



جامعة أم القيوين
Umm Al Quwain University



Student Handbook

2020-2021

Student Handbook

Document Control

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Authorized by:	
Date:	
Signature	

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MESSAGE FROM THE CHANCELLOR

Dear Student

Welcome to Umm Al Quwain University, a university that has been seen as the brain child of His Highness Sheikh Saud bin Rashid Al Mu'alla, the Ruler of Umm Al Quwain who has a distinct vision of contributing to the social, educational and economic development of the region. We wish to thank you very much for showing interest towards UAQU and its programs and you are welcome on board.

As the only University in the Emirates of Umm Al Quwain, we offer courses in Business Administration, Mass Communication, English Language and Translation and Law. The University is committed to excellence in teaching, creativity and innovation, and research and development. Our mission categorically emphasizes on the distinct identity of UAQU with a commitment to provide fair and equitable learning opportunities for able and deserving students in the United Arab Emirates and neighboring countries. We have planned a path for the future which we wish you could be part of.

We will be judging our performance in the context of achievable but challenging benchmarks, thinking more globally, establishing international relationships, and making an exciting academic environment for you.

Thank you once more and we wish you every success.

OVERVIEW OF THE STUDENT HANDBOOK

This handbook is aimed at all new students who have registered full time undergraduates or as visiting or graduate students in the future.

The purpose of the Student Handbook is to inform you about UAQU commitment to you in providing an enabling learning environment, and our expectations of you in return as a member of the community.

Along with the course information developed by your department, it provides you with the answers to many of the queries you may have about studying with us. Procedures, regulations and services are described in this handbook, with directions to full policy documentation on the website and in other relevant publications.

The statements and policies set forth in this Handbook (effective September 2018) are for informational purposes only and should not be construed as the basis of a contract between the student and the institution. While every effort is made to provide accurate and current information, reserves the right to change, without notice to the individual student, any provision in this Handbook. Every effort will be made to keep students advised of any such changes.

It is entirely the students' responsibility to familiarize them with the content of this handbook and to strive for its observance. Furthermore, the statutes of rules and regulations are also available in the Admission and Registration department to be procured on request. Student's ignorance regarding rules and regulations will not serve as a mitigating factor in any regard. Although the University personnel (advisors, faculty members, Head of Admission and Registration department, departmental staff) will assist and guide students, it remains the students' responsibility to meet all academic requirements, deadlines, follow instructions and observe the injunctions, regulations and policies outlined by. In case of ignorance and lack of awareness of the aforementioned, the students themselves will be held responsible.

Students are expected to check the website regularly at www.UAQU.ac.ae, where useful information and details of all available services can be found.

The University is committed to a partnership with its students in which both sides acknowledge their responsibilities for achieving a fulfilling and successful academic experience.

1. The Institution

1.1 Introduction

Under the directives of His Highness Sheikh Saud bin Rashid Al Mu'alla, Supreme Council Member and the Ruler of Umm Al Quwain, Emirates Canadian University College (The former name of UAQU) opened its gate for the first time at the Emirate of Umm Al Quwain in 2012/2013. His Highness Sheikh Saud bin Rashid Al Mu'alla is very enthusiastic about higher education in the UAE with inspiring vision for contributing to the social, educational and economic development of the Nation. The UAQU is an independent higher education institution founded by the Government of Umm Al Quwain and is governed by a Board of Trustees, consisting of members from various fields of expertise. The Chancellor of the University is an ex-officio member of the Board.

1.2 Location

The University is currently located temporary in the down city area of the Emirate of Umm Al Quwain, A new campus is planned to setup at Shk. Mohd Bin Zayed Road, Kabir sector at Al Sarraa with a built-up area of 14154 Sqm comprising the main building (Ground floor, First floor & Roof floor), the Library block, the HR & administrative block, the Cafeteria, Sports complex & Parking spaces. A new campus of phase1 consisting of modern classrooms, theatres & lecture halls, sports hall, library, food court, prayers rooms, and admin and faculty offices. The new plan is setup to cater all the educational needs of a modern University.

UAQU is officially licensed on 8th March 2008 by the Commission for Academic Accreditation (CAA) of the Ministry of Education in the United Arab Emirates. The UAQU is offering accredited undergraduate programs in the fields of Business Administration, Law, Mass Communication, and English Language & Translation.

1.3 Governance

The University is governed by a Board of Trustees, consisting of members from various fields of expertise. The President of the University has the full power and authority to manage the operations of the University. The Chancellor reports directly to the President of the University and serves as the Chief Executive Officer to manage the day-to-day operations of the University.

The Students Union supports departmental course representatives in their role, providing vital feedback and influencing decisions that affect students and courses. If a student is elected, they will have the chance to sit on Student Staff Consultative Committees' and the Board of Studies' meetings in their department and the Union's Student Representative Council and may have the chance to represent students at University -level (this could be on a University committee or as a Student Governor on the Board of Governors). The Students' Union acts as a link between UAQU management and the Students where students take part in the governance and decision making in the University. Representative students from the union meets with the management and Deans to discuss and express their opinion on various issues related to policies and programs affecting their both academic and non-academic experience at the University. Students at UAQU play a vital role in assisting the management in making vital decision and shaping the university's future adopting a governance process that provides an environment for open and sincere discussion and information sharing.

1.4 Mission Statement

1.4.1 Vision

Umm Al Quwain University aspires to be one of the reputable institutions of higher education in the UAE and regionally known for excellence and innovation in teaching and learning, research and community engagement.

1.4.2 Mission

Umm Al Quwain University is committed to providing learners and the larger community with education and life-long learning experiences through

provision of quality undergraduate and graduate programs and professional development. UAQU will achieve this by engaging effectively with the community, establishing links with industry and other global universities and institutions, and adopting international best practices and innovation in research and scholarship. UAQU is dedicated to significantly contribute to the socio-cultural and economic growth of the UAE and the region.

1.4.3 Values

Umm Al Quwain University endeavors to achieve its mission through the following set of core values which define its character and culture:

- Student focused
- Excellence with continuous improvement
- Integrity and transparency
- Mutual respect, fairness and equitable opportunities
- Ethical code of conduct
- Teamwork spirit
- Creativity and innovation

1.4.4 Strategic Goals

The following goals are identified for the UAQU strategy during the period of 2019-2023:

Goal 1: Establish and maintain necessary quality infrastructure, facilities, systems and services for a conducive learning environment as well as intellectual and personal development.

Objective 1.1: Develop the necessary adequate infrastructure and facilities for a purpose-built university campus.

Objective 1.2: Maintain effective and efficient Physical and Financial Resources.

Objective 1.3: Enhance the quality of management and administrative systems and services.

Goal 2: Engage in active strategic partnerships with industry including public and private sectors in order to be responsive to current community needs.

Objective 2.1: *Develop Partnerships with Public and Private Sectors to transfer knowledge and skills to better serve the community.*

Objective 2.2: *Improve communication with the University Alumni and Employers.*

Objective 2.3: *Promote the continuing education and professional consultancy services to better meet the community needs.*

Goal 3: *Offer quality undergraduate and post-graduate academic programs that meet national and international standards and satisfy community needs.*

Objective 3.1: *Provide effective curriculum and skills development program that will have a knowledgeable band of students who are geared to rise up to any challenge.*

Objective 3.2: *Provide academic programs that are accredited locally and internationally based on local, regional, and international employment needs for students seeking immediate employment upon graduation.*

Objective 3.3: *Recruit and retain talented quality students to maintain a competitive and conducive learning environment.*

Goal 4: *Equip students with adequate knowledge, skills and competencies to pursue successful career placements in their areas of specializations.*

Objective 4.1: *Improve students' academic potential, personal and social skills to prepare and qualify them for career growth.*

Objective 4.2: *Provide distinctive Career oriented Services for the students.*

Goal 5: *Recruit and retain highly qualified and experienced faculty and staff who encourage growth and development of creativity and innovation.*

Objective 5.1: *Recruit and retain qualified faculty and staff sufficient to offer undergraduate and postgraduate programs.*

Objective 5.2: *Promote continuing faculty development that enhances teaching, learning and innovation.*

Goal 6: Plan and deliver professional development, continuing education and lifelong learning opportunities for students, staff and faculty as an integral part of the UAQU's activities.

Objective 6.1: Provide professional development for faculty and staff through on local, regional, and international training courses.

Objectives 6.2: Ensure that students always have the expertise and skills required to be successfully complete their degrees, through systematic academic planning, targeted professional training and continuing education.

Goal 7: Promote excellence and innovation in teaching and learning including extra-curricular activities.

Objective 7.1: Improve teaching and learning environment with state-of-the-art technologies.

Objective 7.2: Promote excellence awards for faculty members who share and present creativity and innovation work.

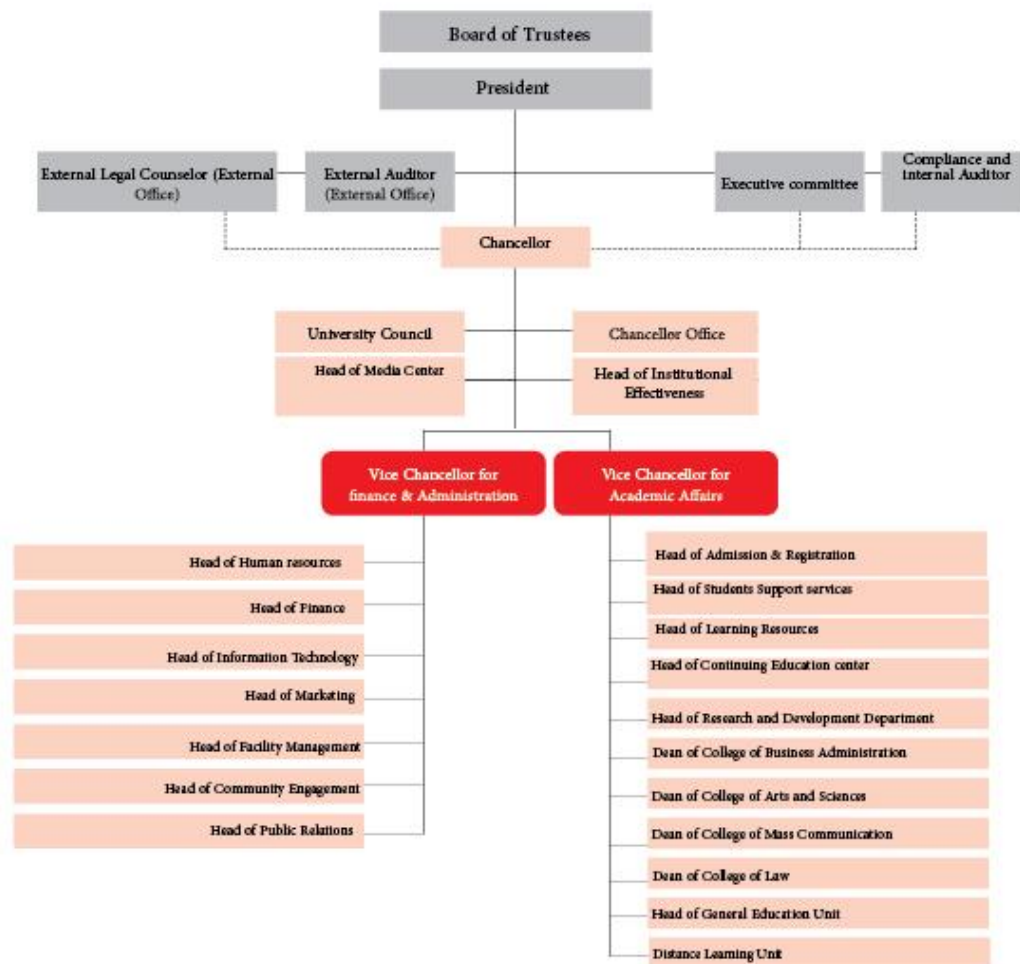
Objective 7.3: Encourage students' participation in extra – curricular activities and motivate them to provide creative and innovation ideas and projects.

Goal 8: Develop adequate research and scholarship infrastructure and capacity to become a visible and recognized research-active institution.

Objective 8.1: Provide the necessary research infrastructure and budget to initiate and develop scholarly activities.

Objective 8.2: Promote interdisciplinary research through innovation multi-disciplinary programs meeting the research need of UAE community.

1.5 UAQU Organization Chart



1.6 Contact Information

Kindly contact us for any inquiries or clarifications any time between 08:00 and 17:00 from Sunday to Thursday.

We will be glad to address your queries and if required, arrange an appointment to meet you face to face.

University of Umm Al Quwain-

P.O. Box: 536

Umm Al Quwain

UAE

Tel: 06-7665597

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Email: info@UAQU.ac.ae

www.UAQU.ac.ae

2. ACADEMIC INFORMATION

2.1 Academic Calendar 2020-2021

ACADEMIC CALENDAR YEAR 2020/2021			
Fall 2020/2021			
Week	Sunday	Saturday	
1	Sunday, 13 September 2020	Saturday, 19 September 2020	30 August- Registration for Fall 20/21, Faculty Arrival 13 September - Starting the Classes and Add & Drop 19 September last day of add and drop 19 September - Admission Deadline Students Orientation Faculty Members Orientation
2	Sunday, 20 September 2020	Saturday, 26 September 2020	
3	Sunday, 27 September 2020	Saturday, 3 October 2020	Incomplete of Summer Semesters
4	Sunday, 4 October 2020	Saturday, 10 October 2020	
5	Sunday, 11 October 2020	Saturday, 17 October 2020	
6	Sunday, 18 October 2020	Saturday, 24 October 2020	
7	Sunday, 25 October 2020	Saturday, 31 October 2020	
8	Sunday, 1 November 2020	Saturday, 7 November 2020	1-7 November Mid-term Examination Period
9	Sunday, 8 November 2020	Saturday, 14 November 2020	9 November Prophet's Birthday
10	Sunday, 15 November 2020	Saturday, 21 November 2020	
11	Sunday, 22 November 2020	Saturday, 28 November 2020	Preparation for Spring 20-21 Timetable
12	Sunday, 29 November 2020	Saturday, 5 December 2020	1 December - Martyr's Day 2-3 December - UAE National Day
13	Sunday, 6 December 2020	Saturday, 12 December 2020	
14	Sunday, 13 December 2020	Saturday, 19 December 2020	
15	Sunday, 20 December 2020	Saturday, 26 December 2020	
16	Sunday, 27 December 2020	Saturday, 2 January 2021	27 December - 02 January 2021- Final Examination Period 1 January - New Year Day
*	Sunday, 3 January 2021	Saturday, 9 January 2021	27 December- Registration for Spring 20/21 03 January - 16 January 2021 - Winter Break for Students
*	Sunday, 10 January 2021	Saturday, 16 January 2021	27 December - Grade Publishing
<p>Notes on Academic Calendar</p> <p>*Religious holidays are subject to confirmation</p> <p>* Minimum Hours allocated for theoretical courses are 45 hrs.</p>			

STUDENT HANDBOOK

Spring 2020/2021			
Week	Sunday	Saturday	
1	Sunday, 17 January 2021	Saturday, 23 January 2021	17 January - Starting Spring 20/21 Classes 23 January last day of add and drop 23 January - Admission Deadline Students Orientation Faculty Members Orientation
2	Sunday, 24 January 2021	Saturday, 30 January 2021	
3	Sunday, 31 January 2021	Saturday, 6 February 2021	Incomplete exam of Fall 20-21 Semester
4	Sunday, 7 February 2021	Saturday, 13 February 2021	
5	Sunday, 14 February 2021	Saturday, 20 February 2021	
6	Sunday, 21 February 2021	Saturday, 27 February 2021	
7	Sunday, 28 February 2021	Saturday, 6 March 2021	
8	Sunday, 7 March 2021	Saturday, 13 March 2021	7-13 March Mid-term Examination Period
9	Sunday, 14 March 2021	Saturday, 20 March 2021	
10	Sunday, 21 March 2021	Saturday, 27 March 2021	
*	Sunday, 28 March 2021	Saturday, 3 April 2021	28 March -8 April, 2021 Spring Break For students (Faculty members attendance is mandatory)
*	Sunday, 4 April 2021	Saturday, 10 April 2021	
11	Sunday, 11 April 2021	Saturday, 17 April 2021	
12	Sunday, 18 April 2021	Saturday, 24 April 2021	
13	Sunday, 25 April 2021	Saturday, 1 May 2021	
14	Sunday, 2 May 2021	Saturday, 8 May 2021	
15	Sunday, 9 May 2021	Saturday, 15 May 2021	Eid Al Fiter
16	Sunday, 16 May 2021	Saturday, 22 May 2021	16 May Final Examination Period
*	Sunday, 23 May 2021	Saturday, 29 May 2021	"30 May - Grade Publishing 16 May - Start Registration for Summer I 20/21"
<p>Notes on Academic Calendar</p> <p>*Religious holidays are subject to confirmation</p> <p>* Minimum Hours allocated for theoretical courses are 45 hrs</p>			

2.2 Visiting Students

2.2.1 Admission

The University offers the provision where non-degree admission can be taken up by a limited number of students who are able to join undergraduate credit courses. Enrollment of these students in undergraduate courses is limited to available space. Non-degree students are limited to a total of twelve (12) credit hours per semester and a total of thirty (30) non-degree credit hours.

Any credits gained in courses with a grade of C or above with a non-degree status may be reassigned and added to a full degree program if the student applies subsequently to an undergraduate degree program.

Students who have non-degree status are expected to abide by the same Student Code of Conduct standards as degree students. All students must maintain a 2.00 GPA. The full academic regulations for degree programs and courses will also apply.

2.2.2 Transfer from Visiting Status to Degree-Seeking Status

To change status from "non-degree" to a "degree-seeking" status, a non-degree student must fulfill all admission requirements for the semester the student intends to begin studying. All students must submit the required application information and follow-up documents to the Admission and Registration department. Students given permission to transfer from visiting to degree status must have completed at least twenty-four (24) credit hours of non-degree coursework while studying residually at, and must have a cumulative GPA of at least 2.00 for all non-degree coursework taken at prior to this time. Students can transfer no more than thirty (30) credit hours to a degree status earned in courses passed with a grade of C or higher when they have been taken in a non-degree status course at.

2.3 Admission

2.3.1 Admission Policy

Students are offered admission, irrespective of their national origin, color, gender, disability or religion, to all the rights, privileges and programs offered by the University. Students seeking admission at the undergraduate level should have completed their

High School successfully and should have secured the respective certificate with the required percentage for the program that they select to pursue. The Admission and Registration department will review all applications that meet the minimum requirements and invite offers to the best applicants to join. The criteria considered by the Admission and Registration department during the admission process are as follows:

- the levels of courses achieved by students,
- overall grades in high school,
- any standardized test scores that have been taken or asked for,
- the closeness of the relationship between test scores and grades,
- any essays used for admission purposes,
- personal or academic recommendations or references,
- the validity of extracurricular clubs, societies and activities that relate to the program of study, and
- The comparison of an applicant's overall ability set against that of other applicants.

Students are granted admission for a specific semester to which they apply and if they, for any reason, fail to join the University that semester, their right for admission will be nullified and they will be required to follow a new admission procedure the following semester, unless otherwise advised by the University.

Regular attendance and participation is required from all students in all class meetings, lectures, laboratory sessions and seminars. Students are not permitted to pursue degrees through correspondence or by merely passing the University examinations.

2.3.2 Policy on Discretionary Authority

The University has the right to reject admission to candidates who furnish falsified documents to claim eligibility for admission. The University also reserves the right to deny any request for readmission from a student with a history of fraudulence.

2.3.3 General Admission Requirements

Every applicant is required to submit the following documents:

- UAE High Secondary School Certificate as follows or equivalent in Standardized International:

College	Elite Track	Advanced Track	General Track
College of Business Administration	70%	70%	75%
College of Arts and Science	60%	60%	60%
College of Mass Communication	60%	60%	60%
College of Law	75%	80%	85%

- Six Photos
- Non-refundable Application and Admission Fees of 1,300 AED.
- Refundable Student Insurance Fees 1,000 AED.
- Copy of Valid Passport and Residence for Non-citizens.
- Copy of Valid Emirates ID.
- Certificate of Good Conduct.
- English Proficiency, Arabic language and Mathematics requirements as Follows:

College	English Language Proficiency			Arabic Language	Mathematics
	IELTS	TOEFL ITP	EmSAT	EmSAT	EmSAT
College of Business Administration	5	500	1100	600	600
College of Arts and Science	5	500	1100	Not Required	Not Required
College of Mass Communication	4.5	450	950	1000	Not Required
College of Law	4.5	450	950	1000	800

** College of Business Administration international students can register for a non-credited Basic Arabic Language course at the institution.

Students who do not score at or above the minimum level but meet other standards may still be admitted, but will be required to complete the Intensive English Program (IEP) at the University. Only when meeting the minimum required eligibility criteria, the student may be allowed to enter the main program. Students who do not meet the English Language requirements are required to study at least one semester in the IEP and must obtain the necessary TOEFL or IELTS (academic) scores to be eligible to transfer into their chosen program.

2.3.4 Application Procedure

An application form must be completed by each applicant. Forms are available at the Admission and Registration department. Completed forms must be submitted before the dates announced by the University. No late applications will be accepted.

An accepted applicant in any bachelor's degree program offered by must:

- Be a graduate from a secondary school or its equivalent with a grade that satisfies the department requirement.
- Demonstrate acceptable competency in English as per the admission requirements as clarified (Please refer to section 2.3.3). Those not meeting the above mentioned level might be required to undergo Intensive English remedial program and must score the level stated above to be allowed to register in an academic program of the University.
- A non-refundable application fee of UAE Dirham 210 including VAT to be paid before taking the placement test.
- Registration fee of UAE Dirham 1365 including VAT (non-refundable) has to be paid prior to registration of subjects.
- Satisfy all other requirements of admission.

2.3.5 Admission as a Transfer Student

A Student who requests to transfer to from another academic institution must submit an official transcript only from an accredited university. Student's acceptance will

depend on the following criteria along with all the points listed in section 2.3.3 (General Admission Requirements):

- The High education institute should be recognized and approved by The Ministry of Education.
- The student must not be on probation or dismissed from the institution from which they are transferring. It is expected that a student has a clear record in this regard.
- The minimum CGPA should not be less than 2.0 points on a scale of 4
- A student who has completed at least one semester at an accredited higher education institution where courses completed have a comparable learning outcomes and equivalent to those of the UAQU.
- Prior to being admitted to the institution the student is transferring from, the minimum admission requirements of UAQU should have been met at that time.
- The Student should possess a minimum GPA of 2.0 on a scale of 4 or an equivalent.
- Credit transfer will be granted for students with good standing with courses completed (equivalent to a minimum C grade in the UAQU grading system)
- The number of credits of the transfer courses should be equivalent to those offered by UAQU.
- The contents of any course covered elsewhere must be equivalent to those offered by UAQU.
- The student may transfer up to, and not exceeding, fifty percent (50%) of credits toward their degree at UAQU.
- The student must pay a non-refundable fee of AED 525/- as evaluation process fees.

Any decision with regard to the awarding of credits is made only by the nominated College Dean in the relevant college/academic department.

2.3.6 Independent Study Policy

Statement of Purpose

An Independent study course is an experience in which the student covers the content of a regularly scheduled course through individual study under the guidance of a faculty sponsor. This approach is to be used only when scheduling difficulties that would prevent the student from completing his/her program of study in a timely manner. Enrolling in an Independent study course requires signed authorization by the Dean of the College which is offering the course and the Vice Chancellor for Academic Affairs. Permission for an Independent study course will not be granted during a semester in which the regularly scheduled course is available. The Independent Study course may involve research, primary source reading, or a field work. When planning for independent study, the student and his/ her advisor should maintain a balance between this mode of study and other elective courses. A disproportionate number of independent study courses will tend to prevent a student from taking other elective courses which are equally important to scholarly development.

Credit and grade point average guidelines and requirements

Matriculated students who have completed at least 60 credits are eligible for independent study. At least fifteen of the credits must have been completed at UAQU. A minimum grade point average of 2.5 is required, subject to waiver by the College Dean. The faculty sponsor is responsible for checking the student's grade point average and determining that the student has the ability to plan and execute a long-range project. Departments may establish additional criteria for initial approval of, and supervision of, independent study projects.

The independent study project

An independent study contract consists of two parts - the proposal and the enrollment form to be developed by the Admission and Registration department.

The student will prepare a written proposal containing the following information:

- (1) A detailed description of the project,
- (2) The amount of time devoted to each major aspect of the project,
- (3) A description of prior course work or other experience which prepares the student for the proposed activity,
- (4) The frequency and duration of meetings with the faculty concerned,
- (5) Dates for completion of project milestones where applicable.

The methods by which the student's work will be evaluated must be clearly stated in the proposal. Some appropriate forms of evaluation include a paper, a performance, and/or a presentation.

To determine the number of credits, the guideline of a minimum of 12 hours of effort per week per course unit shall apply.

Credit hour limits

A student may enroll in no more than the following credit hours of independent study courses:

- Six (6) credits in a given semester.
- Sixteen (16) credits total towards the degree.
- Eight (8) credits in any one College

The concerned College may limit the number of independent study credits which a student is permitted to complete within that College's programs.

2.3.7 Advanced Standing Policy

Credits earned at various secondary or post-secondary institutions may be awarded as advanced standing credits towards the completion of a degree at UAQU. These could be in the form of significantly high score in advanced placement tests (AP),

International Baccalaureate Diplomas (IB), and A-Level GCE or any other equivalent professional qualifications.

Application for Advanced Standing

All applications for advanced standing are to be considered by UAQU as part of its policies and each College is to publish its criteria for granting. Advanced standing requests must be made to the Head of Admission & Registration at least two weeks prior to the start of the semester. All supporting evidences including original score certificates and official documents issued by the concerned examination boards must accompany the application.

Granting of Advanced Standing

The decision to grant or decline credits through applications of Advanced Standing will be made by the Dean of the respective College; the applicant will be then informed of the decision through a formal letter. Students who wish to transfer within programs need to have their advanced standing reviewed by the Dean of the College. Credits earned as a result of Advanced Standing are considered as transfer credits which are not calculated in the Grade Point Average, and therefore are marked with "TC" in the transcripts. Credits earned for Advanced Standing should not exceed 50% of the total credits of the program. No more than 25% of the total program credits will be awarded for applications for Advanced Standing.

2.3.8 Recognition of Prior Learning (RPL) Policy

Recognition of Prior Learning is the assessment of previous learning outside the formal education and training system. UAQU is committed to grant credits for candidates who have completed informal prior learning in the form of work and life experience and have successfully demonstrated that they have met the recognized qualification learning outcomes and their relevant assessment criteria.

2.3.9 Application for Recognition of Prior Learning

Candidates seeking credits through Recognition of Prior Learning process must submit their application to the Head of Admission & Registration at least two (2) weeks prior to the start of the semester. All supporting evidence including evidence-based portfolio and other relevant official documents must accompany the application.

2.3.10 Granting of Recognition of Prior Learning

The decision to grant or decline credit through applications for Recognition of Prior Learning will be made by the Dean of the respective College; the applicant will be then informed of the decision through a formal letter.

The following rules and regulations apply:

- Achievement of the learning outcomes of a particular part of the program (a given course) should be demonstrated, not just the experience of doing a particular job for a certain period of time. In all cases evidence must be submitted to the concerned department.
- The academic unit - represented by the Dean of the College concerned - is entitled to require the applicant for RPL to pass certain exams to ensure that the learning outcomes of the course are achieved.
- The concerned College shall be responsible for determining whether the student will be admitted with the recognition of his prior non-formal learning, after reviewing the relevant certificates and verifying their validity.
- All submitted documents to the concerned College for the purpose of assessing Prior Learning should not be more than three years old, unless an evidence of the continuation of the learning process is presented in a non-formal or professional context. In such cases, the responsible department is entitled to prepare an evaluation to test the applicant's current knowledge and skills.
- Practical training, field training and graduation research cannot be considered.
- Credits earned as a result of granting Recognition of Prior Learning are considered as transfer credits which are not calculated in the Grade Point Average, and are therefore marked with "TC" in the transcripts.
- Credits earned for recognition of prior learning process shall not exceed 50% of the total credits of the program. No more than 20% of the total program credits will be awarded for any application for Recognition of Prior Learning.

2.3.11 Recognized Secondary School Certificates

Secondary School Certificates granted by the Ministry of Education and by private schools recognized by their host country will be considered by the University. Certificates obtained through recognized qualification authorities, and national and international testing boards are also accepted by the University. In the case of a two level secondary school certificate, the higher certificate of the two will be considered by the University.

2.3.12 Admission Offer

Admission is granted for the semester that the student has applied to. A granted student may request to defer his admission provided that the request is made in writing, subject to seat availability and meeting the admission criteria. A student granted deferred admission must apply for admission again.

The University holds the right to withdraw an admission offer made if the requirements provided by the applicant have not been met or have been fraudulently obtained. In the event of an admission withdrawal, credits earned at will be withheld.

2.3.13 Admission Deposit

An admission deposit of UAE Dirhams 1000, mandatory for all applicants, is required to reserve a seat for the applied semester. The deposit must be made before the deadline mentioned in the admission letter. Deduction of the deposit towards a student's fees will be made upon their admission to the University. The deposit may be used in the instance of an approved request for a deferred admission.

2.3.14 Visiting Student Admission

Visiting students who are studying for a degree at another academic institution but apply to study at UAQU in the fall, spring and/or summer semesters will be dealt with on individual basis. Students may be on a visiting status for up to one year. Students should complete an Application and submit documents from their regular university to the Admission and Registration department stating that they are officially registered students at that particular academic institution. Visiting students are required to meet the minimum English language requirements stated in section 2.3.3.

2.3.15 Deferred Admission

Students who have been admitted may defer their entry to for a maximum of one academic year. Students who decide to defer to a later semester must advise the Admission and Registration department in writing before the first day of class in the semester he/she is admitted to. To apply for deferred admission, students must supply the Admission and Registration department with an updated application as well as re-supplying an update to any transcripts before the admission deadlines for the deferred semester.

2.3.16 Readmission

The Admission and Registration department deals with the cases of Readmission for students who have been out of attendance with for over a year. The categories for readmission are as follows:

- **Former Students in Good Standing:** Application for readmission is mandatory for students who have been absent from the University for over two regular academic semesters.
- **Students Suspended from the University:** The decision for readmission of students who have been suspended rests with the Admission and Registration department which will evaluate each case and may grant admission on probation after the student has served suspension. Under certain circumstances, the Vice Chancellor of Academic Affairs may entertain students' appeals for readmission to avoid suspension.
- **Transient Students:**
A student who, after gaining consent from the University, pursued their studies temporarily elsewhere may re-enter the University according to the Readmission process provided they present clear and valid records. However, if the student attended the other institution without gaining approval from the University, they will be allowed to return as a Transfer Student only and their courses will not be recognized.

2.4 Additional Admission Requirements

2.4.1 English, Arabic Language and Mathematics

Along with the admission application, both newly applying undergraduate students and visiting students must show proof of English language proficiency, Arabic language and Mathematics if required. Exemptions based on applicant's citizenship or attendance of English-medium secondary school will NOT be accepted.

Applicants who satisfy one of the following criteria qualify for exemption:

College	English Language Proficiency			Arabic Language	Mathematics
	IELTS	TOEFL ITP	EmSAT	EmSAT	EmSAT
College of Business Administration	5	500	1100	600	600
College of Arts and Science	5	500	1100	Not Required	Not Required
College of Mass Communication	4.5	450	950	1000	Not Required
College of Law	4.5	450	950	1000	800

2.4.2 Placement Tests

The University has designed placement tests to evaluate student competencies in English to ensure sufficient knowledge for the successful completion of all programs. All prospective students who do not attain the minimum score on the English proficiency are required to appear for a placement test. New students who fail to clear the placement test are required to register for a preparatory program designed to furnish the students with adequate foundation learning experience to improve their proficiency and skills. With the exception of mathematics, no placement test may be taken more than once. Placement tests are to be evaluated regularly against standardized tests that are recognized internationally. Accurate records of students' performance on placement tests and performance in preparatory programs will be kept by the Admission and Registration department. The University will regularly evaluate the effectiveness of its preparatory programs and courses.

2.5 Preparatory courses

The University has instituted programs designed to improve student competencies in core subjects such as English, Arabic communication, Math and Information Technology. If the student has not qualified to study for a credit-bearing program at the post-secondary level, he/she can register for the Foundation Program which is delivered in English language. Students who score low on a placement test are enrolled in an appropriate course at the foundation level. Students will remain in the Intensive English program until they achieve proficiency as required by the major.

2.6 Student Grades

2.6.1 Awarding of Grades

Each student undergoes a systematic and regular assessment throughout the semester to meet the required grades for passing his/her course. All grades will be given based on various evaluation strategies (examinations, quizzes, reports and discussions). Also a final assessment will sum up the overall performance of the student during the semester.

All final examinations have a maximum time period of two hours. Final examinations are held as scheduled in the academic calendar of the University.

After the Final Examination, students are assigned a final grade in each course. This grade is a student's overall assessment as made by the Faculty member throughout the semester. It reflects the student performance in the various aforesaid components and class participation. The final grade allotted to the student is his/her permanent record available only in the Admission and Registration department and is subject to no change.

2.6.2 Passing a course

UAQU academic regulations include assessment regulations. These provide a general framework for how courses are assessed. Regulations state that your responsibilities as a student are to:

- attend examinations and submit work for assessment as required; should you fail to attend examination(s) or submit work punctually for assessment without

good reason, the Head of academic Department will determine that you have failed the assessments concerned

- provide the Head of Department with any information on personal circumstances that may have affected performance and which you wish to take into account, failing which any appeal founded on those grounds will be rejected
- undertake assessments honestly and in a manner that does not attempt to gain unfair advantage
- ascertain the results of your performance in any assessment

The regulations in assessing students are very clear, and stated as follows:-

- Fair: assessments are fair for all students and without giving any advantages.
- Clear: all assessments are introduced in a simple clear way to ensure all students know what is expected.
- Time: the time allowed for an assessment is sufficient for any student to complete; thereby reducing extraneous stress.
- Location: assessments are done in locations where every student feels comfortable, away from any distractions that might affect the quality of the response.

2.6.3 Grading System

The cumulative grade point average (CGPA) is based on a four-point scale. The following grading system is used at the University:

Grade	Percentage Score	Points	Description
A	95-100	4.00	Excellent
A-	90-94	3.7	
B+	87-89	3.3	Very Good
B	84-86	3.0	
B-	80-83	2.7	Good
C+	77-79	2.3	
C	74-76	2.0	Satisfactory
C-	70-73	1.7	
D	60-69	1.00	Poor
F	<60	0.0	Fail

The grades obtained in non-credit courses are not included in the computation of a grade point average. The last grade of the repeated course is counted in the calculation of the cumulative GPA. Credits for repeated courses are only counted once.

2.6.4 Incomplete Grades

The obligations mentioned on the syllabus for a course should be finalized on the last day of the semester. No final grade of I (Incomplete) should be given on any course unless there is a forceful and demonstrable emergency.

In case of incomplete work without an excuse for lateness, a zero or F grade is given for the absent work and the average calculated accordingly into the final grade.

Only in rare cases (such as in an emergency), and with the approval in writing by the College Dean, students may be allowed to make up unfinished work. The grade of "I" will be replaced by the achieved grade in the academic record when the faculty submits a signed Change of Incomplete Grade form to the Admission and Registration department.

It is entirely the student's responsibility to complete any course requirements if uncompleted on the specified date within forty-five (45) days from the last examination scheduled for the particular course. The faculty member has fifteen (15) days from the catch up exam for the particular course to hand in the terminal grade through the Change of Incomplete Grade form to the Admission and Registration department. Following this deadline, all undecided grades of "I" will be converted to a terminal grade of "F".

2.6.5 Failing a unit

UAQU will do all it reasonably can to help a student recover from this event.

- Firstly, the university will state what is required to recover the failure e.g. the student may be asked to resubmit work or alternatively to repeat the unit in full.
- Secondly, the student is advised to see the Head of Academic Department and get feedback on why he/she failed to achieve the learning outcomes.
- Lastly, the student should ensure he/she is aware of what to do and by what date in order to recover the failure.

It should be said that the most common reason for failure is poor engagement with the unit, including attendance (other than for illness or personal circumstances) by the student.

If several units are failed and the student is not able to recover them and there are no special circumstances, the relevant College Dean will decide on whether the student may progress or not.

2.6.6 Appeal Process

All students have the right to appeal against their final unit mark or degree classification. However grounds for appeal are that the student believes that:

- an error has been made or regulations have not been properly followed.
- there was unawareness of circumstances that could have significantly affected the assessment.

2.6.7 Repeating a Course

If a student has failed in a course, it is advisable to repeat it in the following semester. Students are at liberty to repeat their courses for the sake of improvement in their GPA. Raising the GPA is very necessary, especially if compulsory courses are involved. A student may repeat a course up to two times, taking into account seat availability, without the permission of the Vice Chancellor for Academic Affairs but credit hours will be counted only once in the total credit hours required for graduation. The VC for Academic affairs may consider students requests for granting students additional attempts based on exceptional circumstances.

Once a grade is earned and entered into student's record, it is considered permanently final and may not be altered. In case of course repetition, only the last grade is considered relevant and serves the fulfillment of academic requirements.

2.6.8 Probation Policy

- For the first warning: a maximum of 15 Credit hours among which (3) or (6) credit hours are repeated depending on the CGPA and the last semester GPA (To be chosen by student's academic advisor)
- For the second warning: a maximum of 12 credit hours among which (6) or (9) credit hours are repeated depending on the CGPA and the last semester GPA (To be chosen by student's academic advisor)

- If a student having a third warning fails to raise his CGPA to 2.0 at the end of the semester, his/her case will be reviewed by the Head of Department. The latter can take one of the following actions:
 - To give the student a grace semester if he/she has completed 80% or above of the required credit hours of the program and his/her CGPA may be raised to 2.0 by the end of the semester.
 - To transfer the student to another program provided that his/her CGPA for the courses to be transferred is 2.0 or above
 - To dismiss the student from the University.

2.7 Financial Information

2.7.1 The fees structure

The fees structure in AED is detailed as follows:

Sr. No.	Fee Description	Net Amount	VAT Status	VAT Amount	Gross Amount
1	Application Fee of New Student	300.00	5%	15.00	315.00
2	Admission Fee of New Student	1,000.00	5%	50.00	1,050.00
3	Change of Major/Department	250.00	5%	12.50	262.50
4	New ID Fee / Replacement For Lost or Damaged Fee	150.00	5%	7.50	157.50
5	To Whom It May Concern Letter Fee	50.00	5%	2.50	52.50
6	Grade Review	300.00	5%	15.00	315.00
7	Resit and Incomplete Exam Fee	500.00	5%	25.00	525.00
8	Institutional TOEFL Exam Fee	650.00	5%	32.50	682.50
9	TOFEL Fee For Outsiders	700.00	5%	35.00	735.00
10	IELTES Fee Exam Fee	1,142.86	5%	57.14	1,200.00
11	IELTES Prepairation Fee	1,142.86	5%	57.14	1,200.00
12	IELTES Exam + Prepairation Fee	1,904.76	5%	95.24	2,000.00
13	Course Description	100.00	5%	5.00	105.00
14	Transcript Request (Official Transcript Per Copy)	100.00	5%	5.00	105.00
15	Expected Graduation Letter Fee	50.00	5%	2.50	52.50
16	Foundation Certificate	500.00	5%	25.00	525.00
17	Finance Certificate	200.00	5%	10.00	210.00
18	Copying Fees Per Page	0.25	5%	0.01	0.26

19	Student VISA Expenses-Administration Expenses	500.00	5%	25.00	525.00
20	Transfer Equivalency Report	500.00	5%	25.00	525.00
21	Graduation Certificate Fee	750.00	5%	37.50	787.50
22	Graduation Letter Fee	250.00	5%	12.50	262.50
23	Graduation Certificate Replacement Fee	250.00	5%	12.50	262.50
24	True Copy of Graduation Certificate Fee	250.00	5%	12.50	262.50
25	Book Charge	120.00	5%	6.00	126.00
26	Per Subject Fee	2,925.00	5%	146.25	3,071.25
27	Foundation Per Course Fee	2,000.00	5%	100.00	2,100.00
28	Graduation Ceremony Attendance Fee	500.00	5%	25.00	525.00
29	Locker Rent (Fall & Spring)	60.00	5%	3.00	63.00
30	Locker Rent (Summer)	30.00	5%	1.50	31.50
31	Semester Registration Fee (Fall & Spring)	500.00	5%	25.00	525.00
32	Semester Registration Fee (Summer)	250.00	5%	12.50	262.50
33	Late Registration Fee	250.00	5%	12.50	262.50
34	Library Fine (One Book Per Day)	2.00	5%	0.10	2.10

Bus Fee + 5% Vat To Be Added

Sr. No.	Emirates	Umm al Quwain	Ajman	Ras al Khaimah	Sharjah	Dubai
1	Fee For One Month	500.00	800.00	800.00	800.00	1,000.00
2	Fall & Spring Semester Full Fee	2,000.00	2,500.00	2,500.00	2,500.00	3,500.00
3	Summer Semester Full Fee	1,200.00	1,300.00	1,300.00	1,300.00	1,800.00
4	Fall & Spring Semester One Way	600.00	1,300.00	1,300.00	1,300.00	1,800.00
5	Summer Semester One Way	300.00	700.00	700.00	700.00	1,000.00
6	Fee For One Day	40.00	60.00	60.00	60.00	80.00

List of Exempt or Zero Rated Items Taxed @ 0%

Sr. No.	Fee Description	Net Amount	VAT Status	VAT Amount	Gross Amount
1	Refundable Deposit	1,000.00	0%	0.00	1,000.00
2	Cheque Return Penalty	200.00	0%	0.00	200.00

2.7.2 Refund Policy

Refund on Withdrawal

Students who pay tuition fees for any term and then later withdraw their registration in the Admission & Registration department before the first day of the semester as mentioned in the Academic Calendar are at liberty to expect a complete refund of tuition fees. After classes begin, students who withdraw formally from UAQU may only be permitted a partial refund of tuition fees. This refund is founded on withdrawal date. A withdrawal application must be sent to the Admission & Registration department. Pending the application, the withdrawal is not considered official until all processes have been completed. Notice of withdrawals must be in writing, and are effective only from the date on which they are accepted by the Admission & Registration department. UAQU reserves the right to debit the refund from any student's outstanding debts due to the institution. Refunds are made only in agreement with this schedule:

Withdrawal Schedule	
Withdrawal from the University	Refund
One week before the first day of classes	100% excluding the seat reservation deposit of new students
Before the end of the first week of classes	100% excluding non-refundable deposits
During the second week of classes	50%
During the third week of classes	25%
After the third week of classes	0%
<i>*Refunds for summer session withdrawals are prorated.</i>	

Students will be charged at the standard rate for the number of credits used. Once they have made a complete payment in advance, then only they will officially withdraw from a course at UAQU.

When students postpone their admission date to the following semester or withdraw from the program their fees credit will be forwarded to the same semester. Fee refunds

will only be made to those who complete their course at UAQU with an expectation that they will not register for courses again in the future.

The schedule for refund relates to tuition for courses that are credited or audited, and the Intensive English Language program. The Student Services and Activities Fee, the Application Fee and special charges in particular circumstances are not refundable.

Refund on Dropped Courses

The enrolled students dropping courses during the first four weeks of the Fall and Spring semesters and during the first two weeks of Summer Semester will receive a 50% refund of the tuition fee. After the fourth week of Fall and Spring semesters and after the 2nd week of the Summer semester, they will not be entitled for any refund of their tuition fee.

2.7.3 Financial Aid & Scholarship

Students with a cumulative grade of 95% and above in the qualifying examination may be granted a 25% concession in their tuition of first semester as a scholarship. This scholarship is limited to the first semester only.

Students with a cumulative grade of 90% and above in the qualifying examination will be granted a 15% concession in their tuition of first semester as a scholarship. This scholarship is limited to the first semester only.

A merit scholarship of 15% discount on the tuition fee will be granted to students whose CGPA is 3.8 or above on a 4.0 scale in every semester. This merit scholarship will be effective the following semester. Failure in any course will deem a student not be eligible for the scholarship.

2.7.4 Merit Scholarship

A Merit Scholarship is available for outstanding freshmen to cover 15% of tuition fee at. The conditions for the award are:

- applicants who have secured 95 to 100% of marks in high school final are eligible for 15% tuition scholarships

- applicants who secured 90 to 94% of marks in high school final are eligible for 10% tuition scholarships
- all applications for the award must be tendered to the Admission/Registration Department on or before the notified date.
- all applicants meeting the above requirement will qualify to receive the award.

2.7.5 Family Tuition Grant

A Family grant is offered to those parents who have more than one child enrolled at. The conditions for the award are:

- 20% fee concession for the second child and 30% for the third child and further additional children.
 1st child will pay full tuition fee.
 2nd child will pay 80% of tuition fee.
 3rd child will pay 70% of tuition fee.
 4th Fourth child will pay 60% of tuition fee.
- The concession will be available for a maximum of 4 years for each child.
- The eligible children must be of the same father.
- The grant may be withdrawn in case any of the siblings either register less than 12 credits per semester or is suspended from.

2.7.6 Maintaining Financial Aid

Students may become ineligible to continue to receive a tuition fee grant or other aids for the following semester if their semester load falls below 12 credit hours, or have been placed on academic/behavioral probation, or are suspended from the for registered students on Tuition Fee Concession. The following additional requirements should be met:

- Semester GPA of 2.5 or better
- CGPA of 3.0 or better
- Must maintain a standard course load of 12 credit hours or more

2.8 Academic Regulations

A summary of regulations are distributed to all students during induction.

2.8.1 Student Record Privacy

All student records are considered confidential. Only students and their immediate family, and authorized personnel may review a student record. Unless compelled by law, or upon written authorization from the student or the student's parent or guardian, the Head of Admission and Registration department will not disclose confidential contents of any student record to any party outside.

2.8.2 Access to Student Records

By applying for admission and enrolling at UAQU, the student accepts the right to collect pertinent personal information for institutional purposes. Documentation that is submitted in support of student application for admission becomes the property of the University. This information is used to assess performance in programs and courses, provide the basis for awards and assist in the academic and financial administration of University affairs. A student may obtain permission to access records by making an application to the Head of Admission and Registration. A student also has the right to be provided a copy of the record and the list of the types of educational records maintained by UAQU. Such information is restricted to the following: student's name, degree received, major of study, awards received and participation in officially recognized activities and sports. A student has the right to request a copy of all documents contained in his/her record. A student may request that false information is corrected and that recipients of false information are advised of the correction.

An electronic record of a student's academic achievements at UAQU is preserved permanently, whereas all other documents in the student files are destroyed five years after graduation.

2.8.3 Transcript of Academic Record

Copies of the student transcript will be issued at the student's request by the Admission and Registration department.

2.9 Teaching and Learning Environment

Throughout the time at UAQU, the student will experience a variety of learning and teaching methods. The student will also encounter the latest technologies as the university makes full use of computer-based and multimedia techniques, with a growing role for E-learning as a supplement to more traditional methods. Further details on all these aspects of learning will be included in the course outline.

2.9.1 Commitment

The university makes every effort to support students on their study journey and is committed to helping students overcome the traditional barriers of education. The university will provide a high quality, stimulating and challenging learning and research environment with expert teaching staff and advice and guidance to support students in seeking to fulfill their academic potential. Students will have access to high quality general and specialist IT and library facilities, an online learning environment and other learning resources and spaces. The university will also support students by providing information on assessment arrangements and deadlines for assignments and will provide clear, timely, constructive and quality feedback on students' work. The university is also committed to provide learning with;

- Clear, accurate and up-to-date information about our courses, entry requirements, modes of study and assessment methods.
- Fair and impartial advice to help the student decide which course is most suitable.
- A helpful induction to the University and program of study.
- Professional committed and specialized staff.
- A caring and safe learning environment.
- An assessment of learning needs and provision of additional learning support to enable students to take full advantage of and benefit from the opportunities offered by the University.
- Access to a confidential counselling service and a range of support services to help develop student skills.
- Regular assessment of learning and feedback on progress.
- Advice and guidance on further and higher education and career options.

- References when the student applies to higher education or employment.
- Opportunities to make student views known and a prompt response to any problem relating to studies which is drawn to the university's attention.
- Clear and fair complaints and disciplinary procedures.
- Information about the performance of the University.

2.9.2 Learning and Teaching Methods

The methods used at are the most up to date and used currently in most well-known universities. This method offers fair and understandable information given to students. This approach occurs by applying the following; the university will:

- fit the lecture to the audience.
- focus the topic
- know that material cannot cover everything in one lecture.
- prepare an outline to cover in one lecture.
- organize points for clarity.
- select appropriate examples or illustrations.
- present more than one side of an issue and are sensitive to other perspectives.
- repeat points when necessary.
- are aware of our audience.
- notice your feedback to improve.
- is enthusiastic.

2.9.3 Assessment

An essential part of the learning process is assessment. Whatever a course the student follows, he/she will be assessed and evaluated on skills, knowledge, understanding and competency. An allocated personal tutor will guide students through the process.

UAQU believes that learning takes place in students' heads where it is invisible to others. This means that learning must be assessed through performance: what students can do with their learning. Assessing students' performance can involve assessments that are formal or informal, high- or low-stakes, anonymous or public, individual or collective.

The university uses different strategies to assess student's learning and performance, these strategies include;

- Creating assignments
- Creating quizzes
- Using classroom assessment techniques
- Assessing group work

2.9.4 Class Periods

UAQU offers most of its courses on a five-day schedule, from Sunday to Thursday. Classes are normally convened two days per week, for one hour and thirty minutes per class, or three days a week for one hour each day. Laboratory, workshop, and specialized courses are convened for two or three days per week and will be for one hour sessions. Class length and frequency may alter during the summer semester.

2.9.5 Special Deferred Assessment Date

A special deferred assessment date is granted by the College Dean to students who are unable to attend an assessment due to medical (certified on a Physician Statement form) or are in domestic afflictions of extreme nature. Applications for special consideration assessment must be received no later than the prescribed application receiving deadline indicated in the assessment schedule.

After the grant of permission by the College Dean, a special deferred final assessment date is scheduled by the Head of Admission and Registration department.

2.9.6 Guidelines for Lateness and Attendance

The University guidelines for lateness and attendance are as follows:

- Students are allowed one absence without a required written excuse for every semester credit hour taken.
- Students who exceed the specified amount of unexcused absences, an official documented excuse from the may be required by the instructor

- It is the student's responsibility and entitlement to meet and discuss all absences, planned or unplanned, with their instructors.
- Students must notify the Student Support Services Department for any emergencies that require immediate exemption from university grounds within a period of 48 hours.
- Students shall not neglect more than 20% of their class attendance, whether excused or unexcused, in a given semester.
- Upon the prudence and judgment of the instructor, a course grade of "FA" may be given to any student who exceeds 20% of absences in a semester.
- The Student Support Services Department is officially responsible for issuing class excuses for legitimate purposes.
- If a student is tardy three times to class, it is automatically counted as an absence. Each instructor is responsible to define the rules for which a student is considered late to class.
- Once a student falls to approximately ten to fifteen percent of absences in a class, he/she shall receive a warning.
- The Chair of the respective program has the right to permit a student's withdrawal from a course, if presented with a suitable and acceptable explanation for excessive absences. This will be coordinated and is with the consent of the Head of Admission and Registration department.

3. Campus Information

The current location is temporary and the new campus will have a major physical presence in Umm Al Quwain and with it the potential to make a positive impact on the city's environment. We take this responsibility very seriously and will expect every student, as a member of the community, to share it. It is expected that students of will be responsible and respectful to neighbors and members of the local community and refrain from activity or action that might damage the reputation (by doing inappropriate actions or behaviors that might disturb locals or other users).

3.1 Support Services and Facilities

3.1.1 Library Resources, Instruction and Services

The Library provides the information resources in print, electronic and related services needed to support the instructional/research programs and educational goals of:

- The library provides both traditional and electronic sources of information, in addition to subscriptions to a diverse range of periodicals and online databases.
- The Library facilities include the Information Commons, group study rooms, quiet study areas and media viewing rooms.
- The library offer the following services:
 - Orientation and library instruction to new users,
 - Circulation Services (Borrowing, Intra-library, Inter-library loan, etc.),
 - Online Public Access Catalog (for online search),
 - Reference Service, Electronic Resources Multimedia Room, Discussion Rooms, and Photocopying.

The following rules apply to the Library:-

Opening and closing

- The Library is open on weekdays except Fridays, and Saturdays if required. Working hours are Sunday-Thursday from 08:00 to the end of official working hours. The Library extends its services until late in the evening as required to serve evening classes.

- No person shall enter the Library less than fifteen minutes before the time of closing.

Library Admission

- ID Cards are not transferable.
- Every person to whom a card is issued is eligible to use the Library.
- Academic staff and members of the university who are eligible.

Loan Regulations & Instructions

The Library Collection is for the benefit of all the staff and students. Staff Members and students may borrow library materials according to the following rules:

- Library materials may be borrowed upon presentation of a current ID.
- A faculty member and lecturer may borrow up to (10) books at a time for one semester, to be returned back by the end of the semester.
- An administrative staff may borrow up to (3) books at a time, for a maximum period of two weeks.
- Students may borrow 3 publications for a period of two weeks renewable for a further two-week period only.
- Administrators may borrow 3 publications for the duration of one semester.
- Part-time lecturers and lab supervisors may borrow 5 publications for the duration of one semester. The publications must be returned or renewed at the end of the semester.
- Students may not borrow additional books while having late returns.
- References, periodicals, special collections, manuscripts and non-print materials such as disks, CDs, microfilms, and videotapes are not available for loan except in special cases and with the Head of Learning Resources' permission.
- The date due is stamped on the date slip on the back cover of the book. Borrowed publications must be returned to the Circulation Desk before the end of the loan period.
- The circulation system charges a fine of 2 AED per book per day for late returns.
- The user will be responsible for overdue charges if the materials are not returned to the Circulation Desk before the due date.

- Non-print materials such as CD-ROMs, cassettes, tapes, etc., may be used inside the Library.
- The Reservation Section is located in the Circulation Desk area. Textbooks or materials of special importance may be reserved. However, reservations are subject to change according to the recommendations of the Teaching Staff. Both students and staff members may borrow reserved materials for one night only.
- Borrowed materials may be recalled before the end of the loan period if required by another Library user. If the required book is out on loan, it may be recalled by filling the Recall Slip at the Circulation Desk. Recalls usually take from one week to ten days. The reseller will be notified by phone or mail when the item arrives.

Use of Library materials

- The marking of any Library materials is forbidden; readers may be prohibited from using ink and may be asked to use pencils instead while consulting certain volumes in any of the reading rooms.
- All persons borrowing Library materials, or ordering materials for use within the Library, shall produce ID at the time of borrowing or ordering.

Behavior in the Library

- Silence shall be maintained as far as possible in the Library.
- Readers must present their ID card for inspection if requested by a member of the Library staff in the course of their duties.
- The use of portable computers and mobile devices is permitted in the Library provided that they are quiet in operation. Users of such equipment may be required to work in specified areas or to stop using a computer if it constitutes a distraction to other readers.
- The use of equipment likely to disturb or distract other readers or to damage Library materials (e.g. digital scanners, radios, cameras, personal hi-fi equipment, or computers to perform any of the functions of such machines) is not permitted in the Library. Mobile telephones must be set to 'silent' mode in the Library; the use of mobile telephones is only permitted in the Tea Room, the

Locker Room and the courtyards of the Library. General photography and filming (e.g. of people or the building) is prohibited.

- The Library reserves the right to inspect anything brought into the building. Laptops, mobile devices, bags, files, folders, coats and any other items allowed into the Library shall be subject to examination on exit.
- Bottles of ink, correction fluid, and other potentially damaging substances shall not be taken into the Library.
- Water may be consumed in the Library as long as this is from bottles with a sealable top.
- Smoking is not permitted anywhere on the premises.
- No person may go barefoot in the Library.

Library staff are empowered to prohibit any activity in the Library which they consider prejudicial to the safety, well-being, or security of readers or Library staff or to the preservation of the collections.

3.1.2 IT and Computer Systems

UAQU has invested greatly in computing facilities and has integrated the use of IT into all degree courses. Students will have access to networked PC workstations throughout the campus, providing access to a wide variety of services, resources and software, including free internet access.

Students will have their own computer account and email address and will be encouraged to make full use of the internet and other multimedia resources. Access to these facilities demands a degree of responsibility from each user not to jeopardize the integrity of systems.

Educational use is highly recommended and monitored on campus by students and our IT department will not hesitate to help every student when required.

3.1.3 Rules for Use of Computer Facilities

- Access to computing facilities is normally granted by the issue of an individual username and initial password. The individual concerned is solely responsible for work undertaken from any username issued. Users must only use their own

username when accessing the network. Users are responsible for the security of their passwords. Passwords should never be revealed to anyone and should be regularly changed, whilst ensuring that strong passwords are chosen. Users should be particularly wary of phishing attacks that appear to be official requests for your username and password, or other personal data, as these may be used for identity theft.

- Access to computing facilities is given and allocations of resources are made for the purposes of the university, as approved by the concerned college, and for the operations and management of the university.
- Users must not damage computer equipment or interfere with systems or any other user software housed on the university computer systems, e.g. by introducing viruses
- Users must not use or attempt to use any network for unauthorized purposes.
- All software used on IT equipment must be appropriately licensed, and proof of such licenses must be made available on request
- Information issued by Information Services in official notices, circulars and instructions, and verbal advice given to users is not confidential except where it is stated to be so. However, users are warned to follow strictly any instructions issued regarding the use of proprietary software and any other confidential information. It is strongly emphasized that no such confidential information may be copied, modified or disseminated without the consent of the Chief Information Officer or the Head of Department, as appropriate
- Users must not access, transmit, store, print, promote or display material where to do so constitutes a criminal offence or a civil wrong. Examples of criminal offences include the possession without a legitimate reason of an indecent photograph of a child; the possession without reasonable excuse of information of a kind likely to be useful to a person committing or preparing an act of terrorism. Examples of civil wrongs include defamation, breach of confidence and the misuse of private information.
- Users should ensure that any information related to activities and stored locally on their desktop or laptop is backed up on a regular basis. This is to ensure that no vital data is lost.

- Users must not use any third party materials (including images, databases, text, sounds, logos, trade marks) in any documents (including emails and web pages) in breach of that person's intellectual property rights. As a general rule, users must not copy any third party material unless the permission of the owner has been obtained.
- All connections and PC cord lay outs are installed according to health and safety regulations. Risk assessment procedure is done before and after using any lab to eliminate any hazardous items that might cause damage.

3.2 Campus Life

3.2.1 Support at UAQU

The Student Support Services provides a network of support to help students make their time at UAQU most pleasant and joyful. It forms a one-stop center providing advice on finance, housing and academic skills, or more personal guidance and counseling. All these services are run by experienced staff trained in giving advice and helping students to resolve problems that they encounter during their transition stay at UAQU. Staff can give basic advice and information on the spot or make an appointment to see officers at the university in case of a need to discuss an issue in more depth. All services are bound by confidentiality, and nothing will be reflected on any academic record. Students are encouraged to ask for help.

3.2.2 Student Support Services (SSS)

The Student Service Services department is a team comprises of a Head and three staff members. The staff members report to the Head of Students Support Service Department. SSS is the central point for information and advice for all students. The SSS provides a wide range of services and will assist students with the following:

- Registration
- Immigration
- Information
- Certificates
- ID Cards
- Academic Counseling

- Personal Counseling
- Career Counseling
- Complaints & Suggestions
- Students Clubs & Organization
- Personal Development Planning (PDP)
- Transcript
- Fees Payment
- Application to Full-Time Program

Students are encouraged to approach the SSS Officers should they have any issues.

3.2.3 Safety and Security

The Administration will take all necessary precautions to provide a safe and secure environment in which to work. We provide advice and guidance on staying safe in the city, and our Security Officer and the Students' Union are always on hand. We expect our students to consider their own safety and be proactive to ensure the safety of others. Look out for Safer Student information and act sensibly and responsibly.

3.2.4 Equality and Diversity

The university believes that a climate of trust and mutual respect is essential to the maintenance of high academic standards and full student enjoyment of University life. The university aims to provide a friendly and supportive environment for teaching and learning. As part of this, the University has an UAQU-wide Equal Opportunities Policy. Our aim is to ensure that everyone, regardless of their gender, marital status, disability, color, ethnic and national origin, religion or belief, can make the most of their time at UAQU.

The university requires both staff and students to behave in a nondiscriminatory manner and also expect their full support in changing any practices that deny or limit equality. In particular, we aim to ensure that no student or staff member suffers offensive or intimidating behavior or is the victim of harassment or discrimination.

3.2.5 Student Advisory Board

The Student Advisory Board provides a unique leadership opportunity for students to serve their peers, their programs, and their community. The Student Advisory Board assumes multiple roles within the UAQU Community, including:

- Providing student voices to the Executive Management and Central Staff;
- Communicating curricular, extracurricular, and noteworthy components of their program experiences to the Executive Director and to other board members;
- Assisting in the management of UAQU-wide events such as Open Day and the annual Charity Tournament and its fundraising efforts;
- Responding to incidents, concerns, or issues within the UAQU community or on campus.

Student Advisory Board members also serve on smaller committees. Committees are open to (and recruit from) all students in the University. The committee descriptions are as follows:

- **Academic affairs:** serve to promote the academic success of the community in several ways. It identifies and, when appropriate, creates resources such as tutoring, study groups, and supplemental instruction for the community. It organizes programming to bolster academic performance. It provides a voice with which are able to advise faculty on students' perception of program curricula and academic support.
- **Activities:** is responsible for planning events for the community that build a stronger identity and give students an opportunity engage in positive social interaction outside of their individual programs.
- **Advocacy:** focuses on "making our community a better place." The committee will select a cause to advocate for and will encourage members of the community to become activists through action and service.

The Student Advisory Board facilitates students to ensure that they shall have all rights and respect to express what they feel about curricula, extra curricula, social contribution, community development and enhancement.

3.2.6 The Students' Union

The Students' Union at UAQU is an organization run by students who have been elected as Sabbatical Officers on behalf of the whole student population. Its aim is to enhance the student experience by providing support, recreation and training opportunities. All members are represented equally and without discrimination.

Membership is automatic upon joining the University, although students can opt out if they wish. Advantages of membership include:

- representation in cases of disciplinary or academic appeal with the University
- the ability to join one of the many funded sports clubs and special interest societies
- use of Union facilities for socializing
- discounts from many retail outlets
- Eligible to be part of internal elections.

The Union also supports departmental course representatives in their role, providing vital feedback and influencing decisions that affect students and courses. If a student is elected, they will have the chance to sit on Student Staff Consultative Committees' and the Board of Studies' meetings in their department and the Union's Student Representative Council and may have the chance to represent students at University - level (this could be on a University committee or as a Student Governor on the Board of Governors). The Students' Union acts as a link between UAQU management and the Students where students take part in the governance and decision making in the University. Representative students from the union meets with the management and Deans to discuss and express their opinion on various issues related to policies and programs affecting their both academic and non-academic experience at the University. Students at UAQU play a vital role in assisting the management in making vital decision and shaping the university's future adopting a governance process that provides an environment for open and sincere discussion and information sharing.

3.2.7 Personal Development Planning (PDP)

Personal Development Planning (PDP) at the Students Support Services Department is available to support students' personal development and academic success. This

service is part of Student Support Services (SSS) and in partnership with management and faculty.

PDP is a process of:

- reflecting on achievement
- learning to capitalize on strengths
- identifying and addressing areas for development
- setting goals
- identifying skills
- recording reflection

A continuous cycle of self-reflection and action, the purpose of PDP is to encourage students to learn to develop themselves and plan for the future by becoming more self-aware.

PDP can be applied in a range of contexts, changing the way students approach their studies, make choices in both their academic and personal life and achieve their goals.

Engaging in PDP may help students to:

- Be more motivated
- Take greater interest in their development
- Become better learners
- Become more self-aware
- Improve their employability
- Recognize and fulfill their potential

3.2.8 Dining Services

The University has a Cafeteria located on the ground floor within the University. The Cafeteria is open from 07:00 until 20:00.

The University Cafeteria offers menus that are innovative and affordably priced. It serves a broad selection of items that appeal to every taste and dietary restriction.

The University cafeteria is generally the most visited component of the University. It is also a place where students and faculty can take their visitors for a brief coffee break or a lunch hour visit.

3.2.9 Recreational Facilities

UAQU will arrange for recreational facilities at affordable cost and special discounts.

3.2.10 Health Services

Health services are provided instantly to the students who need first aids through its clinic. In case of emergency incidents, the clinic staff will transfer the urgent cases to the nearest hospitals emergency. In the future the University will provide private healthcare, dependent on the number of students interested and willing to cover the cost of private healthcare.

3.2.11 Health and Safety

3.2.11.1 Statement of Intent

A safe and healthy working environment is essential for nurturing excellence and the wellbeing of staff and students. The UAQU is committed to progressive improvement in health and safety performance leading to standards beyond legal minimum requirements. To achieve this, the university will ensure that health and safety is integrated with the other core management functions and that all our employees and students are equipped with the necessary information, instruction, training and supervision to carry out their responsibilities. UAQU is committed to encouraging active participation by consultation and communication at all levels. Safety performance is monitored by means of regular inspections and audits, contributing to the review and development of this Policy.

3.2.11.2 Health & Safety Policy

The Health and Safety Policy sets out UAQU's commitment to health and safety and details the organization and arrangements for implementing and monitoring the Policy. The policy requires preparing, regularly revising and bringing this Policy to the notice of employees/students.

The full content of the Policy is available on the Health and Safety pages and all are encouraged to use this as their definitive source. All new students and staff are made aware of the Health & Safety pages in their inductions.

Health and Safety Committee will review the Policy at least annually. The Policy will be reviewed sooner if there are significant changes in legislation, structure, or any other reason to believe that the Policy needs updating.

3.3 Communication

UAQU wishes to communicate with students in the most effective way, using a mix of printed and online information. Students will be provided with a student email account as an appropriate means of communicating with staff and fellow students. Students' email accounts are delivered by Etisalat Mail. Students need to be aware of the following communication channels and use them as a means of keeping informed about important UAQU and course-related issues and events.

3.3.1 Student website

The student website at www.UAQU.ac.ae is for current and future students where valuable information and resources can be found.

For current students, the website will provide;

- The latest news and events.
- Mail, Calendar and other applications.
- Learning resources to help with study.
- Results, time table and all important memos.

The student website is the homepage on all computers but students should ensure the website is bookmarked at home as well.

For future students, the website will provide;

- All academic and schedule information
- Updated news about
- Information required for application related queries.

3.3.2 Mail Accounts

Each student will be given his/her own email account at UAQU with Etisalat network. The email address will be student_ID@UAQU.ac.ae. This mail will be one way of UAQU's communication method. With the support of Etisalat network, UAQU will make sure that students have the best service and the quickest to prevent any delay of

interruptions that might affect their education journey. The email provided will not only work as a way of communicating with but also to be able to communicate with classmates and exchange information and resources with them as desired. It is highly recommended that students check their email on a daily basis and answer any emails that require action. Any failure to check email might result in the loss of valuable information.

3.3.3 Use of personal data

UAQU will obtain student consent prior to using personal information if required for any development purpose and will ask students their consent to participate in such development programs.

3.3.4 Plasma screen and noticeboards

An additional way of communication with students is plasma and notice boards located in throughout the University. These will keep all students up to date and provide instructions or requirements.

3.3.5 Emergency communication

In the event of any emergency, UAQU will communicate with students using all appropriate methods to keep all students up to date. Following all instructions provided by the University is advised in such situations.

3.3.6 Text/SMS messaging

The University may on occasion contact students via text/SMS, in case of an emergency or to confirm appointments with our services. Texts/SMS will be kept to a minimum and will be sent in line with our Data Protection Policy.

3.3.7 Student Representation

Student representation is a key formal way of engaging students with their institutions. Representatives normally attend meetings of their course, department or faculty as well as taking part in informal discussions with academic and administrative staff on their programs.

As well as this, they should communicate with their fellow students face-to-face, electronically and through posters/drop-boxes, for example, in order to gather the opinions of a group and communicate what the institution is doing.

The purpose of student representation is to encourage student input into the continued improvement and development of the UAQU teaching programs. Elected representatives canvas student opinion so that they can comment on their learning experience and put forward ideas for positive changes, including organization and administration.

The core of the role is to represent the views of the class to the teaching team who deliver the program. This means it is important for representatives to be properly elected and registered and for them to receive training and support throughout the year.

3.3.8 Student Surveys

UAQU strives to develop and go forward, and this is not possible without student feedback. Students' surveys have been created for institutional education needs. These surveys will be very useful for students to evaluate teachers, subjects, teaching methods etc.

Each year at UAQU, students are requested to do a voluntary survey regarding their education experience. The University encourages all to undertake the survey as these surveys help UAQU to measure satisfaction and plan any corrective action.

UAQU will evaluate each survey in a professional and confidential way by experts and evaluate the performance of the university. Student surveys will help develop the educational institute and provide information for corrective action.

The survey is conducted in either written form or through the phone or through the University website via an accepted invitation.

4. Academic Integrity

4.1 Published Academic Regulations

Most of UAQU's academic regulations are published on the UAQU website, together with other policy and advisory documents that may have a bearing on students' studies. If a student has a query about academic rules and regulations, he/she should consult the website first at www.UAQU.ac.ae. Students will also be given a summary of the University's regulations during induction.

4.2 Honesty and Integrity

We believe that all students have a responsibility to promote academic integrity at the University by not participating in or facilitating others' participation in any act of academic dishonesty and by reporting all violations or suspected violations of the Academic Integrity Standard to their instructors. Violations of the Academic Integrity Standard (academic violations) include, but are not limited to:

- Cheating
- Falsification, altering or fabricating any information or citation in an academic exercise or activity
- Plagiarism

4.3 Copyright

A student may wish to include material in their work that has already been published elsewhere. This is likely to be an extract from, or reference to, a textbook or journal, but could include magazine or newspaper articles, photographs, illustrations, logos or trademarks, web pages, emails, sheet music, maps or video, audio, TV or radio broadcasts. This includes use of UAQU's logo, which is a registered trademark and is protected under copyright law.

Any material that has been recorded (in any way), published, released or broadcast is covered by UAE and international copyright law. The most common misunderstanding is the belief that web pages are in the public domain and are therefore free from copyright and can be reproduced freely. This is not true. Web pages are published works and the same copyright laws apply. If a student wishes to use materials in their

own publications the student is obliged to ask the copyright holder's permission before reproducing any copyright work.

4.4 Infringement of the Code of Practice

Users of the UAQU computing facilities who are found to be in breach of the above rules may be liable to disciplinary action under the relevant provisions for staff and students. Disciplinary action may take the form of, but is not limited to, withdrawal of access to computing facilities, the giving of an oral warning or written warning, the imposition of a fine, or the suspension or expulsion of the relevant student.

4.5 Audio and Visual Recording of Lectures

Lectures may be considered as broadcasts and are therefore subject to copyright law. Students may record lectures and other interactions only for the purposes of personal study. This includes any course related activity undertaken whilst a student is registered at UAQU, to include, but not limited to: lectures, seminars, tutorials, discussion groups, laboratory work, and fieldwork. Written permission from the lecturer must be obtained if students would like to record a lecture for any other purpose. UAQU has the right to prohibit the recording of lectures and other interactions for students not authorized under the University's regulations.

Students with a disability may be permitted to record lectures for private study purposes only. This should first be discussed and agreed with the student's Head of Department. The Head of Department will then disseminate this information to the relevant lecturers.

The use of recorded material for any purpose other than private study – for example posting via social media or supplying the recording to any other person for commercial gain or otherwise except for transcription purposes without having first gained permission from the lecturer is an offence under the University's Code of Student Behavior and may result in disciplinary action being taken.

Failure to comply with the above shall constitute a disciplinary offence to be dealt with under UAQU's disciplinary procedures.

4.6 Definition of cheating

Cheating refers to an immoral way of achieving a goal. It is generally used for the breaking of rules to gain unfair advantage in a competitive situation. Cheating is gaining a reward for ability or achievement by dishonest means.

At UAQU, cheating is defined as relying on some else's work to pass an examination, assignment or test. This action is not accepted and will not be tolerated at UAQU.

We mean 'an attempt to complete an assessment by means considered to be unfair'.

By unfair we mean:

- bringing into an exam situation information that you should not have
- copying or passing off someone else's work as your own
- any of the other ways in which an individual may pass an assessment based on another's work

4.7 Definition of Plagiarism

Plagiarism is the action or practice of taking and submitting or presenting the thoughts, writing or other work of someone else as though it is your own work. Plagiarism also includes the preparation or production and submission or presentation of assignments or other work in conjunction with another person or other people when that work should be your own independent work. This remains plagiarism whether or not it is with the knowledge or consent of the other person or people. Enabling plagiarism contributes to plagiarism and therefore will be treated as a form of plagiarism. This means allowing or otherwise assisting another student to copy or otherwise plagiarism work by, for example, allowing access to a draft or completed assignment or other work.

4.8 Identifying plagiarism

Plagiarism is easy to identify for the following reasons:

- lecturers are experts in their subjects and will recognize when work is plagiarized or when the work of others is incorrectly or inappropriately presented and referenced.

- plagiarized work often includes obvious signs such as dramatic (and improved) changes in language, grammar, style or unusual formatting (a mixture of font styles and type sizes) because of cutting and pasting.
- there are now a variety of electronic detection tools that can help faculty identify plagiarism.

4.9 Classification of Plagiarism

Plagiarism is a common form of cheating, especially with the wider access people now have to the internet.

Plagiarism includes any of the following, without full and appropriate acknowledgement to the original source(s):

- Using other students' work (Individual assignments)
- Using other people's published work (Individual assignments)
- Not contributing fairly to group work

Note that group work contributions should be the students' own work. Should this not be the case, all group members will be considered as guilty.

4.10 Cheating Regulations

Students who are caught in any action of cheating will face actions set by the University rules regarding this issue as the University's aim is to graduate fully qualified students with a high education level, and also to ensure that all students will graduate with all necessary ethics required to continue their professional, as well as their private life. The Head of Department may deal with the matter by delegation. The department will interview the student and may require him/her to repeat the task with a restricted maximum mark of 40 per cent (an assessment penalty). If the offence is considered serious, the University may call for a disciplinary panel. The panel will ensure the student gets a fair hearing. If the panel concludes that the student is guilty of cheating, the panel has a range of powers and penalties, the most serious being exclusion from the University.

An official letter may be sent to any person found cheating as an official warning letter that will be kept in the student's records. The penalties that UAQU may impose on a student for multiple or egregious academic integrity violations are:

- **Probation:** continued participation in an academic program predicated upon the student satisfying certain requirements as specified in a written notice of probation. Probation is for a designated period of time and includes the probability of more severe disciplinary penalties if the student does not comply with the specified requirements or is found to be committing academic integrity violations during the probationary period. The student must request termination of the probation in writing.
- **Suspension:** temporary dismissal from an academic program or UAQU for a specified time, after which the student is eligible to continue the program or return to the university. Conditions for continuance or readmission may be specified.
- **Expulsion:** permanent dismissal either from an academic program or from UAQU.
- Assigning a designation with a course grade indicating an academic integrity violation. Conditions for removal may be specified, but the designation remains on the student's transcript for a minimum of one year provided however, that once the student's degree is posted to the transcript, the designation may not be removed thereafter.
- Denial or revocation of degrees.

4.11 Student Rights and Responsibilities

a. Students Rights

UAQU recognizes its responsibility to support and uphold the basic freedom and citizenship rights of all students. Within that context, students have the following rights.

b. Rights in the Pursuit of Education

The classrooms, laboratories, and libraries are the essential learning environments of the University, and the freedom to learn in these environments should be promoted

and encouraged by instructors. The following statements have been developed in support of a student's right in the classroom or other learning environment.

Students shall have the right to:

- Have access to faculty, classrooms, libraries, presentations, and other resources necessary for the learning process.
- Have access to academic advising and clear expectations for degree and graduation requirements.
- Have decisions related to the pursuit of their education made in a clear manner.
- Learn in an environment that supports the freedom of self-expression and association.
- Receive either a paper or an electronic class syllabus in a timely manner.
- Expect to interact with faculty who act professionally; provide clearly stated class goals; provide clear expectations for class performance and evaluation; meet classes as scheduled; are accessible for office hours, appointments or consultation; and maintain a clear connection between course content and the most recently approved course description.
- Have the freedom to raise relevant issues pertaining to classroom discussion, offer reasonable doubts about data presented, and express alternative opinions without concern for any academic penalty.
- Students have the right to expect that their work will be evaluated by academic standards alone.
- Study, work, and interact in an environment of professionalism and of mutual trust and respect that is free of amorous or sexual advances by a faculty member. All amorous or sexual relationships between faculty members and students are unacceptable when the faculty member has any professional responsibility for the student, even when both parties have consented or appear to have consented to the relationship. Such professional responsibility encompasses both instructional and non-instructional contexts. A faculty member shall not have an amorous or sexual relationship, consensual or otherwise, with a student who is enrolled in a course being taught by the faculty member or whose performance is being supervised or evaluated by the faculty member. A faculty member should be careful to distance himself/herself from any decisions that may reward or penalize a student with whom he or she has or

has had an amorous or sexual relationship, even outside the instructional context, especially when the faculty member and student are in the same academic unit or in units that are allied academically.

b. Right to Freedom from Discrimination

Students have the right to study, work, and interact in an environment that is free from discrimination in violation of law or University policy by any member of the University Community. Students at UAQU are expected to respect the rights and dignity of other students, faculty, and staff.

The University will not exclude any person from participation in its programs or activities on the basis of arbitrary considerations of such characteristics as age, color, disability, ethnicity, sex or gender, marital status, national origin, race, religion or sexual orientation.

A student has the right to be free from such discrimination by other students that has the effect of interfering with the student's ability to participate in programs or activities of the University.

c. Right to Freedom from Harassment

A student has the right to be free from sexual or discriminatory harassment a) in any building or at any location on any University property, or b) that occurs in a building or on property that is not University property if the harassment arises from University activities that are being conducted off the University campus or if the harassment compromises the security of the University Community or the integrity of the educational process.

Sexual harassment is defined as unwelcome sexual advances, including requests for sexual favors and other unwelcome conduct of a sexual nature, when submission to such conduct is made, either explicitly or implicitly, a term or condition of a student's education, or submission to or rejection of such conduct by a student is used as the basis for academic conditions affecting the student; or the conduct has the effect of unreasonably interfering with an individual's academic performance or creating an intimidating, hostile, or offensive learning environment.

Discriminatory harassment is defined as conduct that targets an individual based upon age, color, religion, disability, race, ethnicity, national origin, sex or gender, sexual orientation, marital status, or veteran's status and that adversely affects a term or

condition of an individual's education, housing, or participation in a University activity; or has the purpose or effect of unreasonably creating an intimidating, hostile, or offensive environment for academic pursuits, housing, or participation in University activities.

UAQU administrators are responsible for publicizing and implementing the UAQU's harassment policy in their respective areas of jurisdiction. Students who believe that they are victims of discriminatory harassment may obtain information concerning the complaint procedures from the Head of Students Affairs.

d. Right to Access Records and Facilities

Students can expect to have access to policies and procedures that affect them and access to University offices that may be able to assist them, such as the Office of the Head of Students Affairs.

Students can expect that their academic records will be maintained and they will have access to their records in a manner consistent with the UAQU policies.

Students can expect to have reasonable access to University facilities and resources.

e. Right to Freedom of Association, Expression, Advocacy, and Publication

Students are free to form, join, and participate in groups or organizations that promote student interests, including but not limited to groups or organizations that are organized for intellectual, social, economic, recreational, or cultural purposes.

In addition to voicing their positions on issues, members of student organizations have a responsibility to respect the rights of individuals who do not desire to affiliate or sympathize with those positions.

Students who publish student publications under University auspices have the right to be free of University censorship. Student editors may be suspended or removed from their positions only for proper cause and by appropriate proceedings conducted by the agency responsible for the appointment of such editors.

UAQU does not require a student group or organization to register and be approved by the University. Student groups and organizations must comply with UAE federal and local laws, as well as University policies.

A student group or organization may be authorized to use University facilities for extracurricular activities, subject to the procedures established by the Head of Students Affairs.

f. Right to Contribute to University Governance and Curriculum

Students have the right to contribute to the making of institutional policy generally affecting their social or academic affairs. Students have the right to participate in the formation of standards of student conduct and the student disciplinary procedures by serving as members of appropriate committees such as the Student Affairs Committee. Students have the right to be represented by a student government.

Students are also guaranteed the opportunity to participate in revision and improvements of curriculum through service on curriculum committees.

b. Students Responsibilities

Students are held accountable for their academic requirements, conduct, and personal property at UAQU. We expect students to confine themselves to the best personal and academic behavior and honor as adult members of an academic society. Each student is responsible for following the information, systems, and his/her level. If a student fails to read, comprehend, and follow UAQU rules, he/she is not free from whatever penalties may follow for a transgression of any rules. Ignorance and unawareness are not mitigating factors in any regard. They are also answerable for the safeguarding of their academic position. They should get the necessary approval from an academic advisor for their program needs. Students are also strongly advised to maintain their own personal records of all dealings with UAQU. These should include any registration plans and duplicates of advisement forms, grade descriptions, records of payment, and so on. Also, when possible, students should keep duplicates of all exams, tests, essays and papers which have been submitted as coursework on the courses they are formally registered as being part of.

4.12 How to Make a Complaint

The decision to file a complaint should be given careful thought. Student satisfaction in the outcome of a case is dependent upon both the accuracy of the complaint filed and the preparation for the hearing.

A student must file a complaint to the Student Support Services Department (SSS) within 10 working days of the incident or the point of discovery thereof.

If the student feels that his/her rights have been violated (as a student or as a person) and/or that violates the Student Code of Conduct, he/she should contact the SSS immediately to file a complaint. Complaints may be submitted in writing or in person.

- SSS: The SSS Officer will acknowledge the complaint, meet with the student(s) involved [the complainant(s) and the respondent(s)], discuss the charges, determine whether the violation has occurred and issue the sanctions at a primary level. Verbal warnings and reprimands will be issued as deemed necessary. The SSS Officer will handle cases of minor disciplinary infractions by students. If the case is not settled at the primary level, the Head of Support Services will be notified accordingly.
- Head of Students Support Services: Based on the information offered by SSS Officer, the Head of Students Support Services will determine whether a violation has occurred, meet with the student(s) and decide on the sanctions. The concerned student will be informed in writing of any sanctions levied. The Vice Chancellor for Academic Affairs is authorized to decide on sanctions such as warning letters, disciplinary warnings, probation, dismissal, suspension for a stipulated period or recommending dismissal from the to the Chancellor.
- Conduct Council Hearing Board: If the Chancellor determines that intervention of the Conduct Council Hearing Board is essential, the SSS Officer will be notified to arrange for a hearing with the board members. The board will recommend sanctions that are fair and unprejudiced, and the Chancellor will approve the action and inform the student in writing.

4.12.1 Lodging a complaint

UAQU is committed to providing all students a high quality service which will be managed efficiently and which will be publicized with clarity and precision. The University strives to deal with all users in a manner which is fair, efficient and courteous, and within the letter and spirit of Equal Opportunities policy.

However, there may be rare occasions where a service user (whether a student, member of staff or member of the public) feels that her/his expectations have not been met. In these circumstances the complainant is entitled to give feedback or make a complaint about the department or service in question.

Below are procedure guidelines for submitting a complaint or providing feedback:-

- Do not hesitate to give feedback or make a complaint. UAQU is committed to ensure the University delivers the best service possible and comments help us to do that.
- Students are encouraged to seek the advice of their Personal Tutor, the Senior Tutor and/or the Students' representatives when considering making a complaint and to the HR Adviser as a member of staff.
- Please ensure to follow the route for complaints or feedback. Occasionally the nature of the complaint may mean that it will require the immediate attention of the Head of Department, and in a smaller number of cases, the Head of Admission and Registration department. However, in the large majority of cases the complaint will be dealt with more quickly if it is first directed to the relevant member of staff.
- Please be patient. UAQU take all feedback and complaints seriously. Students should expect a prompt initial response to any complaint, but where a complaint requires investigation it may take more than a few days.

4.12.2 Conduct Council Hearing Board

UAQU's responsible authorities have created a Conduct Council Hearing Board to ensure just, speedy and constructive resolution of problems arising from infractions of the Student Code of Conduct. This board considers complaints and recommends appropriate sanctions.

The purpose of the Conduct Council Hearing Board is to consider complaints filed, to reach decisions concerning the alleged violations and to recommend appropriate sanctions.

5. Student Conduct

5.1 University Community

When the student joins UAQU they become a member of an inclusive community that supports equality, diversity, ethical and responsible behavior. Students will benefit in many ways and develop socially from being a member of a vibrant community of students, staff and people who live and work in the Emirate of Umm Al Quwain, with many different cultures and backgrounds.

As a member of the community, we expect students to behave in a respectful manner within UAQU, including the campus, halls of residence, and in the Emirate of Umm Al Quwain.

5.2 Code of Conduct

The student Code of Conduct specifies behaviors that students should avoid as they are inconsistent with the essential values of UAQU. A student will be held accountable through the UAQU Discipline Process if he/she makes the decision to engage in these behaviors. In addition, intentionally attempting or assisting in these behaviors may be considered as serious as engaging in the behavior. A person commits an offence when he/she performs any act that constitutes a substantial step toward the commission of a behavior specified in the Code of Conduct.

5.3 Academic Citizenship

Studying for a degree in higher education entails becoming a member of an academic community. This means learning from your lecturers and fellow students in an environment based on courtesy, honesty and mutual respect. As a student, you will be encouraged to develop your own ideas and, in return, will be expected to acknowledge the way you have drawn on the concepts, theories and practice of others in this process. This is about intellectual integrity. For written coursework, this implies appropriate acknowledgement of the sources that you have consulted and used.

5.4 Respecting Views

The University believes that every person has his/her own view or thoughts which are respected and students are expected to do the same.

The University encourages a productive debate between students and in some cases it is used as a method of teaching. A productive debate between students and lecturers/teachers will lead to a productive outcome and a brighter idea how to face challenges whether during the students' learning time and after graduation. This approach teaches students how to stay focused on a subject without causing any disrespect to anyone unintentionally.

UAQU also believes that the UAE is a multicultural country with many people resident here with different religious background; therefore the university encourages respect of everyone's views and traditions. UAQU embrace the following guidelines in regards to respecting each other. UAQU:

- looks at people from other faiths as people, not as categories or religions.
- is informed and well educated about other faiths and customs.
- looks for similarities and never highlight differences.
- has an open mind.
- never forces or allow anyone to force an opinion or belief upon others.

5.5 Harassment and Bullying

UAQU is committed to a policy of equality of opportunity and aims to ensure that no student is subject to harassment or bullying of any nature in the teaching, learning, or working environments so that they are treated with dignity and respect. The policy and procedures seek to encourage students to come forward with their concerns so that they can be dealt with promptly, impartially and with sensitivity as the University will not tolerate bullying and harassment of any kind.

All allegations of bullying and harassment will be investigated and appropriate action will be taken. Also, the University will not tolerate victimization of a person for making allegations of bullying or harassment in good faith, or supporting someone to make such a complaint. Any form of discrimination, harassment or victimization that is

proven may be treated as a disciplinary offence under the Student Disciplinary Procedure.

If a student experiences or witnesses such behavior, there are some key actions to take:

- don't put up with it
- ask the harasser to stop if you perceive it safe to do so
- get support – talk to a member of staff in whom you have confidence, SSS officer, or a member of Student Union
- make a formal complaint

5.6 Use of Social Networking and Other Websites

There are a number of ways for UAQU students to express their views about the University, their experiences and their friends. Many of these are helpful and productive aids for learning as well as for social networking.

However, the student needs to be aware that anything posted (however innocently intended) on a blog, web page, via Twitter or on Face book or similar sites, may be seen as potentially defamatory or libelous.

Any statement published may be legally actionable including comments which simply contain factual inaccuracies can potentially cause loss or damage to individuals or jeopardize their safety. A student may be personally liable for the consequences. Students may want to think about how social media presence might look to a future employer.

Students are reminded that they remain subject to the University's regulations covering acceptable standards of behavior, IT facilities usage, harassment and bullying.

In the event of a serious breach of these regulations, on Facebook, Twitter or elsewhere, the University will not hesitate to take action which could lead amongst other things to withdrawal of IT access, a fine or suspension (or even in the most extreme case to expulsion) under 's Code of Discipline for Students. The University has Facebook pages and a Twitter feed which you may wish to follow, however these are

not primary channels with which to communicate with you. The University will only use the means of communication outlined to communicate important and essential information to you.

6. Student Activities

6.1 Student Clubs and Organizations

Students may establish clubs/organizations that promote their common interests. Student clubs/ organizations are classified into two areas:

- Ethnic Clubs that promote various national cultures and
- Interest Oriented Clubs that cater to student interests and hobbies.

Once officially registered and recognized, a student club/organization must operate in compliance with UAQU rules and regulations. Club/organization events and activities must be directly related to the mission and goals of the club/organization.

6.1.1 Requirements for Establishing Clubs/Organizations:

Applicants must be full-time students with a minimum GPA of 2.0 and must not be on social or academic probation. Applicants must provide the following:

- A list of the seven students serving as board members, the 20 members and the proposed club/organization advisor. For ethnic clubs, it is preferable that the Chancellor of the club is a citizen of the country of focus and those board members are aware of the culture and traditions of the country that the club intends to represent.
- A written proposal indicating the purpose of the club/organization, including its mission and goals. The club's/organization's purpose must be in line with the mission and vision of UAQU and should be unique and not duplicate that of already recognized clubs/organizations.
- The proposed club's/organization's constitution stating the club's organization's rules and regulations.

6.1.2 Procedures for Establishing Clubs/Organizations

- Applicants should submit all requirements to SSS department.
- The SSS Coordinator in charge will review the requirements. Applications with complete requirements will be processed while incomplete applications will be returned.
- The SSS Clubs and Organizations Committee will study the proposal and forward its recommendation to the Head of Support Services. Applicants will be notified of the outcome of their proposal. The Students Support Services department reserves the right to reject or disapprove a club registration request whenever it deems necessary.
- Upon approval of the proposal, the club/organization must submit a duly filled Student Club/Organization Registration Form. Once signed by SSS officials, the club/organization becomes officially recognized.
- The club's/organization's email address and password will be given to the club/organization Chancellor and an account will be opened with the University's Finance Department to provide funds for the club's/organization's approved events and activities.
- The club/organization may start receiving memberships and a list of members must be maintained.

6.1.3 Club/Organization Executive Board, Advisor and Subcommittees

The SSS department will oversee and monitor club/organization activities to ensure that its operation complies with UAQU rules and regulations.

6.2 Student-run Media

Currently, there are no student-run media. In future, any student publication established at UAQU will be required to conform to the norms of responsible journalism and avoid libelous, indecent, or harassing material. The same publication policies will apply when deciding what material can be included on the web site, or any other social media, developed and managed by the students. All the publications should particularly keep in mind the cultural norms of Umm Al Quwain and the UAE.

Students should obtain approval of all articles, stories or any other related materials reviewed by the SSS Officer to ensure the correctness of the English Language. Students should take prior approval from the Head of The Department and Students Support Services before distributing, posting or publishing any printed/online material in the name of UAQU.

Students may use the University's name in association with UAQU-sanctioned activities. Recognized student groups producing merchandise for sale that incorporates UAQU's name, marks or logos must comply and get permission from the Head of Students Support Services. Students may use the name of a department or other UAQU programs outside UAQU (other than on a resume) only with approval of the appropriate authorized person.