STARDOM UNIVERSITY

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17 Al Taqa Street, 7th Floor, Apartment 71,
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Advertising and Public Statements Policy

SDU-COM-001 | Version 1.0

Purpose

Stardom University is committed to ensuring that advertising, marketing materials, and public statements are accurate, clear, and supportable, and do not mislead prospective students or the public about the institution, its regulatory status, programs, fees, or outcomes.

Scope

This policy applies to the website, social media, paid advertising, brochures, email campaigns, information sessions, videos, marketing calls, and content published on the University's behalf by employees, representatives, or agents.

Core standards

1. 1. Information about the institution's name, the legal entity responsible for a program, delivery method, duration, admission requirements, fees, and terms must be accurate and consistent with the current approved catalog and enrollment agreement.
2. 2. No statement may guarantee employment, promotion, admission, graduation, recognition of a qualification, credit transfer, or professional licensure by another body.
3. 3. The institution must not be described as academically accredited, government-recognized, or approved to operate unless the statement is accurate and supported by current documentation, with the scope of any accreditation or approval clearly stated.
4. 4. Distance education must be clearly disclosed where applicable.
5. 5. Material conditions of scholarships, discounts, or installment plans must be explained. Prices, deadlines, and seat availability must not be misleading or outdated.
6. 6. Logos or names of government agencies, universities, accreditors, or rankings must not be used in a way that implies sponsorship, partnership, or accreditation that does not exist or exceeds its actual scope.

Review and approval

Content must be reviewed before publication by the responsible marketing officer. Regulatory/legal review is required for statements about accreditation, licensing, fees, graduate outcomes, or partnerships. Material content must not be published until approval is documented. Material errors must be corrected or the content removed promptly when identified.

Record retention

Dated final copies of advertisements, webpages, posts, scripts, and relevant recordings must be retained for at least five years, or longer where required by law, and made available for inspection by the appropriate authority upon request.

Complaints and corrections

Reports of inaccurate advertising may be submitted through the official contact channel published on the website. The University will review the report and correct content where necessary. This policy does not limit any legal rights.

Regulatory status

This policy does not mean that Stardom University has been granted approval to operate by the BPPE. Refer to the website's regulatory-status disclosure and official agency records.

Regulatory Status and Accreditation Disclosure

SDU-GOV-002 | Version 1.0

Important disclosure for prospective students and the public

Based on information available to the University when this disclosure was prepared, Stardom University's application concerning approval to operate in California with the Bureau for Private Postsecondary Education (BPPE) is under review. The current status should be verified with the relevant authority before making an enrollment decision. Submission or review of an application does not constitute approval.

Stardom University does not represent in this disclosure that it holds institutional academic accreditation from an accrediting agency recognized by the U.S. Department of Education. Any other accreditation, membership, quality certification, registration, or ranking must be understood only within the issuing body's actual scope and does not automatically constitute U.S. institutional academic accreditation or BPPE approval.

Prospective students should independently verify current regulatory status, program suitability, and any recognition, licensure, or qualification-equivalency requirements in the country or organization where they intend to use the qualification.

This disclosure must not be interpreted as a representation that the University is currently authorized to offer or advertise a program in California. The institution must not enroll students, collect tuition, or begin offering a program where prior legal approval is required and has not been granted.

Reviewed: 13 October 2026. This disclosure must be updated promptly if the regulatory status materially changes.

Questions: Please use the official contact channel published on the website.

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Academic Integrity and Responsible Use of Artificial Intelligence Policy

SDU-ACA-001 | Version 1.0

Purpose and scope

The University expects academic work to reflect honesty, genuine effort, and proper attribution. This policy applies to students and, where relevant, faculty and academic staff involved in teaching, assessment, research, and academic support.

Prohibited conduct

Depending on the circumstances, misconduct includes plagiarism, submitting another person's work, unauthorized collaboration, impersonation, falsification of data or records, contract cheating, fabricated references, or unauthorized access to assessment materials.

Use of artificial intelligence tools

Students must follow the instructions for each course or assessment regarding whether and how AI tools may be used. Where use is permitted, students remain responsible for accuracy, originality, attribution, and disclosure when required. Students must not fabricate references or results, present tool-generated work as independent work where that violates instructions, or upload personal or confidential information to public tools without authorization.

Review and process

Suspected misconduct will be reviewed by an authorized academic officer through a fair process. The student will be informed of the concern and given a reasonable opportunity to respond before a decision, subject to applicable rules. Outcomes must be proportionate and may include guidance, resubmission where permitted, a grade adjustment, failure, or disciplinary action under institutional rules.

Appeals and records

Students may use the published academic appeal route. Case records, evidence, and decisions will be handled confidentially and retained under the records policy. Nothing in this policy removes rights provided by law.

Attendance, Participation and Engagement Policy

SDU-ACA-002 | Version 1.0

Purpose

This policy explains participation expectations for online courses and how academic engagement, inactivity, and related difficulties are addressed.

Expectations

Students are expected to review course announcements and materials, complete activities and assessments by the stated deadlines, and participate in sessions or discussions when these form part of course requirements. Course-specific expectations and deadlines must be stated in the course outline, catalog, or learning platform.

Monitoring engagement

The University may consider learning-platform activity, submitted work, discussion participation, and academic communications as indicators of engagement. A login alone does not necessarily demonstrate substantive academic participation.

Absence or inactivity

Students who expect difficulty participating should contact the relevant academic office as soon as practicable. Requests for extensions or alternative arrangements will be considered under course rules and individual circumstances and are not automatic. Failure to meet published requirements may affect grades or academic progress under applicable rules.

Support and review

Students may request technical or academic support through the official contact channel. Academic decisions may be challenged through the published review procedure. Requirements must be applied consistently and material changes communicated to students.

Student Support and Academic Advising Policy

SDU-STU-001 | Version 1.0

Purpose

This policy sets out general principles for providing academic, administrative, and technical support to students in a clear, respectful, and consistent manner.

Services and contact channels

The University publishes approved channels for admissions, academic advising, technical support, and student services. Students should use the relevant channel and provide only the information reasonably necessary to address the request.

Academic advising

Support may include explaining program requirements, academic progress, course requirements, and published academic procedures. Students remain responsible for reviewing the catalog, course outlines, deadlines, and requirements.

Response and follow-up

The University aims to acknowledge requests within a reasonable period, route them to the appropriate office, and inform students when additional time is needed. A response timeframe is not a promise of a particular outcome or approval.

Limits of support

Support does not guarantee admission, a particular grade, graduation, employment, professional licensure, credit transfer, or recognition of a qualification by another institution or authority. Complaints are handled under the published complaints policy, and grade appeals under the applicable academic procedure.

Academic Assessment, Grading and Appeals Policy

SDU-ACA-003 | Version 1.0

Assessment transparency

Each course must identify learning outcomes, assessment methods, grade weightings, deadlines, and any examination or participation requirements. Assessment must be applied consistently and aligned with stated learning outcomes.

Grades and feedback

Grades and academic decisions are recorded in official records, with access limited to authorized persons. Feedback is provided according to the timetable stated by the course or academic unit.

Requesting a grade review

A student may request a review where there is a material calculation error, procedural irregularity, or another ground permitted by institutional rules. The request must be submitted through the designated channel within the published deadline and identify the decision, grounds, and available evidence. Disagreement with academic judgment alone may not be sufficient unless the rules provide otherwise.

Appeal decision

Where practicable, a review should be conducted by an authorized person or panel not responsible for the original decision. The student will receive the outcome in writing and information about any further available review stage. Filing an appeal does not automatically suspend other academic deadlines unless stated otherwise.

Records and integrity

Review decisions and grade changes must be documented. Suspected cheating or plagiarism is handled under the Academic Integrity Policy. Nothing in this policy limits rights provided by law.

Digital Accessibility and Student Accommodation Policy

SDU-STU-002 | Version 1.0

Accessibility commitment

The University seeks to make its online learning environment and student services more accessible and to consider reasonable accommodation requests in accordance with applicable law, program requirements, and essential academic standards.

Digital content practices

Where practicable, the University considers clear headings, readable text, suitable contrast, descriptive links, captions or transcripts for relevant media, and usable document formats.

Requesting accommodation

Students may submit a request describing the barrier they face and the adjustment sought through the official published contact channel. The University may request limited information reasonably necessary to understand the request, handled confidentially and shared only with those who need it.

Review and implementation

Requests are reviewed individually and within a reasonable time, in consultation with relevant academic or technical personnel. The student will be informed of the decision, implementation steps, and any available review route. An accommodation must not remove essential academic requirements or assessment integrity.

Confidentiality and complaints

Accommodation information is handled confidentially under the records and privacy policies. Students may use the published complaints policy if a barrier remains unresolved or they disagree with a decision.

Student Records, Transcripts and Records Requests Policy

SDU-ADM-001 | Version 1.0

Creation and protection of records

Academic and administrative records are created and maintained in authorized systems or repositories. Access is limited to authorized personnel or persons permitted by law. Protected records are not disclosed to third parties without appropriate authorization or a valid legal basis.

Access and correction requests

Students may request access to or correction of inaccurate information through the official channel. Identity and authority may be verified before processing. Approved corrections must be documented and may not improperly erase the history of academic decisions.

Transcripts and official documents

Requests for transcripts, enrollment verification, completion documents, and other official records must be submitted through the designated channel. Any applicable fees, processing times, and legal limitations must be disclosed before the request, where relevant. Official documents must reflect approved academic decisions and may only be changed through an authorized, documented process.

Retention and security

Student files and academic and administrative records are retained from application and admission through graduation, withdrawal, or the end of the educational relationship. They are permanently archived in both electronic and paper formats, with no fixed expiration date, subject to any applicable legal or regulatory requirements. Depending on the record type, this includes applications, enrollment agreements, financial records, assessments and grades, transcripts, academic-progress decisions, material correspondence, complaint and appeal records, and graduation documents. The University designates an institutional records custodian responsible for maintaining records and making them available to authorized persons and authorities. Written controls govern access permissions, backup and recovery, protection of paper files, confidentiality, and archive integrity. No record may be destroyed unless permitted by law and under an approved, documented procedure, after confirming that no legal duty, investigation, or dispute requires continued retention. The University will comply with applicable requirements for transfer or availability of records to the appropriate authority if the institution or a program closes.

Contact

For records requests, please use the official contact channel published on the website.
Personal data and individual student records must not be published on the public website.

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Website Use, Communications and Policy Publication Notice

SDU-GOV-001 | Version 1.0

Accuracy of information

The University seeks to keep website information accurate and current. Information about programs, fees, the responsible legal entity, regulatory status, and academic requirements must be verified by the responsible office before publication.

Nature of published information

Website content is for general information and does not replace the current catalog, a signed enrollment agreement, or any mandatory disclosure. If information appears inconsistent, users should notify the University through the official contact channel for review and correction. This notice must not be used to reduce any legal student right.

External links

The website may include links to external websites. Such links do not mean that the University guarantees or endorses third-party content. Users should review the external website's terms and policies before using it.

Updates

Website pages and policies may be updated when information or requirements change. A review or effective date should be shown where appropriate. Updates must not be applied retroactively to diminish rights established by law or a valid agreement.

Reporting an error

Broken links or inaccurate information may be reported through the official contact channel published on the website. Reports should not include unnecessary personal information.

Student Complaints and Grievances Policy

Effective date: upon formal institutional approval | Responsible office: Student Affairs/Compliance

Purpose and scope

This policy provides a clear and fair process for receiving, reviewing, investigating, and responding to student complaints and grievances. It applies to academic, administrative, financial, technical, and conduct-related matters, including enrollment, fees, assessment, and online educational services.

Student rights and non-retaliation

Students may submit complaints or grievances in good faith without retaliation, discrimination, or academic or administrative disadvantage for doing so or participating in an investigation. A complaint is not considered malicious merely because it is not substantiated. Information will be handled confidentially to the extent consistent with fair review, investigation, and applicable law.

How to submit a complaint

Complaints may be submitted in writing to complaints@stardomuniversity.edu.eu or through another official channel published by the University. Students are encouraged to include their name and contact details, program, subject of the complaint, date and description of the incident, requested resolution, and available supporting documents. The University may review a complaint that lacks some details if the available information is sufficient to begin an inquiry. Anonymous complaints may be reviewed where the information permits, although the University may be unable to communicate an outcome without contact details.

Review, response, and target timelines

The University records the complaint and acknowledges receipt when contact details are available, classifies it, and refers it to an appropriate impartial reviewer. Relevant parties will have a fair opportunity to provide information and respond, and anyone with a conflict of interest will be excluded. Target timelines are two business days to register, three business days for initial screening, ten business days for an ordinary complaint, twenty business days for an investigation, up to thirty business days for a complex matter, and fifteen business days for an internal appeal. These are target timelines and may be extended when necessary; where practicable, the student will be informed of the reason for delay and expected timeframe. The outcome will be communicated in writing with reasons at an appropriate level of detail.

Appeal, escalation, and external agencies

A student may request an internal review within ten business days after being notified of the decision, stating the grounds for disagreement. The matter may be escalated through the University's published management or committee process. This internal process does not require exhaustion before a student contacts a competent government or regulatory agency, and it does not prevent a student from submitting a complaint to an external agency at any time permitted by law. Nothing in this policy restricts a student's right to contact an appropriate regulator, including the California Bureau for Private Postsecondary Education (BPPE) where it has jurisdiction.

Urgent complaints and records

Priority will be given to matters involving safety, threats, violence, harassment, discrimination, or other urgent risks. Complaint records, evidence, and decisions will be retained in electronic and paper formats under the Student Records Retention Policy, with access restricted to authorized personnel. The University will review recurring complaint trends to improve its services and policies.

Approval note: Confirm that the channels, timelines, and responsibilities are operational; verify contact details; and obtain legal review before publication.