they decide to continue onto a Master's degree.

Scholarships are a financial award applied directly to the tuition fees at the university and apply to the entire Master's degree.

The amount awarded will be granted on the basis of your final degree classification in your BA/BSc. The scholarship amounts are determined each year.

The Application

The award does not require a separate application. It is enough to apply for the Master's programme and submit the required documents and final diploma from Teesside University.

Main Scholarship Conditions

In accepting a Prague City University Scholarship, the student will be asked to:

1. Agree to achieve satisfactory academic progress and meet attendance and all other programme requirements set out by Prague City University and Teesside University;
2. Acknowledge that the scholarship may be withdrawn by Prague City University if the student does not meet the conditions of study or the scholarship;
3. Agree to act in a manner that will not bring disrepute to themselves, their country or Prague City University during the duration of the scholarship;
4. Acknowledge that the scholarship may be terminated if the student does not comply with the laws of the Czech Republic;
5. Agree to be identified as a scholarship recipient.

Availability

The scholarships are available to all Prague City University graduates in the first semester after finishing the BA or BSc degree in all programmes, and also in the immediate second semester for graduates from the School of Business. For Fine Art Experimental Media, Graphic Design and Computing graduates the scholarship offer is open-ended.

All graduates who apply in later semesters will also be considered for scholarships but under the same conditions as applicants from outside the university.

Study abroad

Students from Prague City University have completed study abroad programmes in a number of countries, including England, Australia, Canada, Spain, and the United States. If students are interested in studying abroad, it is best to first research where they would like to go and Prague City University can provide support in making contact with the host institution. Prague City University also has a direct study abroad relationship with Teesside University and other international institutions. For up to date information about current study-abroad options, get in touch with the PCU international office at international@praguecityuniversity.cz.

Assistance in employment

Prague City University modules assist students with finding employment upon graduation. This includes everything from resume writing and interview preparation to helping to create opportunities for employment through corporate and cultural partners in our Industry Network. On all fronts, Prague City University is ready to assist its students on an individual basis.

Internships

Prague City University strives to provide its students with practical experience during their studies. This is done through an interactive and practical style of education, led by lecturers with long-term professional experience in a specific field of study. But real-life experience in a company is also an integral part of the overall educational philosophy of the school.

The Digital Career Board

The Digital Career Board is located in the PCU Discord server. Offers from our Industry network partners are listed here. The types of offers range from volunteer opportunities, internships, full and part-time jobs, and even competitions and external scholarships. The offers are a combination of public offers and occasionally some that are exclusive to Prague City University. However, only our students and staff have access to the Digital Career Board. It is updated regularly throughout the academic year which allows students to check-in when the time is right for them.

The Prague City University Career Fair

This is a marketplace for career development. At our Career Fair, students can search for jobs, internships, and obtain networking and career advice. Its goal is to create and reinforce long-term relationships between employers in our Industry Network and our students.

Through the Career Fair, students have the chance to interact with real professionals and recruiters that represent a wide range of industries. By having the opportunity to communicate with employers face-to-face, and presenting resumes and portfolios, our students gain significant advantages in starting their careers. Each year we invite both long term-partners and new businesses to represent their respective companies and get involved with our interactive program.

Industry Network

The goal of the Industry Network is to foster long-term partnerships that enable Prague City University and its partners to benefit from sharing resources, enriching the academic and professional environment of our institutions, and finding ways to support our thriving community. Our intention is to provide our students with opportunities and benefits that come directly from extensive involvement in Industry Network activities. We look for partners that share a similar vision and understanding of a long-term approach with investment in more than just the financial sense.

These partnerships can offer our students hands-on training, job placements, social engagement, and even participation in charity and environmental initiatives. By working together, companies, our students, and Prague City University achieve more, grow faster, and are able to make a positive impact in the world.

Student Resources

At the beginning of studies, each student is provided with a Prague City University student ID, as well as access details for the Prague City University email account, our virtual learning environment Moodle, the printing system and Student Records View.

All students on Teesside University programmes should go through the registration process with the university and get access to the eVision and TU email account.

For help accessing and using all Prague City University resources, please contact Student Services at student.services@praguecityuniversity.cz.

Student ID Card - ISIC

Every student at Prague City University receives an ID card (ISIC card).

- ISIC card is required for all students (full-time and part-time)
- the price of the ISIC card is 400 CZK and it is non-refundable
- If a card is lost or stolen, students need to contact the Reception desk immediately in order to cancel the old card and have a new card issued. The deposit covers the cost of the card and a new deposit will have to be paid (250 CZK).
- ISIC card is only valid for 1 year. In order to extend the validation, please contact the Reception desk. The cost of the revalidation stamp is 300 CZK.

ISIC card is an access key to many of the university resources:

- Entrance to Prague City University during opening hours
- Prague City University printing system
- Library

ISIC card offers a wide range of discounts and special offers in restaurants, shops, museums, and cultural attractions. Further information about ISIC card can be found on the website: www.isic.org.

Digital Campus

Prague City University has a Digital Campus for online and distance learning, as well as three physical campuses for face-to-face instruction.

We introduced technology in a number of our classrooms allowing our lecturers to simultaneously teach to students who are physically in the room and to students who join class through the video conferencing platform. Students in the physical classroom can interact with students in the digital campus classroom, creating a shared classroom experience in real-time.

These technology-enhanced classrooms are available in all programmes, and can be creatively used to provide unique and outstanding learning opportunities. How the Digital Campus will be used will vary on a programme by programme basis.

The Digital Campus features small class sizes. This allows our teachers to prioritise students during class, with an emphasis on individual learning and mentoring. Real-time interaction provides an immersive online experience with a personal, human touch.

Prague City University Email

All students are given a Prague City University email address. All communication between students and the university is carried out through the Prague City University email.

If you have any troubles logging in, please contact the IT department: it@praguecityuniversity.cz

Online Learning Centre (Moodle)

<https://moodle.praguecollege.cz/login/index.php>

To support your studies, Prague City University offers access to a web portal that allows students to receive the study materials necessary for individual modules. The system allows students to download the syllabus, individual lecture content, assignments, grades, chat with the lecturer, and perform other functions necessary for effective lecturer/student communication. Moodle offers many interactive features, helping to make learning more effective.

Before the semester starts, each student will receive a personal password and username. Training on how to use Moodle is provided during onboarding period (at the online IT tutorial session) or individually during the first weeks of the semester.

Zoom

Prague City University uses Zoom to bring together our community in a variety of ways. Zoom is used as our main video conferencing tool for online lectures, guest speakers, meetings, and for many other social and interactive activities. Many of our Zoom sessions are recorded and saved to help us maximise video, voice, content sharing, and chat for all of our professional and academic purposes.

You can learn more about Zoom's functionality here: <https://zoom.us/about>

Student Records View

<http://studentrecords.praguecollege.cz/login>

The username and password are sent by the Student Services department of Prague City University.

In the Student Records View, students can also see their academic plan, and the tuition fees connected to their studies.

Training on how to use Student Record View is done during the onboarding period (at the online IT tutorial session) or individually during the first weeks of the semester.

Resource Centre

The resource centre and physical library are situated on the first floor of the City Center Campus. The main contact for the Resource Center is Marco Oliveira, who can be reached via email: marco@praguecityuniversity.cz.

The resource centre is open daily for scheduled hours. Please check the opening hours there, online, or contact Marco for more information.

Physical Library

Prague City University's library system catalogue is available through the Prague City University website or library.praguecollege.cz. University members will be able to check the availability of books online, including the time periods during which the materials may be borrowed. Materials include books, periodicals, and electronic equipment. Students are able to reserve books, journals, CDs, and DVDs through the system, and they are made available at the reception.

In most cases, there is no general requirement for students to purchase textbooks. However, if the lecturer determines that the use of a book is necessary for the student to perform well in the class (e.g. English classes, students taking exams, etc.) and/or the student is willing to purchase the book, then an order can be made through Prague City University. Your lecturer will usually ask you to order any texts by the end of the first week of the semester.

A recommended book will need to be ordered through the Resource Manager at Prague City University (marco@praguecityuniversity.cz).

The physical library operates according to the opening hours of the university specified on the PCU website.

Academy of Science Library

Students have an opportunity to use the services of the online Academy of Science libraries. In order to do so, students need to register during the Welcome Week or during the first two weeks of the semester. The registration is done through the Reception Desk.

Physical Resources

Students have access to a wide range of other physical resources including digital cameras, digital video cameras, sound recorders, midi controllers, mixers, etc. Equipment must be reserved in advance and conditions apply to checking out equipment. Please speak to the Resource manager for more details (marco@praguecityuniversity.cz).

Computer labs

Computers are available for email and web access at all times at various locations around the university. The computer lab is available for students and lecturers to use on weekdays except when

in use by classes. A timetable of classes is posted next to each classroom and on notice boards around the campus. Students are obligated to use the computers in a fair and reasonable way, including the use of the Internet for academic or personal purposes.

All students need a valid password to sign in to any computer at Prague City University. Contact the IT department for more information (it@praguecityuniversity.cz).

City Centre Campus (Hybernská) - Opening Hours

Monday - Thursday: 8:00 - 21:00

Friday: 8:00 - 19:00

Saturday - Sunday: 9:00 - 15:00

Prague City University contact information

City Centre Campus

Hybernská 24, 110 00, Praha 1, Czech Republic

Telephone number: (+420) 222 101 020

Fax number: (+420) 222 718 813

www.praguecityuniversity.cz

info@praguecityuniversity.cz

Bishop's Court

Biskupský Dvůr 1147/6, 110 00, Praha 1, Czech Republic

Pragovka campus

Kolbenova 923/34a, Praha 9, Czech Republic

Communication sources

Email

Prague City University issues a Gmail account to each of our students, faculty, and staff. Email is the main communication tool we use to inform our community about important updates, changes, and events. It is essential for students to regularly check their Prague City University email accounts as it is used on a daily basis. Contact information including important email addresses will be distributed by lecturers and available on Moodle. The reception team also can provide emails and contact details upon request. For more information about login and usage, please contact IT@praguecityuniversity.cz

Notice boards and digital signs

Notice boards and digital signs remind the students of important events, announce news and provide information of general interest to all students. Digital signs are located in various places around the university and serve as one of the most important communication tools at the university. Students should always check the digital signs, as critical information is posted there regarding their studies. The notice boards are operated by the Reception team that must approve what is placed and promoted there.

Newsletters

Newsletters are sent regularly to all students studying at Prague City University in order to inform them of what is happening at the school. Students are informed of new programmes, the organisation of events and other information.

Open lectures, seminars, events

Students are encouraged to attend open lectures, seminars and events organised by Prague City University. These activities may take place on school grounds or at other venues, and they will be announced to students ahead of time via notice/digital boards or email. Students are also encouraged to inform the administration about other lectures, seminars and events that may be valuable for study purposes and the information will be posted as a recommendation to attend the event.

Social media

Prague City University is very active on social media. We have accounts on Facebook, Instagram, Twitter, Youtube, TikTok, LinkedIn and Discord. The school updates these platforms regularly and offers our community a chance to get information quickly in addition to email. Although we aim to keep academic/professional life separate from personal life on social media, we regularly post photos, articles, and even videos related to daily life at the university. We also offer opportunities for

students to create content for us as we want their stories to be shared with our community. Contact Student Services or the Communications Department if you are interested in contributing.

Student Associations and Societies

Student Council

The Student Council is elected each year to represent the needs, concerns and ideas of all current PCU students. With members from all over the globe, the Council reflects the university's multicultural composition. The Council is also the umbrella group for student societies, working in collaboration with the university management team to enhance the experience of life at PCU. Each year it puts on events, organises social activities, and raises money for charity. Members of the council contribute to Welcome Week events, as well as ongoing support for new students. To find out more, contact Student Services.

International Student Association (ISA)

The International Student Association is a community of PCU Czech and international students who meet, share experiences, organise trips, events and much more! ISA's mission is to:

- Help students meet new people and make friends
- Provide a sense of community and international family
- Share different cultures and help others understand new cultures
- Support international students in their integration to PCU, Prague and Czech culture
- Organise events and trips within ISA and for the whole PCU community... and much more.

ISA is open to any Czech and international student interested in participating in meetings and activities, and membership is free!

Student Societies

Prague City University societies are offered to make students' experience at Prague City University more fun, exciting, and educationally dynamic.

Our students are active in a number of societies which promise to enrich the educational experience at Prague City University. Below you will find a summary of the different societies which have been organised for all students as well as teachers, alumni, colleagues and friends. And it's never too late to join! If you are interested in any of these societies, simply contact the organiser or join the relevant Facebook group to get regular updates.

Among the clubs which ran at Prague City University, there are the following ones:

- **Unmute: Music Society** - Do you listen to music? Do you love music? Do you live music? Then you're speaking our language mate! Join us for weekly meetings, small courses, games, guest artists, music-sharing sessions, and more! You can also check out our Spotify playlists [here](#).
-
- **lumiére: Photography society - We Chase the Light!** - "lumiére" the photography society is a student society at Prague City University, with the aim of studying, exploring, and experiencing photography as a hobby and as an art form. Starting a new life in a new city is an amazing and mesmerising experience for an individual, and what better way to start the student life by taking some amazing aesthetic photographs! We as a society wish to explore the medium of photography as a means of self-expression and the mode of documentation of our daily lives. We strive to achieve an all-inclusive and free space where people from diverse cultures, backgrounds and experiences may come together to interact and create photographs.
-
- **Film Society - Watch parties and movie trivia** - Getting through the semester can be emotionally draining and physically tiring. Sometimes, you just need to put on a good film or have a fun night in with friends! This is the ethos of film society - community. Though it is part of the society, the purpose of film society serves more so to create community around the love of film, and less so on the technicalities of film. If you love watching films, having debates about films and engaging in film related activities (e.g. film trivia), then film society is the place for you!
-
- **PCU Pride (An LGBTQIA+ Society)** - PCU Pride is the student association for LGBTQIA+ students (and allies) of Prague City University. The society mission is to provide a safe and friendly space for all LGBTQIA+ individuals and allies within Prague City University, where people are encouraged to connect, socialize and educate themselves for topics such as diversity, acceptance and inclusion. We host a variety of events, including weekly meetings, social gatherings and exclusive educational events, within the university premises. If you are looking for a space to be yourself, a community of support and like-minded friends, this is the right society to join!
-
- **PCU Chess Club - Learn, Play and Practice** - Are you a chess lover and want to play (or start learning how to play)? This club is organised for EVERYONE who wants to play chess (no matter, which level do you have!). We offer you following things:
 - Learning for beginners
 - Practice for everyone
 - Different tournaments in the future
 - ...and much more :)
-
- **PCU.UA - PCU Ukrainian Society** - The PCU.UA is a society that brings together people of different nationalities but with the same ideas of freedom and democracy. The goal of this society

is to spread awareness about Ukrainian culture, politics, history, technology, etc. "Be Freedom - Be Ukrainian."

- **Film Making Society** - Do you want to learn how to make movies? Do you want to practice or perfect your editing or writing skills while making new friends? If yes, then join the PCU Film Making Society! In the Film Making society we all come together to make short films. Anyone can join, of course, even if you never made a film in your life. During the process of making a film every member gets a role such as director, writer, actor, etc. Members can also have multiple roles (like writer and actor). We all first start by brainstorming ideas together and then finalize those ideas into a script and film all the scenes and then edit the film. Come and learn a few tips and tricks on how to use a camera, edit or even act!

Want to start your own Society at Prague City University?

Each society is meant to provide our community with student-driven initiatives and activities that embrace diversity across interests, skills, culture, entertainment, academics, and professionalism. These societies are meant to be inclusive and open to new members. Members may have advanced skills and experience in their related field, but students that wish to learn more or gain the associated skills are welcome to join. Overall, each society is meant to be a fun way to make friends, share experiences, and be active!

If you would like to establish a society of your own, please contact Student Services. We will give you insight on the requirements and materials you will need to get started.

Please note that societies are updated on a semester-to-semester basis, as new ones form. For the current list of societies see Student Services.

Student Ambassadors

Becoming a Student Ambassador is a wonderful way for you to stay connected to events and activities in our community. By being involved, you are able to see firsthand what goes into the preparation and planning of professional events.

We are grateful for our students' help and proud of their willingness to give back to our community. We must also ensure that the quality of the work we do together remains at a high level as we often interact with professionals, multinational corporations, special guests, and members of the public.

If you are ready to become a Prague City University Student Ambassador and share your personal experience with potential students, volunteer for events and cooperate with administrators, working as a Student Ambassador is the right place for you!

Why become a Student Ambassador?

- More than simply a student, you become an integral part of the university
- Prospective students want to hear about YOUR experience, what YOU are learning, and YOUR life. You are the connection they might need to feel welcome and choose PCU!
- Create successful events with staff, students, and visitors
- Gain professional experience and boost your resume

Alumni Association

Prague City University has established a new networking organisation, the Alumni Association, which unites all graduates from Prague City University programmes. The mission of the Alumni Association is to serve the community of Prague City University's alumni, students, family and friends by providing lifelong connections to the university. The Alumni Association is led by an appointed group of *Alumni Ambassadors* who act as advisors. The purpose of the association is to provide opportunities for Prague City University alumni, students, family and friends to support Prague City University's key strategic initiatives.

The aims of the association are to:

- Build up a network of professional opportunities for all alumni
- Organise an official annual event for all alumni
- Inform individuals about Prague City University events and activities
- Share experiences, ideas and develop activities within the Alumni Association
- Bring proposals and recommendations from alumni members to the attention of Prague City University

Regulations, Policies and Procedures

Prague City University has a number of regulations and codes of practice that all students and staff must adhere to. These serve a number of purposes, including protecting the rights and freedoms of all individuals connected to the university. It is important to familiarise yourself with these policies, as students and staff are expected to abide by them. For more details please refer to the Academic and General Policies Handbook, which can be found in Moodle on the left-hand menu.

Teesside University Regulations, Policies and Procedures

As the BA and MA programmes are delivered in partnership with Teesside University, all students enrolled in the Teesside University programmes are obliged to adhere to the general and academic

regulations of the University. Prague City University has fully integrated the following policies into its own, but in the event of any inconsistency or dispute, the Teesside University regulations will apply to all BA (Hons), BSc (Hons) and MSc students. If you have any queries or require complete information on these regulations contact student.services@praguecityuniversity.cz

Teesside University regulations are posted on the Teesside University website – <http://www.tees.ac.uk/docs/index.cfm?folder=Student%20regulations&name=Academic%20Regulations>

Academic Policies

Academic Misconduct

Academic misconduct is defined by the University as any activity or attempted activity that gives an unfair advantage to one or more students over their peers and is treated very seriously.

To ensure that students are treated fairly and equitably, academic misconduct is divided into the following three types:

Academic Negligence: This is regarded as the least serious offence and covers first-time minor offences. It includes plagiarism that is small in scale, not related to the work of other students, and which is considered to have resulted from ignorance or carelessness.

Academic Malpractice: This covers extensive paraphrasing of material with no acknowledgement of the source, systematic failure to reference, submitting work that has already been submitted for another assignment, and subsequent cases of Academic Negligence.

Academic Cheating: This is regarded as the most serious offence and covers plagiarism in dissertations/final year projects/taught doctorate modules, collusion with other students, theft, commissioning/purchasing work, falsification of results/data, and all examination irregularities.

If suspected of academic misconduct, you will be required to attend either an informal or formal meeting and if subsequently found guilty, you will receive a penalty, the most serious of which can be exclusion from the university. The processes and penalties are described in Appendix 2 of the Regulations. If you are found guilty of academic misconduct after the end of your course, any award that you have received may be withdrawn. This can be done after you have graduated.

The university has an Exceptional Cases Procedure, which can be used when it is suspected that a piece of work submitted by a student is not their own work. You could be interviewed to determine the authorship of work. You are therefore strongly advised to retain materials used in developing work.

The following tips may help you to avoid academic misconduct:

Do

- Familiarise yourself with the regulations and penalties that can be incurred. For professional programmes, a single case of academic misconduct may result in you being discontinued from your course.
- Make sure that you know how to correctly acknowledge other people's work or opinions, and get feedback from your Tutor on whether or not you are doing this correctly.
- Take care when making notes from books or articles. Always keep a record of whether your notes are a paraphrase of the source or a direct quotation so that you don't inadvertently include quotes without proper acknowledgement (this is a frequently cited reason students give when accused of academic misconduct).
- Seek support from your Module or Personal Tutor if you are experiencing difficulties in completing your work on time.

Don't

- Cut and paste (or reproduce) chunks of material from electronic sources or books/articles (even if you acknowledge the source, material not stated as being a direct quotation will make you vulnerable to an accusation of academic misconduct).
- Loan your work to other students (if it is then copied, you may be accused of academic misconduct).
- Borrow work from current or previous students.
- Submit the same work for different assessments.
- Get someone else to do your work (essay-writing websites don't always keep their promises and have been known to inform universities of students who have purchased).

Conflict of Interest

Prague City University faculty and staff have a fundamental obligation to act in the best interests of the university, its students and awarding bodies, and not let outside activities, relationships or outside financial interests interfere with that obligation. When the application or use of university time or resources results in inappropriate personal advantage or is detrimental to the university mission, that use of time or resources represents a conflict between one's interest and that of the university.

Attendance

Prague City University wants you to achieve the degree for which you have registered. In order for you to be successful, it is important that you engage fully with your programme. This includes: attending all formal teaching sessions; completing directed, group-based and independent study activities outside scheduled teaching; and undertaking all assignments and assessments.

The university will monitor your attendance and we will also offer you support if you are facing difficulties that may hinder your academic progression.

International students' (who are on a visa to study) attendance will be monitored in line with Czech regulations from the Ministry of Interior, which require 100% attendance unless there is a valid reason which must be evidenced.

Academic Honesty

Prague City University places a strong emphasis on the originality of the student's work and academic honesty is taken very seriously by our institution. All student work will be submitted to online software for the detection of plagiarism. The faculty members are obliged to report student academic misconduct to the management of Prague City University.

Academic Appeals

Prague City University ensures that academic standards are upheld and that all students are treated fairly and equitably. The appeal process is available to any student registered on any Pearson BTEC or Prague City University programme to reconsider the suitability of grades, or the assessment of a particular assignment or class in light of information brought forward by the student. For any student registered on a Teesside University programme, the Teesside University policy related to appeals applies in all cases.

Complaints

The Student Complaints Policy has been devised in order to resolve issues from students who wish to make a complaint about the treatment or services they receive whilst studying at Prague City University. The Procedure identifies how the university aims to investigate and resolve complaints in an equitable and timely manner.

General Regulations

Student Rights and Freedoms

Prague City University adheres to a policy of student rights and freedoms. The rights provided below will be respected by all the staff working at Prague City University and serve as a vehicle for the common ethical behaviour of the students, faculty and other members of the university.

Students are entitled to the following rights and freedoms at Prague City University:

- Students should always be provided with an opportunity to discuss freely and openly any issues related to the subject of the class. Students' performance will be based solely on academic matters and the requirements specified in the lecturer's syllabus.
- Students are further protected from the release of information concerning their performance to anyone outside the university without the express consent of the student.
- Students are free to search out appropriate educational materials or information and discuss relevant topics of their interest.
- Students can express their opinions in a private or public manner, in person or online, but they shall not resort to the following activities: coercion, threats, duress, argumentative behaviour resulting in the harm of the image of others and the university, intimidation and other unethical methods of persuasion. Abusive or defamatory language towards fellow students, faculty, partners of the university or university administration will not be tolerated and is subject to academic disciplinary action, which may result in expulsion from the university.

Equal Opportunities Policy

Prague City University strictly prohibits discrimination and is committed to equal opportunity in the employment of its staff and in the education of its students.

Prague City University is committed to non-discriminatory policies and to the provision of equal opportunities for all staff members, lecturers, and students. This requires Prague City University to ensure that no current or prospective staff member, or lecturer, or student is unfairly treated during their engagement with Prague City University because of their gender, age, marital status, religious belief, colour, ethnic or national origins, disability, political opinion, employment status, family status or sexual orientation.

Prague City University aims to develop a truly international atmosphere and promote the hiring and education of foreign citizens. It is the goal of the school to promote understanding among people of different origins and to prepare students for work in an international atmosphere.

Policy on Disability

Prague City University is committed to promoting access to people with disabilities and other physical and psychological conditions, including supporting and enabling students with physical disabilities, sensory impairments, specific learning difficulties, special psychological needs and medical conditions which may have an impact on day-to-day activities, to help allow them to take part in all aspects of the university's academic and social programmes.

The overall purpose of the policy is to ensure that the university is committed to providing access to and enabling students with physical and mental disabilities, sensory impairments, learning difficulties and severe medical problems to take part in all aspects of the university's academic and social programmes.

Prague City University aims to become a fully inclusive community where individuals are integrated within the Institution in such a way that individual choice is respected, and where the diversity of individuals is recognized and there is flexibility to support their differing aspirations and goals.

Confidentiality

Prague City University's policy on confidentiality of student work and assessment poses certain restraints on the release of student information, including grades, assignments and other school materials developed by the student and/or graded by the lecturer. A copy of assignments and assessments must be kept by Prague City University for viewing by external authorities. However, unless the student consents to the release of his or her private information – such as the use of an essay for publications, the use of a research paper or final thesis as an example for other student etc. – the lecturer may not reveal student work to any other person other than the student and Prague City University academic staff. Furthermore, without the express consent of the student, the open posting of grades by name or initials is not allowed.

Student Records Policy

Prague City University protects student information for release according to EU and Czech state regulations and Prague City University policies related to the privacy of information.

“Records” are specified as any files and information on the students maintained by the university. Students have permission to review any documents that pertain to them and their studies. Access to student information by others is limited to educational purposes and can be viewed only by the lecturer and other authorised members of the university. Other members of the university can only view student information with express student consent.

Student records shall not be released to a parent or guardian without prior student approval.

The student shall have access to information that pertains to them and is filed by the university.

This does not include:

- The financial records of parents and guardians
- Letters of recommendation
- Office records on recruitment and related files

The student can access his or her records on academic performance anytime; however, the official transcripts shall be sent to other academic institutions directly from the administration office if the student wishes to transfer to another school or continue studying at a different institution.

The information on the student's performance in the classroom is treated as confidential and shall be communicated only to the student. The lecturer may not post student grades in public places using initials or other marks that might identify the student. The lecturer may, however, release student information under a student ID number assigned only to the student and known only to the lecturer and student.

Prague City University will not pass student information to other unauthorised institutions or companies for commercial purposes. The student will sign a document at the beginning of studies authorising Prague City University to use information for educational/academic purposes only.

Student Initiatives

Prague City University supports student-led events and initiatives. Preference is given to projects with applied learning opportunities that overlap with the university's core mission and priorities. However, other enrichment projects and initiatives to explore new ideas will be encouraged.

Student innovation is about actively engaging with the world in new ways, to tackle policy challenges and make a practical difference.

Preference is given to independent students' projects and initiatives involving student teams working together, projects aligned with a particular school, or a profession.

Personal Conduct

Students should conduct themselves in relation to their fellow students, lecturers, visitors and administrative staff with respect and care towards others. Students should address their lecturers and staff members in the first instance respectfully by using their title and last name, unless the lecturer offers otherwise. Meetings outside of class with lecturers and staff should be arranged in advance through Academic Services or Student Services.

It is normally inappropriate to call a lecturer unless given permission. The lecturer's phone number is considered confidential unless given directly to students by the lecturer. It is appropriate to ask the lecturer directly how he or she wishes to be contacted and addressed.

Communication by email should be from the student's Prague City University account to the Prague City University account of the lecturer or staff member. All communication with lecturers and administrative staff must not be written or expressed with the intent to harm, threaten, disrepute or malign any party of Prague City University, including staff, lecturers, other students, guests, or partners. Any communication deemed to do so will fall under the disciplinary procedures as described on page 34.

It is important to consider whether it is appropriate to "friend" a lecturer on Facebook while he or she is teaching you. Please ask the lecturer in advance how he or she might feel about it. **Computer use in class is by permission from the lecturer only. The lecturer has the right to ask the students to close their computers.**

IT Acceptable Use Policy

The aim of this policy is to help ensure that Prague City University's IT facilities can be used safely, lawfully and equitably. The issues covered by this policy are complex and it is important to read the IT Acceptance Use Policy and Guidance in Section 8.0 of the General & Academic Policies Handbook, which is available in Moodle.

Conduct Policies

Drug, Alcohol & Illegal Substance Abuse policy

Prague City University strives to create an environment free of illegal and/or abusive use of alcohol and/or drugs on its premises. The illegal and/or abusive use of drugs and/or alcohol by members of the university jeopardises the safety of the individual and the campus community, and is contrary to the academic learning process.

Violations of the policy include the unlawful possession, use, distribution, manufacture, or dispensing of illicit drugs and/or alcohol or coming to the university intoxicated or under the influence of drugs or alcohol, by students, lecturers, or staff at the university. This includes drinking alcohol while teaching and/or advising students, working, or studying at the university. The use or possession of alcoholic beverages is prohibited on university premises, except for sanctioned use for Prague City University events and social occasions.

A student who is determined to have violated this policy is subject to sanctions which may include, but are not limited to, suspension or expulsion from the university.

In some instances, a student will be referred to a rehabilitation programme and after successful completion of the programme, he or she may reapply for admission to the university. An individual who does not comply with this requirement will not be allowed to continue at the university.

Smoking Policy

This policy was formulated to accommodate the needs of smoking and non-smoking members of the university, and the individual members of the university are responsible for adhering to it.

Prague City University is a smoke-free institution. No smoking is allowed inside of the building including the classrooms, meeting rooms, refreshment area, bathrooms, offices, hallways and patio. Please do not smoke outside the building in front of the main entrance.

Harassment Policy

Prague City University will not tolerate acts of harassment against or by any staff member, lecturer, or student. Prague City University defines harassment as verbal or physical conduct that unreasonably interferes with an individual's work or academic performance or creates an intimidating or hostile work or educational environment.

Prague City University is committed to maintaining a working, learning and social environment in which the rights and dignity of all members of the university community are respected. This includes staff, students, lecturers, and visitors to the university.

The university expects all members of the university community to treat each other with respect, courtesy and consideration. All members of the university community have the right to expect professional behaviour from others, and a corresponding responsibility to behave professionally towards others.

Harassment is a serious offence that is subject to disciplinary procedures. Where necessary, complaints of harassment, bullying or other inappropriate behaviour will be investigated in line with the appropriate procedures. Allegations of harassment or bullying which arise within the university environment will normally be dealt with under the appropriate university procedure.

Sexual Harassment Policy

All staff members, lecturers, and students have the right to expect a safe working environment. To meet moral and legal obligations Prague City University will treat any complaint of sexual harassment seriously, promptly and in a sensitive, competent and fair manner.

Sexual harassment is a form of discrimination, which denies equality in the workplace. It affects morale, work effectiveness and the right of staff members, lecturers, and students to enjoy a safe working environment.

Definition of Sexual Harassment refers to any form of sexual or sex-oriented attention or behaviour which is not wanted and which is personally offensive, by the recipient's standards. It is how the recipients feel that is important. It does not refer to friendly repartee, light-hearted exchanges or occasional compliments, which by the recipient's standards are not offensive.

Prague City University is committed to ensuring that:

- All staff members, lecturers, and students understand what sexual harassment is, that it is unacceptable and will not be tolerated (the Sexual Harassment Policy can be found in the Student Services Handbook)
- Effective action is taken to prevent sexual harassment from occurring and to promote a safe and secure working environment for all staff, lecturers, and students
- Staff members, lecturers, and students understand the formal and informal procedures which are available to deal with sexual harassment should it occur

Consensual Relations

A consensual relationship, for the purposes of this policy, is defined as one in which two individuals are involved by mutual consent in a romantic, physically intimate, and/or sexual relationship. This definition includes domestic partners and spouses.

A consensual relationship that might be appropriate in other circumstances is inappropriate and poses a potential conflict of interest when one individual has responsibility for supervising, directing, overseeing, evaluating, advising, or influencing the employment or educational status of the other. It is always the responsibility of the individual in authority to maintain appropriate professional boundaries. Individuals in authority are expected to be aware of their professional responsibilities and avoid apparent or actual conflict of interest, favouritism, or bias.

This policy addresses potential conflict of interest situations applicable to all members of the Prague City University community: faculty and other academic personnel; students; senior managers; staff members; and contract employees.

This policy is intended to apply to all types of conflicts of interest created by consensual relationships within the Prague City University community where one individual has power or authority over the other. Relationships covered by this policy include, but are not limited to, relationships between supervisor and supervisee; lecturer and staff member; lecturer and student, student and student; or other.

Disciplinary Regulations and Policy Violations

These Regulations aim to make sure that instances of alleged disciplinary misconduct are dealt with fairly and promptly at the appropriate level by those with the relevant authority. These regulations apply to all cases of student and staff discipline except academic or research misconduct cases, which are dealt with under separate regulations.

For the full information regarding types of disciplinary procedures, please refer to Section 5.0 of the General & Academic Policies Handbook, which is available on Moodle.

Procedures

Feedback

One of the key aims of the programme is to ensure that students are supported to make the most of the distinctive and broad-based learning opportunities provided. It is, therefore, important that we provide opportunities for the student voice to be effectively integrated into decision making, planning and priorities. The university recognizes the importance of student views to enhance the experience for current and potential students and as such, there is an opportunity throughout your study to provide feedback on all aspects of your learning experience including:

- Module feedback (Student assessment of the lecturer)
- Programme feedback
- Faculty feedback
- Services feedback

The university is committed to the continuous improvement of its services and programmes. Your feedback is vital in this process. There are a variety of ways in which we seek your views about experiences, ranging from informal feedback during everyday interactions to more formal evaluation exercises, including an end-of-year online evaluation survey.

Student assessment of the lecturer

At the end of each semester, students in every module will conduct an assessment of the performance of the lecturer. The information you provide is anonymous and confidential. These are the backbone of the evaluation process. The students directly observe the lecturer's performance in the classroom and know whether the lecturer is giving them a quality learning experience. An anonymous questionnaire in Moodle will be made available to students, which they shall fill out to the best of their judgement.

Academic calendar 2023/2024

Prague City University offers two semesters each year for all programmes, where each semester lasts 15 weeks. School of Business programmes, which have a blended learning format have a summer semester.

Intensive three-week short summer courses (optional) also run during the summer.

The semesters open in late September and mid-February. Students can also enrol in a summer course starting in June.

Semesters	Start Date	End Date
Semester 2304	25 September 2023	26 January 2024
Semester 2401	19 February 2024	7 June 2024
Summer Courses 2402 (opt.)	17 June 2024	4 July 2024
Semester 2403 (blended)	17 June 2024	30 August 2024

Prague City University Staff

Student Services & Student Records

Nelli Pontes	nelli@praguecityuniversity.cz
Veronika Spiegelová	veronika.s@praguecityuniversity.cz
Šárka Smrčková	sarka@praguecityuniversity.cz
Lucie Sojková	lucie.s@praguecityuniversity.cz
Veronika Dostálová	veronika@praguecityuniversity.cz

Reception

Markéta Jakubcová	marketa.j@praguecityuniversity.cz
Veronika Hanzlová	veronika.h@praguecityuniversity.cz
Kateřina Šichová	katerina@praguecityuniversity.cz
Veronika Tyglová	veronika.ty@praguecityuniversity.cz

Finance and HR

Zdenka Myslikovjanová	zdenka@praguecityuniversity.cz
Magdalena Hradecká	magdalena@praguecityuniversity.cz
Leona Sedláčková	leona.s@pragueuniversity.cz

Admissions

Natasha Exton	natasha.e@praguecityuniversity.cz
Alexa Kroonblawd	alexa@praguecityuniversity.cz
Roman Remiš	roman@praguecityuniversity.cz
Alice Razumova	alice.r@praguecityuniversity.cz
Martina Holubová	martina.h@praguecityuniversity.cz

Communications and Marketing

Larissa Petryca	larissa@praguecityuniversity.cz
Adam David	adam@praguecityuniversity.cz
Artur Šafránek	artur.s@praguecityuniversity.cz

Resource & IT Services

Marco Oliveira	marco@praguecityuniversity.cz
Basel Mohammed Mohab	basel@praguecityuniversity.cz

International Office

Jeff Buehler	jeff@praguecityuniversity.cz
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Executive Director

Peter Howe	peter@praguecityuniversity.cz
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Rector and Dean of the School of Education

Zdeněk Starý	zdenek.s@praguecityuniversity.cz
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President

Doug Hajek	doug@praguecityuniversity.cz
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Conclusion

We hope that this Handbook is a useful tool for enhancing communication between management, faculty and students. You should be able to find any important information about Prague City University's organisation, programmes, services and student support that we offer. Our goal is to make your time with us a valuable, friendly and useful experience.

We strive to create an environment of mutual understanding at the university, to create a more pleasant environment and a study experience which lasts a lifetime.

Thank you.

Douglas Hajek
President – Prague City University
doug@praguecityuniversity.cz
www.praguecityuniversity.cz
Tel: (+420) 222 101 020

This Student Services Handbook was prepared by the Student Services team.
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