

UNDERGRADUATE
STUDENT HANDBOOK
September 2022

Using the best of the British Higher Education system to provide
globally-relevant education in Dubai

Document Number/Version	18.1
Date of approval of current revision	
Post/Section with responsibility for the updating	Student Administration
Approved by	Registrar
Review Date	Every intake
Cross Reference/Related Documents:	Policies as included in Section 3 and Section 5 of Policies and Procedures Manual

*“At the root of all creation is imagination
because before you can achieve you must conceive”*

*HH Sheikh Mohammad Bin Rashed Al Maktoum
Ruler of Dubai*

WELCOME FROM THE CHAIRMAN OF THE COUNCIL

HH Sheikh Ahmed Bin Saeed Al Maktoum

It is my great pleasure to welcome you to The British University in Dubai.

The University has been formed out of a genuine collaboration between Dubai and United Kingdom institutions to provide the best of British education in Dubai.

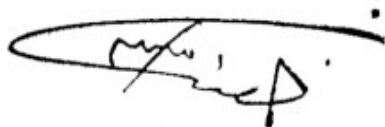
Our UK associates, the Universities Glasgow, Edinburgh, and Manchester have been chosen because of their research standing and high standards. I am pleased that they will be working closely with BUiD to ensure that you are offered high quality programmes which benefit from that research.

It is pleasing that worldwide interest has been shown in academic posts at the University and that our British partners have been able to apply strict criteria in selecting the best. All the University's programmes have been awarded 'accreditation-eligible' status by the Ministry of Education of the United Arab Emirates and I am grateful to His Excellency Sheikh Nahayan bin Mubarak al Nahayan for the kind attention he and his Commissioners have given to the BUiD programmes.

The University is also grateful to its founders the Al Maktoum Foundation, Rolls-Royce, the National Bank of Dubai, the British Business Group, and the Dubai Development and Investment Authority; its contributors, The Emirates Group, DUCAB, Atkins, Hyder Consulting, Emirates Foundation and Dubai Duty Free; the Dubai & UK Trade & Economic Committee and the members of the University Council, Advisory Groups, and Senate; and its Vice-Chancellor, Registrar and staff for the role they have played in managing the University and providing a top quality higher education experience for our students.

The University has been established to make a substantial and unique contribution to the United Arab Emirates and the Gulf region. However, the University can only go so far by providing tuition, a vibrant environment in which to study, and the considerable benefit of access to the resources of five top quality British Universities. By far the greatest contribution to the University will come from you, as a student, both through what you put into the University and through what you take from it and return to society through your employment or profession.

I wish you every success in your studies.



Ahmed Bin Saeed Al Maktoum
Chairman of the Council



WELCOME FROM THE VICE-CHANCELLOR

Professor Abdullah M Alshamsi



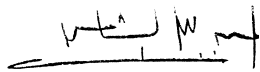
Welcome to The British University in Dubai and congratulations on being selected to study at the University. You have joined an institution that is unique in the Gulf. The British University in Dubai brings the best of British higher education to the Gulf. In association with elite British Universities the University will be providing you with programmes that will enable you to advance your career and to make a greater contribution to the development of your company, profession and country. You will have the opportunity to shape its future.

The research base of this University will make your studies unique. Research being undertaken by academic staff will enrich your programme. The opportunity to undertake research as part of your programme is intended to be of benefit to you and possibly also to your employer. I hope that you will make the very most of the research opportunities available and the access to the resources of our UK associates.

I invite you to contribute positively to the development of this University and thereby enable us to improve the experience which you and the students who follow you will receive. I hope that you will take the initiative to supplement your studies and improve the quality of what BUiD can offer. University staff is always willing to receive your suggestions as to how your experience can be improved.

I hope that you will play a full part in the various activities provided at the surrounding environment and that you will enjoy the environment of interaction with your colleagues and professors at The British University in Dubai.

Finally, I wish you every success in your studies.



Abdullah M Alshamsi
Vice-Chancellor
The British University in Dubai

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1 INTRODUCTION

1.1 UNIVERSITY MISSION

BUIID is a non-profit organisation with a mission to provide world class scholarship, education and research that make a distinctive British contribution to support the aspirations of the Dubai Government to become a hub for education and research in the region.

1.2 UNIVERSITY VISION

The University's vision is to be recognised and supported as Dubai's premier resource and focus for the reflective pursuit, inclusive accessibility, effective transfer and liberal application of scientific, academic and professional knowledge.

1.3 GOALS AND OBJECTIVES

The goals of the University are to:

- Make a distinctive British contribution to the higher education system in the United Arab Emirates (UAE) through the creation of a high quality research-led university
- Develop leading-edge research capabilities in key disciplines
- Offer the highest international competitive level of research-informed education in key modern disciplines
- Interact with regional industry and play a leading role in stimulating a knowledge-based economy in Dubai and the Emirates
- Provide opportunities for study and research for the purpose of gaining degrees in arts and sciences
- Apply the systems of study and research that are applied in distinguished British universities with the aim of enhancing the standard of university education in the UAE
- Qualify and train nationals who are scientifically and practically trained in all fields of knowledge, through advanced educational and training programmes
- Serve the various sectors of society, especially the commercial and industrial sectors, by providing consultation, technical services and research in the various fields of science and technology and the other disciplines which will be offered by BUIID
- Consolidate educational, scientific and cultural links with distinguished British universities and institutions, and with other internationally distinguished universities.

1.4 THE BUiD MODEL

BUiD provides a focus for knowledge-led innovation in the Gulf region. BUiD is a research-led University founded on the British model in the Gulf region. In order to achieve the best of British standards and education BUiD cooperates with the highest-rated Departments of UK Universities.

BUiD liaises closely with the Government of Dubai, the UAE Ministry of Higher Education and Scientific Research and is responsive to the educational needs of the people of the United Arab Emirates. In particular, BUiD is guided by the Dubai 2015 strategic plan and the on-going review of educational provision in Dubai.

BUiD's mission will be achieved by maintaining exceptionally high standards of teaching and research and through maintaining close connections with the highest research rated departments in selected universities in the UK. The current agreements with associate universities in the UK are not entered into as consortia arrangements, but are bilateral agreements drawn up between different programmes of BUiD and corresponding individual institutions. The associate universities collaborate, however, in ensuring common goals, objectives and procedures for the partnership with BUiD.

The British University in Dubai currently has ties through bilateral agreements with:

- i. The University of Edinburgh
- ii. The University of Glasgow
- iii. The University of Manchester

With these agreements, the University is able to utilise the services offered by these institutions in several areas. Such services include, but are not limited to:

- Joint planning and development of the academic programmes, modules and teaching material
- Providing expert opinion regarding existing and future plans
- Academic advice through Senate
- The pursuit of research activities
- The appointment of academic staff
- Provision of advice on a range of academic and organisational matters
- Academic staff development programmes
- Student visits
- Inviting guest speakers

2 UNDERGRADUATE PROGRAMMES (UG) ADMISSIONS AND REGISTRATION

2.1 ADMISSION REQUIREMENTS

The admissions requirements for undergraduate programmes are as follows:

- All applicants must have passed Maths as part of their secondary education.
- All applicants who didn't complete their high school under the Ministry of Education curriculum should provide a certificate of equivalency.
- GC: National General GC: National General Secondary School Certificates (Arts or Science): Required average is the equivalent of 70 %.

The candidates from British national curriculum (IGCSE/GCSE) or equivalent will be required to have taken at least Five (5) subjects in the 'O' level, in addition of two (2) AS level or one (1) A level. The five (5) subjects must cover Maths in addition to any four (4) areas out of Languages, Sciences, Humanities & Social Sciences and Art & Design. In all cases the grade must not be less than "D" in "O" level subjects, not less than "D" in "A/AS" level subjects or equivalent if studied in any other country.

- HS: American-style High School Diploma: Minimum 70% or GPA of 2.5 out of 4.
- IB: International Baccalaureate (IB) Diploma: Must complete any six subjects Which are approved by the Ministry of Education with an over all of twenty one (21) points. Grade must not be less than three (3) in any of the subjects.
- PK: Pakistani Board(s) Certificates: Higher Secondary School Certificate (Part II). Required average is the equivalent of 70 %.
- IN: Indian Board(s) Certificates: Senior Secondary School Certificate (12th Standard). Required average is the equivalent of 70 %.

Candidates having school average of less than 70% but 60% or more may be considered for admission subject to following conditions:

- a. The student has achieved 70% in at least one of the three most relevant subjects, as specified for each programme separately; and
 - b. An interview/ assessment/ other records of achievement submitted as part of the student application.
- Similar student cases from other National Systems will be considered on case-to-case basis.

The non-English native speaking candidates must obtain an English Language proficiency equivalent to EmSat score of 1100, TOEFL PBT 500/iBT 61 or IELTS 5.0, or an equivalent using a standardized test approved by the Ministry of Higher Education and Scientific Research.

2.2 PROGRAMME SPECIFIC REQUIREMENTS

- For BSc Computer Science. BSc Architecture and Engineering programmes, candidates must hold a recognised secondary school certificate in Science track or equivalent.
- All Engineering students must have taken Physics in their secondary education.
- An interview/ portfolio is required as part of the student application from all BSc Architecture applicants. The admissions tutor will make academic judgement on the quality of the portfolio in order to make the admission decision.

2.3 CREDIT TRANSFER

Recognised prior learning is assessed on the basis of equivalent learning outcomes. Assessments will be evidence-based and the faculty will determine a variety of methods and instruments to establish equivalence

BUiD does consider credit transfer arrangements towards its undergraduate programmes from other education institutions subject to the following conditions.

- The applicant meets BUiD's normal entry requirements.
- The relevant Faculty is able to determine that the coursework was taken at undergraduate level and is at least equivalent to the credit rating available for one module of the programme for which the credit transfer is being considered.
- The student attained a minimum GPA of 2.0 on a 4.0 scale or equivalent or passed the module successfully in the relevant study system.
- The institution at which the programme was taken is recognised by the MOHESR or licensed or officially recognised by the Department/Ministry of Education in the home country (and so, attestable by MOHESR)
- The Faculty only allows exemptions from modules with content equivalent to that qualification providing the transferable points.
- Credit points can only be transferred where the work done for the previous qualification would allow the student to successfully perform the assessment exercise for the exempted module.
- The decision as to whether a previously taken qualification or credit accumulation serves to exempt a student from a current module rests with the Board of Examiners on the recommendation of the Dean of the Faculty.
- Credits which have already formed part of an award are not acceptable for transfer.
- Credit transfer will not be awarded for study completed as part of a credit bearing programme of continuing professional development education.

Transferred credit can provide no more than 50% of the credit points for the taught component of the Programme.

Any student receiving exemption from a module through credit transfer will have their period of study prorated at the discretion of the University, which may require specific attendance or study in the area to be credited.

The modules exempted through credit transfer will be considered as normal pass (grade C at 40%) for the degree completion requirements.

As the University does not offer a GPA, credit transferred modules will not count towards any record of GPA, and only the final Bachelors award will be given a GPA equivalence.

2.4 CREDIT TRANSFER PROCEDURE

Credit transfer must be applied for at the time of application to a programme. A registered student may not apply for credit transfer, unless the potentially transferable credit has not been finalised prior to registration in which case the student must indicate their situation regarding possible credit transfer.

In order to make a claim for credit transfer, the student should make a request to the Student Administration presenting the following documentation:

- The transcript grade of the module being claimed showing a minimum GPA of 2.0 on a 4.0 scale or equivalent
- The course outcomes and/or learning goals of the module already completed and claimed as equivalent.
- The learning outcomes of the University module against which the exemption request is made. **Or**
- Exceptionally a schedule indicating the planned availability of the above.

There will be an administrative charge for dealing with credit transfer requests.

If the Admissions Tutor and Dean of the Faculty consider that credit transfer is possible, recommendation will be presented to the exam board. The decision as to whether a previously taken qualification serves to exempt a student from a current module rests with the Programme Board of Examiners subject to any further assessment requirements the Board may stipulate.

The decision of the Board of examiners will be communicated to the student via admissions office.

Normally a discount will be made from the tuition fees payable in respect of the credit transferred module at the discretion of the Vice-Chancellor.

The university shall maintain an informal watching brief regarding the development of credit transfer System and processes by the Ministry, British and European bodies and such other international to Credit accumulation and transfer system (CATS) as the UAE may encourage or endorse.

2.5 FINANCIAL SUPPORT AND FEES

The fees set by the University for its programmes (all UAE accredited) are comparable to those for other internationally recognised programmes of study within leading higher education institutions.

All students are required to make adequate financial provision for the proposed duration of their programme of study, including:

Arrangements for the payment of tuition fees to the University.

Adequate provision for other expenses relating to his/her programme of study such as:

- The purchasing of textbooks, equipment, etc.
- Projected living expenses for the expected duration of the programme¹.

It is the responsibility of the student to apply for and obtain any funds necessary for the pursuit of his/her programme of study, such as a scholarship or other financial award. Enrolment in a module that is not actively taken or, contrarily, the taking of a module for which enrolment has not been completed, will result in the assignment of a grade and responsibility for applicable tuition charges.

Students will not receive academic transcripts or their degree until all financial obligations to the university have been met. These obligations include tuition fees, library fines, or any other charges due the university.

A number of scholarships are available through the University. The University may also be able to provide advice on other potential sources of student funding, and the Student Administration Office should be contacted in the first instance. Further details are available on the University website.

2.5.1 Tuition Fees

Bachelor Programme	Term Fees	Annual Fees (3 Terms)	Total Fees (4 years)
BSc. Business Management	AED 18,750	AED 56,250	AED 225,000
BSc. Accounting and Finance	AED 18,750	AED 56,250	AED 225,000
BSc. Electro-Mechanical Engineering	AED 20,833	AED 62,500	AED 250,000
BSc. Artificial Intelligence	AED 18,750	AED 56,250	AED 225,000
BSc. Software Engineering	AED 18,750	AED 56,250	AED 225,000

¹ DIAC sets a minimum financial requirement in order to obtain a student visa.

Bachelor Programme	Term Fees	Annual Fees (3 Terms)	Total Fees (4 years)
Bachelor of Law	AED 18,750	AED 56,250	AED 225,000

Tuition fees become payable in full after a formal offer of award has been made by the University and accepted by the student in writing.

The 5,000 AED first 'registration' payment is non-refundable.

Where a student states that s/he is unable to pay the full fee in advance of study, and with the approval of the Registrar, a fee payment schedule may be negotiated by the applicant.

Payment of fees will normally be by post-dated cheques supplied with the first payment of AED 5,000.

In exceptional circumstances, the Registrar may approve another mode of payment scheduling.

Payment for attendance at an individual module may attract a premium fee.

2.5.2 Late or Non-Payment of Fees

Late payment of fees will result in the withholding and non-ratification of module results. The University will not supply any transcripts or any other documentation until the fees are paid in full.

Non-payment of fees will result in the student not being registered and being barred from attending classes. In such cases the blackboard access will be denied and the student will not be allowed to borrow books from the library.

Should any person or organisation from which the student expected to receive financial support with tuition fees not provide that support, the student becomes personally liable for the payment of all of their fees.

Cancellation of a post-dated cheque for tuition fees will result in disciplinary and legal action being taken by the University.

2.5.3 Tuition Refund Policy

The fee of AED 5,000 required to reserve a place is non-refundable.

Other refunds after the programme has started are at the sole discretion of the University. However, students withdrawing up to 3 weeks after the start of the programme will normally receive a refund of up to 75% of the amount paid for that year/term.

Students who have their Student Residence Visa withdrawn by DIAC may not receive a refund of fees.

2.5.4 Transcript Fees

Students are provided one set of original transcript along with the degree certificate. Additional original transcript will be provided, on request, for a fee of AED 50 per copy.

2.6 STUDENT REGISTRATION

2.6.1 New Students

The University invites its successful applicants to complete registration formalities over a week, usually about two weeks before the commencement of the new term. Students are required to submit the following documents:

- Original attested High School certificate and transcript
- Certificate of Equivalency (if required)
- Original English Language test certificate
- Two passport-sized photographs
- Picture ID like passport or Kholsit Al Qaid (for UAE nationals)
- UAE residence visa for non-UAE nationals

Applicants are required to

- Submit a completed Programme Registration form
- Pay an initial fee of AED 5,000 during registration. The remaining tuition fee must be paid before the start of each term.

On payment of the initial fee, they will be registered on the University system and issued an Identity Card which may also be used to borrow books from the library. These cards are non-transferable. This card is the property of BUID and must be returned if you leave the University or graduate.

2.6.2 Returning Students

Every term the university updates its website with the list of module offering and schedules for the term. Registration involves the following steps:

Advisement and Consultation

Students must meet their assigned personal tutors who will help them in selecting the modules and in planning the schedule for the term.

Selection and Registration of Modules

Once the student selects modules with help of his/her tutor, the student completes the registration form and gets it signed by the personal tutor.

Payment of Fees for Returning Students

For each term all fees are due at time of registration.

Any change in contact details, emergency contact details etc. are to be indicated on the registration form. Registration will be complete on getting clearance from the Accounts Department.

Students are required to complete the 'Suspend Study' form if they do not intend to register for a term

2.6.3 Withdrawal from the University

Any student may withdraw permanently from a programme at any point in the year. A student is strongly advised to consult beforehand with the Programme Coordinator/Personal Tutor in order to consider the implications of withdrawal on matters such as re-admission, transfer to another institution, and financial support. A student who wishes to withdraw temporarily (suspend studies) for a period of time, whether due to illness or other reasons, must obtain the authorisation of the University.

Where a student withdraws permanently from the programme, the scholarship awarded, if any, would be fully withdrawn and the student has to pay the full fees for the modules taken including the initial registration fee. The module fee for each programme varies.

2.7 STUDENT INDUCTION

A general induction is conducted before classes begin. In addition, programme-specific inductions are conducted by faculty. Attendance is mandatory for all new students. During the induction, students will be welcomed and provided with useful information, guidance and advice, including the following:

- An overview of the University and of the support services available;
- An introduction to the academic staff who will be teaching and supervising them, and an opportunity to discuss Study Plan;
- An opportunity to ask specific questions about the programme or any other matters of academic concern;
- An overview of BUId's administrative structures; its teaching and research, and how the programme fit into these;
- An overview of academic support services, in particular library, academic success unit services and University IT services, including
 - arrangements for access and training in the use of these facilities;
 - Possibilities for further training and skills development;
 - Pastoral support within the University;
 - Information concerning the expectations and entitlements of students;
 - Information about student rights and responsibilities ;
 - Skills Audit (diagnostic assessments) for study and other foundation skills and knowledge; and
 - Opportunity to meet Personal Tutors to plan academic programme and assess study skills support needs.

The Student Handbook is provided to all the students when they register at the University and it is published on Blackboard.

2.8 RESIDENCY

Students must remain in residence in UAE throughout the duration of their programme of study, so as to readily allow face-to-face, and satisfy attendance requirements.

In case of suspension of studies, the students on student visa must inform Student Administration about the duration of their absence from UAE as the student visa gets cancelled if the student is out of UAE for a period of six months.

For the renewal of the student visa, students must inform the Student Administration at least one month before their visa expiry date.

3 ACADEMIC REGULATIONS

3.1 TERM DATES

Term dates for the academic year 2020-2021 are as follows:

Teaching

Programme	Term 1	Term 2	<i>Term 3</i>
All programmes	19 September 2022	2 January 2023	8 April 2023

Term dates are indicative only, and teaching is organised around modules. Each programme announces start and end dates for modules in the Programme Handbooks issued by the concerned Faculty.

3.2 PROGRAMME COMPLETION REQUIREMENTS

Each undergraduate programme requires attainment of at least 480 undergraduate level credits at BUiD (120 UAE credits).

Students must successfully pass all modules, as required by the approved structure and syllabi to be eligible to receive their degree.

A minimum overall GPA of 2.0 on a 4.0 point scale (equivalent on the BUiD marking scheme to a 40% pass overall) will be required in order for a student to successfully complete the programme

The majority of final year credits must be earned via study at BUiD.

No more than 50% of the credits may be earned through credit transfer

3.3 DURATION OF STUDY

- a. All programmes will be available on full-time basis.
- b. For all programmes, the allowed Duration of Study is calculated from the date of the first registration in the relevant programme and includes all Suspend Study periods. A new Duration of Study period commences when a student either:
 - Starts a new programme as the result of an official transfer from one programme to another.
 - Is re-admitted to the University to a new programme.
 - Is re-admitted to the same programme.
- c. Any student receiving exemption from a module through credit transfer will have the period of study pro-rated.
- d. The duration of a full-time undergraduate programme will be a minimum of four years and will not exceed seven years

3.4 ATTENDANCE

The sessions organised as part of a programme of study i.e. lectures, group work, laboratory work, tutorials, seminars and practical classes are a crucial part of enabling students to achieve the maximum benefit from their time at University.

- Attendance at designated sessions is compulsory irrespective of whether or not a module forms a core, optional or elective part of a programme of study
- Students are responsible to ensure that they meet the attendance requirements as set out in this handbook. Students are expected to attend all published classes for each module, and they must achieve a minimum of 80% attendance in each taught module.
- Students who fall below the minimum University requirement may be deemed to be failing to progress. Failures to fully participate are permissible only for personal mitigating reasons after acquiring requisite approval from the University.
- Students are responsible for making mitigating circumstances known to the University through the Mitigating Circumstances procedures.
- Students are expected to be particularly aware of the necessity to attend and participate fully in any group work activities.
- The University is obliged to inform Dubai International Academic City if attendance falls below this requirement which will result in withdrawal of the Student Residence Visa.
- Exceptionally a Programme Examination Board may offer a student the opportunity to retake a module without attendance.
- The University does not accept routine medical or dental appointments, family medical or Dental appointments, business matters, overseas travel, death of non-immediate family members or travel delays as appropriate reasons for non-attendance.
- Students may not leave class or arrive late for class in order to pray. In common with other UAE higher education institutions, prayers should be offered at the next available point in the timetable.
- Where the student is called away on an emergency (such as the death of an immediate family member or emergency hospital treatment), the student should make sure that the University is informed as soon as possible. Where medical treatment is involved, a medical certificate will be required.
- Where the student is involved in a personal health matter which necessitates absence from the programme, an original medical certificate will be required from the attending doctor. The University reserves the right to validate the certificate with the medical authorities.

Where a student's attendance is unsatisfactory, one or more of the following actions may be taken:

- i. students may be issued with a formal written warning about their attendance;
- ii. a formal report on a student's attendance may be made to the student's sponsor,
- iii. students may be withdrawn from their programme if they fail to respond to warnings
- iv. staff writing references for students may refer to students' record of attendance;
- v. Board of Examiners may take into account students' attendance in exercising their discretion in relation to progression and awards
- vi. students may be expelled from their programme by the Board of Examiners on academic grounds

Students are not automatically dropped for non-attendance. Failure to properly drop or withdraw will result in F grade(s) and a continued financial obligation.

3.5 SUSPENSION OF STUDY

Students are expected to pursue their studies on a continuous basis for the stipulated duration of their programme. However, it is understood by the University that students may encounter personal difficulties or situations which may seriously disrupt their studies.

Where a student is unable to follow his/her programme of study for a significant period of time due to circumstances that are largely beyond the student's control, a temporary suspension of study may be granted by the Dean of the relevant faculty. These circumstances can include, amongst others,

- Substantial changes to employment commitments or changes of circumstance
- Medical and health problems
- Personal and family problems
- Bereavement
- Problems experienced because of failure of University equipment or lack of access to equipment for good reasons that are outwith the control of the student
- Problems experienced because of substantial deficiencies in the provision of supervision or facilities

Periods of leave of absence count towards the student's total permitted duration of study. Leave of absence is not appropriate where the student is able to study but is not progressing at the expected rate nor is it available to permit students to take extended annual/holiday leave.

During the suspension study period, students will not be entitled to supervision or use of any University facilities including ID cards, library and computer access.

If the request to suspend study is rejected, then a student has a right to appeal against this decision.

Procedure

- All applications for suspension of study should be made in writing on the appropriate form and supported by documentation where appropriate e.g. medical or hospital certificates.
- Applications would normally be for one academic term at a time.
- All applications must be supported by the personal tutor, recommended by Head of Programme/Programme Coordinator and approved by the Dean of Faculty
- On receiving the application, the Dean of Faculty will consider each individual case on its merits within the context of the University's regulations. The Dean of Faculty has the authority to reject an application or to impose conditions as deemed appropriate e.g. shorter time limit.
- Consideration should also be given as to whether a change of mode of study to part time status may be an appropriate alternative to suspension of study.
- The outcome of the application shall be relayed to the student in writing or by email.
- The period of leave of absence is included in the maximum time limits for the programme. For substantial periods of leave students should be made aware that, when they return to study, the Faculty might not be able to guarantee exactly the same programme of study.
- Students are required to return their University ID cards back to the student administration for the duration of suspension of study.
- Students are required to get clearance from library to ensure that no book loans are outstanding.
- The relevant faculty administrator has overall responsibility for notifying relevant parties of the student's suspension of study and to update records accordingly

3.6 WITHDRAWAL POLICIES AND PROCEDURES

3.6.1 Withdrawal from a Module

- Students may be withdrawn upon their request in the early part of the module (i.e. before 30% of the scheduled classes have been conducted). In such cases, the module will be deleted from the student's registration record and the student may seek a refund in accordance with the relevant University policy. (Usually the full fee is carried forward for other modules or next term).
- If students withdraw after 30% of the scheduled classes have been conducted, it will be classed as "late withdrawal". Such students will have to complete and submit to the Head of Student Administration a Late Withdrawal form on which they must check that they are withdrawing either 'With Cause' or 'Without Cause'.
- Any withdrawals where students have attended between 30% and 50% of the module and are withdrawing without cause, they will be liable for the half cost associated with the module. Such cases will be processed automatically. No assessment marks will be carried forward in such cases and the student will have to meet the full attendance requirements upon re-registration
- In case of a "late withdrawal" of a student after 50% of scheduled classes, students will have to complete and submit to the Head of Student Administration the Late Withdrawal form². The withdrawal at this point is not automatic and students must get requisite approvals. Any late withdrawals where students have not attended 50% of the module and have withdrawn, they will be liable to pay full costs associated with the module and the student transcript will show a status of "LW". Students will have to repeat the module with full attendance and no assessment marks will be carried forward. Students will attempt all the assessments upon re-registration as for the first time. However, the "LW" status on the transcript will remain permanently on the transcript to show the true picture of academic progress.
- Student seeking withdrawal from a module 'With Cause' at any point after the first 30% classes must submit the completed form to the Head of Student Administration together with medical or other evidence in support. These 'With Cause' cases will be forwarded to the Mitigating Circumstances Committee for its recommendations.
- Where Mitigating Circumstances are accepted the withdrawal will be denoted on the students' transcript as 'WMC'. Students will be entitled to re-register for the module at a later date carrying forward the mark(s) from any completed assessments together with their actual attendance record and fees paid. However, the exam board has a right to prohibit the carrying forward of attendance or assessment marks from case to case basis to ensure that the students meet the learning outcomes. Any outstanding assessments to be completed on the module will be treated as a first attempt. The WMC status on the transcript will be overwritten by the student grades after the successful completion of module.
- Where the Mitigating Circumstances Committee finds that the evidence produced does not satisfy the threshold requirements to establish cause students will be deemed to have withdrawn with out cause and depending on the point of withdrawal (after 30% or 50% of scheduled classes) the relevant conditions will be applicable.
- The final decision will be taken by the Board of Examiners.

² At this point the personal tutor role is very important who will advise the student about his/her request looking at the evidence being submitted to the Mitigating Circumstances Committee to establish cause.

- Students who fail to attend a required examination without adequate cause or who fail to complete other assessed work by the final deadline without adequate cause shall be classed deemed as having made a valid attempt, i.e. they will be deemed to have failed and shall be awarded a mark of 0% for that examination or assessment. Where there is unexplained absence from all assessments that contribute to the module mark, students will be awarded a mark of 0% for the module and will not achieve credit. Where the unexplained absence is for an assessment that contributes less than 100% to the module mark the mark of 0% for the assessment will be combined with the marks for the other assessments as for all other students. This may result in the student not achieving the pass mark for the module and failing the module. In case the combined mark is more than the pass mark then the BoE will take decision on the basis of all learning outcomes met by the student as evidenced by the rest of the assessments. A student who provides adequate reason or mitigation for failure to complete an assessment or attend an examination may be permitted to 'sit' the module again as if for the first time, or 'sit' the assessment(s) again as if for the first time.
- Students may appeal against the decision of the Board of Examiners.

3.6.2 Permanent Withdrawal from Programme

Registered students of the University may be required on a permanent basis to withdraw from their programme in accordance with University policies or may want to voluntarily withdraw from the programme on permanent basis.

Withdrawal Requirement by the University

The University has the right to require permanent withdrawal of students from a programme in the following cases:

- Students fail academically.
- Students admitted on probationary basis fail to satisfy conditions of probation. There is an established case of academic dishonesty or any other disciplinary offense whereby the relevant committee has recommended dismissal of the student.

In such cases, the Board of Examiners has the authority to require the student to withdraw from the programme. The student shall receive written confirmation of the Board's decision including advice of his/her right of appeal.

A student who is required to withdraw shall be given the opportunity to submit an appeal in accordance with the University Appeals Procedure.

Withdrawal due to Lapse of Registration Period

In certain cases, students are unable to complete their programme within the stipulated maximum programme duration. This may happen with students who had suspended their study and despite attempts on the part of the University not respond to any communications regarding their study intentions.

Students will be informed that they will be withdrawn after the lapse of the registration period.

When the registration period expires, the student's record will be amended to show that the student has been withdrawn due to a lapse of time.

The student shall receive a final written confirmation of the University's decision.

Voluntary Withdrawal from the Programme

Any student may withdraw permanently from a programme at any point in the year.

In such cases, it is strongly recommended that students consult their assigned Personal Tutor. Students should examine options like temporary withdrawal and changing study mode. If students want to proceed with permanent withdrawal, they are required to complete the

Request to Withdraw, which has to be approved by the Personal Tutor, HoP/Programme Coordinator and the Dean of the Faculty.

In seeking the HoP's endorsement, a student could consult beforehand with that Programme Coordinator in order to review the implications of withdrawal on matters such as suspending the study, re-admission, and transfer to another institution.

Student will be required to finalise their withdrawal with the Accounts department, Library and Student Administration.

3.7 CIVIC RESPONSIBILITY

Students are expected to contribute to the class as a collaborative learning group, by taking responsibility for researching materials, by making presentations on a topic decided collaboratively, by helping peers in understanding, and by contributing to discussion and debate. Such contribution will not be formally graded, but tutors may note this display of civic responsibility or lack thereof for the purposes of any job or further study recommendations in the future.

3.8 DISCLOSURE OF RELEVANT PRIOR QUALIFICATIONS

Failure to provide all details or to provide accurate details of any qualifications will be considered as sufficient grounds for removal from the programme irrespective of when evidence of such failure emerges.

4 ASSESSMENTS AND AWARD

4.1 GRADING SCHEME

Students will normally be expected to pass all elements of assessment which count towards the final overall module grade.

The Grading Scheme used at BUiD is given below:

Module Grade	Module mark	GPA	
A	70-100	4.00	Pass
A-	67-69	3.70	Pass
B+	64-66	3.30	Pass
B	60-63	3.00	Pass
B-	57-59	2.70	Pass
C+	54-56	2.30	Pass
C	50-53	2.00	Pass
C-	47-49	1.70	Pass
D+	44-46	1.30	Pass
D	40-43	1.00	Pass
F	0-39	0	Fail

The marking scheme must be used in conjunction with the approved University Grade Descriptors for undergraduate

The minimum pass mark for all taught modules 40% (grade D). A weighted mean mark of at least the 40% pass mark as specified in all modules is required to graduate in all programmes.

Although a final module mark of 40% or above normally indicates that a student has attained the module learning outcomes this is not always the case. Where a student receives a mark of less than 40% for any of the assessment elements the Board of Examiners will normally either require the student to resubmit the assignment/resit the examination or they may require the student to re-take the whole module.

For University Grade Descriptors please refer to Appendix 1.

4.2 BOARD OF EXAMINERS

The Board of Examiners comprises:

- Dean of Faculty responsible for the programmes concerned or his/her nominee -Chair
- Programme Coordinator
- All internal examiners for the programme(s)/ modules concerned (including adjunct staff)
- External examiners for the programme(s) concerned (as a minimum, for meetings where final awards are being considered)
- Independent internal examiner from another Faculty in BUiD (normally a Dean of Faculty or programme coordinator)
- Head of Student Administration
- Examination Officer
- Head of Quality

The administrative member of staff with responsibility for the programme(s) concerned (normally the Faculty Administrator as Secretary to the Board)

Students' overall module marks are decided at a Board of Examiners meeting, normally held after each term.

Aggregation, compensation and condonement are solely within the remit of the Board of Examiners.

4.3 EXAMINATIONS

In most cases, written examinations take place at the end of each term or, in some cases, at the end of the module. Some programmes may not have any examinations, and the students are assessed by coursework or other assessment methods.

There is normally one examination paper per module and each paper typically lasts 2 hours.

Each paper is normally set by the Module Coordinator responsible for each module and is moderated by the External Examiner. Questions may be set on any aspect of the module.

4.4 COURSEWORK (ASSIGNMENTS)

All modules have assignments. Students will submit these written assignments to deadlines set by the respective module coordinator. The relative weightings of the coursework assignments and examination in the final mark for each module are given in the detailed module descriptions and module guides.

Deadlines will be published for each assessment which counts towards the module grade. A penalty will be imposed for late submission unless there are mitigating circumstances.

4.4.1 Assignment Deadlines, Delayed Submission and Extensions

The University requires students to meet published deadlines. Where, despite planning, work is not submitted on time, students will be penalised (normally by deducting marks) unless there are proven mitigating circumstances. Any extension request approved by the module tutor should be in writing, and a copy should be provided in the library.

4.4.2 Submission Guidelines

- Students are required to submit a soft copy of the assignment via Plagiarism Detection Software through the accounts created by the Module Tutors. The soft copy submission is considered to be the primary method of submission of assignments, unless otherwise requested by the Module Tutor.
- The students will also submit a maximum of two hardcopies to the Module Tutors if required. The exact number of required copies will be stipulated in the assignment brief.
- Students should not print their name on any of the pages. Students should ensure that their student ID number is printed on all sheets of the submission.
- In addition to the guidelines described here, students are required to follow any specific instructions issued by the Module/Programme Coordinator regarding the method of submitting any specific assignment.

- After five working days of the submission deadline, assignments will not be accepted by the University, unless there is evidence of an approved extension or approved/under process mitigating circumstances request.

4.4.3 Late Submission Penalties

- If no extension has been granted, then a penalty of 2% of the mark actually achieved for each working day the assignment is late will be applied until 40% is reached. For assignments which have been given a mark in the range 31 – 39% marks will be deducted at the same rate until 30% is reached. After the lapse of 5 working days submissions will not be accepted and the work will receive a mark of 0%.
- Penalties should not include weekends (normally Friday – Saturday), public holidays and other University closed days.

4.5 GROUP WORK

Group work is defined as a form of cooperative learning. Group work involves students working collaboratively on set tasks, in or out of the classroom. This includes any learning and teaching tasks or activities that require students to work in groups and any formal assessment tasks that require students to work in groups.

Group work process means the way in which individual and collective group members participate, contribute and collaborate from the beginning of the task until the submission of the final product. This includes behaviour and conduct during group meetings, execution of individual tasks, fulfilment of entire task and evaluation stage. The module tutor will decide if process marks are to be awarded individually, collectively or both.

Group work product means any or combination of written, verbal or illustrative form of assessment as stipulated in the module descriptor. The module tutor will decide if product marks are to be awarded individually, collectively or both.

The University believes that group work will have pedagogical and pragmatic benefits for both staff and students. In ensuring effective group work, quality learning, teaching, and assessment practices will be employed in order to facilitate the achievement of learning outcomes. As the assessment for group work assignments will be process-oriented, product-oriented or both, the following procedures outline expectations of student behaviour, participation and contribution in executing successful group work tasks.

4.5.1 Implementation of Group Work

Group or team work activities would be incorporated within lectures or classroom activities and/or allocated during group study time. The overall balance between group and individual work is important to students and should reflect the objectives of the module and wider programme. Group work will be considered when one or more of the following criteria are met:

- a. some goals of the module are best achieved through students working in groups
- b. the task can only be carried out by a group
- c. the task is too large or complex for one person
- d. resource limitations require group work

4.5.2 Student Role in Group Work/Activities/Assessments

Students are expected to demonstrate the following key elements when participating in group work activities and assessments:

- a. Collaborative process: this involves equal participation, cooperation, sustaining relationships, good communication, negotiation and managing conflict.
- b. Task development: this means demonstration of understanding of task and developing original methods in completing the task successfully.
- c. Leadership skills: selection of group leaders, demonstration of leadership skills in handling individual responsibilities and development of inter-personal and team skills.
- d. Organisational skills: Clarity of plan, structure of approach to task execution, identification of resources, goal-setting, equal division and execution of responsibilities.
- e. Time management: this includes punctuality, attendance of group meetings, execution of meetings and record-keeping of meetings and follow-up actions.
- f. Reflection: quality of reflective process, ability to identify individual and group weaknesses, self-evaluation and peer evaluation procedures, and solving problems based on reflections.

4.5.3 Group Work Misconduct

The following aspects are identified as problems or pitfalls in student conduct when involved in group work:

- a. Individual group members fail to carry out determined tasks or responsibilities
- b. Individual group members fail to attend, participate or contribute to group meetings.
- c. One individual or only few group members complete entire task.
- d. Some individual members are unfairly disadvantaged when assigning roles
- e. Conflict is unresolved and group negotiation breaks down
- f. Group does not complete assigned task/activity/assignment

4.5.4 Group Work Misconduct Penalties

The University can recommend one or any combination of the following penalties for an individual, some or all members of a group:

- a. Cancellation of marks for process part of assessment.
- b. Cancellation of marks for the group work process and product.
- c. Cancellation of the student's marks for the whole module concerned.
- d. Suspension from the academic programme or other privileges for a stated period.
- e. Permanent expulsion from the University.

The Board of Examiners has the final authority for implementation of penalties.

4.6 SATISFACTORY ACADEMIC PROGRESS

The module specification/descriptors indicate the progress expected of students in a given period. During the course of the programme, the student will gain information on his or her progress from tutorials, practical classes, and from the results of course work and examinations. The overall academic progress of a student is monitored by his or her Personal Tutor.

Students may be required to submit one or more pieces of coursework during each module. If any coursework falls below the pass threshold (Grade C, or 40%) this will trigger remedial action to

ensure that the student is coping with the programme. The academic progress will be monitored by the Module Coordinator, Personal Tutor, and the Board of Examiners. In case of failure to achieve satisfactory progress (such as, for example, multiple failures in a term) the Board of Examiners may decide that the student would:

- repeat a period of study;
- withdraw temporarily and undertake reassessment;
- withdraw permanently, or
- be excluded from study

The student withdrawing/suspending studies must obtain University approval for this, including arrangements for return to study.

The University reserves the right to exclude from studies forthwith any student who wilfully and persistently neglects his/her academic work to such an extent that there is no possibility of him/her being regarded as having duly performed the work of the class or being able to proceed to the next stage of the programme.

4.7 RE-ASSESSMENT

All students who fail a module shall have one opportunity to retrieve the failure, either by re-assessment or by repeating the module. The decision on whether a student should be allowed to be re-assessed or repeat should be made by the relevant Board of Examiners.

Following successful re-assessment the maximum mark which may be awarded for the re-assessed elements will be 40%.

The student's transcript will be amended to show that the module was passed following re-assessment of at least one of the assessment elements.

4.8 CONDONEMENT

A student may be eligible for condonement at the discretion of the Board of Examiners. For a student who has met the learning outcomes for the module and whose overall mark for the module is 40% or above the Board of Examiners may condone any specific marks on a single assessment component which are between 35-39% in order to allow the student to pass the module

4.9 RE-TAKING

Students who have a D grade in a module are deemed to have failed the module. At the discretion of the Board of Examiners, a student may be given the opportunity to re-take an entire module. The module must be taken within one calendar year

A student who is required to repeat a module is required to attend teaching sessions as specified by the Faculty and to complete all the assessment requirements associated with the module in order to achieve the stated learning outcomes.

If a student does not attend teaching sessions as specified by the Faculty they may be debarred from the assessment of the module.

Students who are given the opportunity to repeat or substitute a module will have to pay the appropriate fee

4.10 MARKING AND ACADEMIC FEEDBACK

Academic staff will mark coursework and supply written feedback to students. The feedback will include provisional indicative letter grades. Percentage and final letter grades will be supplied after the Board of Examiners have confirmed the provisional grades.

In accordance with the best practices at leading British universities, fair and appropriate marking is assured by the following practices, depending on the nature of assessment:

- Anonymous marking of all assessment work, as far as practicable;
- Double marking / blind double marking; or
- Second marking and moderation.

All grades are provisional until confirmed by the Board of Examiners. Students are entitled to an individual feedback session from their module tutor.

The students are expected to analyse their Grades in light of Grade Descriptors attached at Appendix.

If the provisional mark is grade D or E the student will be advised to seek guidance from the relevant member of academic staff.

If the student's marks are persistently low, the marker(s) will notify the Personal Tutor and Programme Coordinator.

Students will receive written notification of their module results once these have been agreed by the Board of Examiners, and will be advised accordingly about whether they are allowed to proceed to the next term and/or to the dissertation component of the programme.

4.11 RELEASE OF ASSESSMENT INFORMATION

Results, provisional results, progress decisions and final awards will be published by the University as soon as possible after the meeting of the Board of Examiners at which they are determined. The library will provide provisional assignment grades to students. The grades are provisional till confirmed by the Board of Examiners.

4.12 MITIGATING CIRCUMSTANCES

Factors which may adversely affect a candidate's performance in an assessment or examination must be drawn to the attention of the Head of Student Administration, in writing, by the student as soon as possible along with substantiating evidence (e.g. medical certificate). This may include such issues as personal illness or the illness of a close relative or spouse immediately before or during the examination, or during the period of an assessment or the period of the student's dissertation supervision

If a student is ill on or around the date of an examination then he/she must obtain a medical certificate from a doctor as soon as he/she is fit enough to do so.

If a student has some condition for which he/she feels he/she should be granted extra time in examinations (e.g. dyslexia), he/she must notify the Exam Officer in writing at the start of the

programme and provide original medical reports and evidence to support the claim. Any consideration will be in line with that provided by the associate institution.

All requests for mitigating circumstances must be made to the Head of Student Administration. These will be dealt with by the Board of Examiners at the end of the term.

Mitigating Circumstances requests which are not supported with sufficient evidence may not be approved by the MC committee.

4.13 ACADEMIC APPEALS

A candidate has the right to lodge an appeal against the results of an examination. 'Examination' is understood to include any written, practical or oral assessment, continuously assessed coursework or dissertation which counts towards the final assessment.

1. Appellants must specify the formal ground or grounds under which they believe their appeal should be considered. They must also specify the basis or bases on which the formal ground(s) is/are invoked.

2. The formal grounds under which an appeal may be considered are:

a. That there were circumstances unknown to the examiners which contributed to a student's academic performance and consequently to the decision against which appeal is being made and the student can present good reason for these circumstances not having been made known in mitigation prior to the meeting of the Board of Examiners;

OR

b. Alleged improper conduct of the examination, i.e. there was an administrative irregularity or failure in procedure giving rise to a reasonable doubt as to whether the decision would have been different if it had not occurred.

Appeals against academic judgement are not permitted. If appellants have issues with regard to a mark awarded, they must demonstrate that the process by which the mark was approved was flawed (ie though grounds a and/or b above).

3. The University will assume that students will normally have brought to the attention of their personal tutor or supervisor, in the normal course of events, mitigating circumstances which they consider might affect their future examination performance, and made appropriate submissions in mitigation to their Faculty prior to meetings of the relevant Board of Examiners, so that the Board of Examiners may take such circumstances into account in formulating results, decisions and recommendations to the Senate about their progress. The Appeals Committee will not normally therefore consider as 'new evidence' information, which the student could have brought to the attention of his or her Faculty.

4. Appeals must be submitted in writing to the Head of Quality within **three weeks** of the results being published.

5. An Appeal committee will be set up to consider the case. On hearing the appeal the committee has the power either to vary the original decision of the Board of Examiners or to confirm it. This decision is ratified by the External Examiner.

6. Students in Continuing Professional Development Programmes (CPD) have the same right of appeal as other categories of students.

7. Appeals forms and procedures are available from the Head of Quality.

4.14 CHEATING

Cheating is an extremely serious offence, and any candidate found by the University to have cheated or attempted to cheat in an examination or in any assessed work, may be deemed to have failed that examination or module component, or be subject to such penalty as the University considers appropriate, such as temporary suspension from the University or expulsion.

Examples of cheating include, but are not limited to the following:

- Showing or sharing answers during an examination, test or other form of assessment;
- Copying anything done by another student and submitting it as your own;
- Giving another student access to your files, and allowing him or her to use your work as his or her own;
- Telling another student what is on a test that he or she will take later;
- Bringing to an assessment, information or materials that are not allowed – even if you do not use them; or
- Misrepresenting another's work as your own – see 4.14

4.15 EXAMINATION MISCONDUCT

It is an offence against University discipline for any candidate knowingly to:

- Make use of unfair means in any University examination
- To assist a person to make use of such unfair means
- To do anything prejudicial to the good conduct of an examination
- To impersonate another candidate or allow another candidate to impersonate him/her;
- To make use of unfair means in any formally assessed work, including plagiarism; or
- Contravene examination conduct instructions.

4.16 PLAGIARISM

Plagiarism is presenting another person's work as the students' own, without acknowledgement.

Examples of plagiarism include, but are not limited to, the following:

- Using the work of someone else, or changing some words and keeping the same structure and the same meaning, without noting the sources(s) and submitting it as your own work
- Taking text from many other sources and putting the pieces together into one document and submitting it as your own work, without noting the sources(s);
- Downloading information, pictures or charts, from the Internet and inserting those materials into your own document and submitting it as your own work, without noting the source(s);
- Buying or otherwise obtaining assignments from the Internet or another person.
- Submitting your own coursework which is submitted earlier to another module or to another institute (self-plagiarism)

When submitting an academic paper or assessment, students must include in the bibliography every source that has been consulted or used for the paper or assignment. Students must note whether that source is a book, article, television programme, website, or an interview with another individual. Students may seek advice from their Study Skills Tutor.

When working together or collaborating with other students on assignments, projects or dissertations, students must indicate clearly on the assignment, project or dissertation, those portions which are not their own work.

Students should seek the assistance of their Module/Personal Tutor before handing in the assignment or project if they need help in properly acknowledging the sources used.

The University uses software in order to detect cases of plagiarism.

The University Unfair Means Committee processes serious cases of academic dishonesty and makes recommendations to the Board of Examiners regarding any instance where cheating or plagiarism is suspected or proven.

4.17 GRADUATION REQUIREMENTS

In order to be eligible for the award of Bachelor's Degree, students are required to:

- a) achieve the minimum number of 480 credits as specified in University Regulations.
- b) have gained a weighted mean mark of at least the 40% pass mark as specified in all modules.
- c) have fulfilled any additional requirements as detailed in specific programme regulations/handbooks

4.18 AWARD

Students will receive a certificate from The British University in Dubai which is signed by the Vice-Chancellor and the Chancellor of the University.

The University is licensed by the Ministry of Higher Education and Scientific Research, UAE and has accreditation-eligible status for all of its programmes.

The Bachelor programmes can be awarded with First Class for which the student must:

- 1) Pass all modules (minimum 480 credits) taken as part of the programme on a first-sit basis;
- 2) Achieve a weighted mean mark of at least 70% in all taught modules.
- 3) No more than 20% of the credits may be transferred from another institution

Students who repeat, who substitute a module or who are re-assessed as a result of an initial failure are not eligible for the award of distinction.

The British Higher Education System does not normally use GPA when calculating student status.

5 STUDENT RECORDS

The University will create, maintain, and archive student records and the related administrative records and maintaining the confidentiality of these records and controlling the release of information. Students are responsible for providing up-to-date personal information and details of his/her sponsor. A student is required to report all changes in address or contact details to Student Administration.

Information in the Academic Record Management System is maintained for institutional use and is not available to the public.

- Students have the right to inspect, review the contents of his/her education records, including grades, records of attendance and other information.
- Students may request and be provided with copies of his/her academic information
- Students may seek rectification of personal and academic information where s/he believes that to be inaccurate

- The written consent of the student is required for his/her personal and academic information to be released throughout the duration of his/her enrolment at the University to a sponsor, person or organization with whom the student has a contractual or legal obligation or where the student is authorising someone on their behalf to collect information.

5.1 INFORMATION RELEASE

- Assessment results will be released to students individually and will not be posted publicly.
- Personal information, such as contact details or student grades will not be given out to any third party, except if required by law.
- No official transcript may be issued or handed over to any party other than the concerned students, without their signed assent.
- All official transcripts will be signed by the Registrar or appropriate designee, of the University, whose signature solely will be recognised outside the bounds of the University, before being released to the student or to a third party authorised by the student to receive it.
- An official copy of the transcript will be sent to the student's home address upon written request from the student.
- Students may request an unofficial transcript or a record of grades at any time.

5.2 DISCLOSURE OF STUDENT INFORMATION TO ACCREDITING ORGANIZATIONS OR FEDERAL EDUCATION AUTHORITIES

Student information may be disclosed, without a student's prior consent to these organisations.

5.3 DISCLOSURE OF STUDENT INFORMATION TO OTHER ACADEMIC INSTITUTIONS

Student information may be disclosed, without a student's prior consent, to officials of another educational institution in which the student seeks or intends to enroll, or in which the student is enrolled concurrently.

6 STUDENT RIGHTS AND RESPONSIBILITIES

6.1 STUDENT RIGHTS

The University's students have the right to:

- appropriate opportunities for learning to pursue the educational goals of their programmes.
- receive fair and equitable treatment through the University's policies and procedures.
- receive appropriate induction and orientation, on-going skills support and development.
- appropriate guidance and counselling to support academic study.
- the opportunity to serve on appropriate University committees as representatives of the student body.
- appeal against the results of any assessment decision using the University Appeals procedure.

- an appropriate research adviser and to have access to academic staff during published office hours or by appointment.
- attend social and cultural activities provided for students.
- organise and participate in appropriate and approved student bodies and groups.
- become a member of the BUiD Alumni Association.
- have the right to confidentiality of personal information.
- be a member of the University Library.
- make suggestions to improve University services.
- privacy and not to have their photographic image taken or published without consent, other than in official BUiD publications
- clear notice of the nature and cause of any disciplinary charges, and the right to an impartial hearing.

6.2 STUDENT RESPONSIBILITIES

The University's students have the responsibility to:

- attend all assigned classes as scheduled and participate in all activities in a collegial manner.
- submit all assessments by the specified deadline
- read all official correspondence from the University, including email
- act with the highest standards of integrity.
- be open and honest in all dealings with others, and to behave in a responsible and respectful manner at all times.
- maintain satisfactory progress.
- comply with appropriate library and other rules and regulations.
- make appropriate use of the University information technology infrastructure, and to follow correct usage procedures for email and internet access.
- follow the student codes conduct as set out in the student disciplinary policy
- adhere to the examination regulations.
- comply with all University policies, rules and regulations.
- respect the University's values.
- ensure that all University financial payments are up to date.

Any of the disciplinary penalties as defined in the Student Discipline section may be imposed on the student for breach of student responsibilities.

6.3 STUDENTS REPRESENTATION

- Senate (reports to University Council): 3 elected students (1 doctoral, 1 Masters, 1 undergraduate; elected annually)
- Academic Board (reports to Senate): 1 elected student representative (for 1 year)
- Board of Studies (reports to Academic Board): At least 2 students from each programme
- Academic Staff and Student Liaison Committee (ASSLC) (reports to BoS): 1 student representative from each programme
- Learning, Teaching & Blended Learning Committee: 1 student representative from each Faculty

7 STUDENT DISCIPLINARY GUIDELINES

The University may impose disciplinary sanctions for misconduct on registered students, and this may extend to graduates and former students. All the students while on or off the University premises are subject to disciplinary action in cases of a proven act of misconduct.

7.1 Student Disciplinary

Scope

- This Policy covers all students of the University, both taught and research. Students are independent adults with legal and social responsibilities and are accountable for their actions and behaviour. The British University in Dubai fosters a community which has an atmosphere of trust and respect and our commitment to this is set out in our Vision and Mission statements. Students are expected to conduct themselves in accordance with these principles and adhere to the University's Student Code of Conduct. They should show proper concern in their behaviour for the reputation of the University and the student body, and for its effect on their fellow students, staff and their successors.
- Misconduct is behaviour which interferes with the proper functioning of the University and its activities, or those who work and study in the University, or which has the potential to damage the reputation of the University or the student body. Such behaviour could take place on University premises or elsewhere, and whilst engaged in University related activity or not. Separate regulations are made for dealing with academic offences.
- The following are examples of what might constitute misconduct:
 - a) disruption of, or improper interference with the academic, administrative, sporting, social or other activities of the University;
 - b) obstruction of, or improper interference with the activities, functions or duties of any student, staff member, University Council member, contractor or visitor to the University;
 - c) violent, disorderly, threatening, indecent or offensive behaviour or language whilst on University premises or elsewhere;
 - d) falsification or misuse of University records, including degree, diploma or other certificates, and of University equipment, systems and processes;
 - e) false pretences or deception relating to academic assessments and examinations;
 - f) fraud, deceit or dishonesty in relation to the University or its staff or in connection with registering as a student, being a student, holding any office at the University or gaining a pecuniary advantage through association with the University;
 - g) actions which might cause injury or put at risk the health or safety of people on University premises or whilst on University activities;
 - h) harassment or bullying in any form including via social media of any student, member of staff, University Council member, contractor or other visitor to the University on grounds of their perceived race, nationality, gender, transgender

status, disability, sexual orientation, religion, belief, age, other personal characteristic or for any other reason;

- i) the expression of any extremist views that have the potential to incite discrimination or violence by or towards others;
- j) theft, damage to or defacement of University property, or the property of other members and users of the University or third parties, whether caused intentionally or recklessly;
- k) attending classes or entering any other learning environment whilst under the influence of alcohol or drugs;
- l) misuse or unauthorised use of University premises or items of property, including computer misuse, or breaches of the University code on acceptable network use;
- m) conduct which constitutes a criminal offence, including possession of offensive weapons, possession of implements that are intended for use as weapons and possession of illegal substances on University premises or at an event under the control of the University, or an offence affecting other users of the University or the public;
- n) failure to disclose name, student number or other relevant details to a staff member of the University, when it is reasonable that such information be given;
- o) failure to comply with a previously imposed penalty under the disciplinary procedures;
- p) bringing the University into disrepute.

This list is not exhaustive.

- Students of the University studying at partner institutions will normally be subject to the disciplinary procedures of the partner institution in the first instance. Where the alleged misconduct has the potential to damage the reputation of the University or the University's student body, the University will liaise with the partner institution as necessary to determine the appropriate procedures to be followed. At the discretion of the University and the partner institution, it may be deemed appropriate for an allegation to be considered under the University's disciplinary procedures.
- A student of the University studying at a partner institution may request the University to review the decision of the partner institution, upon completion of the partner institution's own disciplinary procedures. Such a review will normally follow the procedure for appealing a decision to the Registrar and Chief Administrative Officer.

7.2 Complaints of misconduct

- Any student, staff member, University Council member, contractor, visitor to the University or member of the public may make a complaint of misconduct about a

student. Complaints should be addressed to the Head of Student Administration in the first instance. If the complainant cannot provide the name of the student about whom they have complained, then the Head of Student Administration may take steps to identify the individual concerned if there is sufficient evidence available to enable identification.

- The University will not normally take disciplinary action in minor disputes between students and members of the public, other than where it believes a student's behaviour constitutes a hazard to other people or to property or puts at risk the University's reputation.
- The University encourages individuals to put their name to any complaint they make. Anonymous allegations are less easy to investigate, but may be considered at the discretion of the University. In exercising this discretion, the factors taken into account will include:
 - the seriousness of the issues raised;
 - the credibility of the complaint; and
 - the likelihood of confirming the allegation from attributable sources.

If a complainant does not wish their identity to be disclosed to the student about whom they are complaining, the University will endeavour to keep their identity confidential so long as it does not hinder or frustrate any investigation. However, the individual making the disclosure may need to provide a statement as part of the evidence gathering process, and their identity may be revealed or implied as part of the investigating process.

- If a complainant makes an allegation that they believe to be true, which is not confirmed by subsequent investigation, no action will be taken against them. If, however, they make allegations that, on the balance of probabilities, it is determined that they know to be untrue, and particularly if they persist with making them, then the University may consider action against the person who made the complaint.
- If a complainant makes an allegation that they believe to be true, which is not confirmed by subsequent investigation, no action will be taken against them. If, however, they make allegations that, on the balance of probabilities, it is determined that they know to be untrue, and particularly if they persist with making them, then the University may consider action against the person who made the complaint.
- A staff member receiving a complaint under this code should refer the matter to the Head of Student Administration who will determine whether the complaint is eligible for consideration under this Policy. If the complaint is not eligible, the Head of Student Administration will advise the complainant of this as on.

7.2.1 Determining the level of complaint

- Complaints will be considered either by the student's Dean of Faculty or the Disciplinary Board, depending on the level of seriousness.
- On receipt of a complaint that is eligible for consideration under this Policy, the Head of Student Administration, on behalf of the Chair of the Disciplinary Board, will make an initial assessment of whether the complaint is minor misconduct that can be addressed by the Dean of Faculty (Level 1 or 2), or if it is sufficiently serious to require a formal Disciplinary Board hearing (Level 3). Consideration will also be given to previous instances of misconduct and the Head of Student Administration may review the student's disciplinary record to determine whether the aggregation of previous minor misconduct justifies the complaint to be treated as more serious.
- The following framework will be referred to in determining the level:

Table 1

Level of seriousness	Examples of types of offence	Action	Dealt with by	Record
1 Minor (Informal disciplinary measures)	Rudeness Disruption in class Poor attitude to staff, other students or members of the public	<u>Guidance:</u> Pastoral guidance interview with University Counsellor	Dean of Faculty (with Disciplinary Board guidance where appropriate)	Faculty to keep brief note of the complaint and that guidance interview has taken place
2 Significant (Informal disciplinary measures)	Repeat offences or more serious offences	<u>Warning:</u> Disciplinary Interview and informal warning Restriction or injunction to avoid certain behaviour	Dean of Faculty (with Disciplinary Board guidance where appropriate)	Faculty to keep brief note of the complaint and that warning interview has taken place
3 Serious (Formal disciplinary measures)	Serious disciplinary offences	<u>Formal hearing:</u> Formal penalties as described below	Head of Student Administration and Disciplinary Board	Formally recorded Disciplinary Board hearing, investigation and decision coordinated by Head of Student

				Administration
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- Where the offence is sufficiently serious, the Head of Student Administration may make a recommendation via the Registrar to the Vice Chancellor to suspend the student about whom the complaint has been made whilst the complaint is being investigated. Offences may enter at this level or progress through from less serious measures.

7.2.2 Investigation of complaint

- All complaints that are deemed eligible by the Head of Student Administration for consideration under this Policy will be subject to an initial investigation by the student's Faculty.
- The Head of Student Administration will refer the complaint to the Dean of Faculty who will appoint an independent member of staff, with no connection to the action or incident complained of, to investigate it. The Dean of Faculty will notify the Head of Student Administration of the name of the staff member investigating and will ensure that a report of the investigation is provided to the Head of Student Administration on completion of the investigation.
- Where a case is identified as serious (Level 3) either at the outset or at any time during the complaint investigation, the Head of Student Administration will arrange for a Disciplinary Board member to be appointed to oversee the complaint. The role of the Disciplinary Board member is to provide advice and guidance on process throughout the case and, where it is determined that the complaint requires a formal hearing, the Disciplinary Board member will hear the case and decide the outcome and penalty. The same Disciplinary Board member may act throughout the case or more than one may be appointed, depending on the length of the case and availability of Disciplinary Board member(s).
- Any Investigating Staff Member may request the Head of Student Administration to nominate a Disciplinary Board member to act as mentor to the Investigating Staff Member.
- The Investigating Staff Member will send a written invitation to the student complained of, inviting them to an interview, explaining the allegation which has been made, informing them that they may be accompanied by a friend or representative, and providing a copy of this Policy. The student will be given at least two clear working days' notice to attend. The Investigating Staff Member may also supplement the written invitation by using other communication mechanisms such

as email and telephone to ensure that the student receives the invitation to attend the hearing.

- If the student complained of does not respond to invitations sent to the postal, email or telephone contact details held for them on the University's records system within a reasonable amount of time, the Investigating Staff Member should inform the Head of Student Administration. The complaint will be deemed to be 'not admitted' and will be subject to a Disciplinary Board hearing.
- The Investigating Staff Member may interview witnesses and/or the person making the complaint. All such individuals should be provided with an opportunity to be accompanied by a friend or representative at such interviews.
- A student may admit the offence in full or part in writing, or in full or part in person at interview, or deny the offence. In all cases, the investigating staff member will submit a report to the Head of Student Administration.

7.2.3 Adjudication

- On receipt of a report from an Investigating Staff Member, the Head of Student Administration will determine the action to be taken in accordance with the following guide:

Table 2

Category	Level of complaint (see Table 1)	Decision	Action	Dealt with by
A	1 Minor 2 Significant 3 Serious	That there is no case to answer	The Head of Student Administration will write to the student indicating that the matter is closed. They will copy this letter to the Investigating Staff Member, the Dean of Faculty, any appointed Disciplinary Board member and the person who made the original complaint	Head of Student Administration
B	1 Minor 2 Significant 3 Serious	That the offence has been admitted or partially admitted and is minor	The Head of Student Administration will request the Dean of Faculty to apply the appropriate action in accordance with Table 1. The Head of Student Administration will write to the person who made the original complaint advising them of the outcome	Dean of Faculty
C	1 Minor	That the offence	The Head of Student	Head of Student

	2 Significant 3 Serious	is admitted or partially admitted but is more serious, or is a second or further offence	Administration will organise a Disciplinary Board to consider the allegation at a formal hearing	Administration/ Disciplinary Board
D	1 Minor 2 Significant 3 Serious	That the offence is not admitted	The Head of Student Administration will organise a Disciplinary Board to consider the allegation at a formal hearing	Head of Student Administration/ Disciplinary Board

7.2.4 Disciplinary Board hearing

- Where the Head of Student Administration determines that a complaint should be referred to a formal hearing (category C or D in Table 2), the Disciplinary Board will invite the student, the Investigating Staff Member and any witnesses to a meeting. The student will be given at least two clear working days' notice to attend, and will be informed that they may be accompanied by a friend or representative, and may bring any witnesses they wish to call. At the meeting, the Investigating Staff Member will outline their investigation, and the impact of the action complained of upon others, calling any witnesses as appropriate. The Disciplinary Board member may at any point in the proceedings decide not to hear further evidence from a witness or witnesses on either side. The student, or their representative, will be given an opportunity to cross examine both witnesses and the Investigating Staff Member. The student (or their representative) will then be invited to put forward their case, calling any witnesses as appropriate. The Investigating Staff Member will be given an opportunity to cross-examine witnesses and the student. The Disciplinary Board member will then ask the Investigating Staff Member, and then the student, to sum up their case. After deliberating upon the evidence, the Disciplinary Board may:
 - find, on the balance of probabilities, the student is not guilty of the offence;
 - adjourn the hearing pending the provision of further evidence for or against the student;
 - find that, on the balance of probabilities, the student was guilty of the offence.
- Where the Disciplinary Board decides that the student is not guilty, they will write to the student indicating this outcome and that the matter is closed. They will copy this letter to the Investigating Staff Member, to the Dean of Faculty, and to the person who made the original complaint.
- Where the Disciplinary Board finds the student guilty, the student will be given an opportunity to present any mitigating circumstances or other factors they wish to have taken into account. The Disciplinary Board will then recommend the penalty to be applied, or may adjourn the meeting to consider the appropriate penalty further.

Penalties may include one or more of the following:

- a) a requirement for the student to apologise to those affected by the actions which were complained of;
- b) a written warning to the student, to remain on their record for a period determined by the Disciplinary Board;
- c) a fine proportionate to the offence;
- d) a requirement to make good the cost (in full or in part) of any damage or loss caused to property, whether that of the University or a third party;
- e) exclusion from a particular section of the University's premises or facilities for a fixed or indefinite period such as suspension or expulsion;
- f) a recommendation via the Registrar to the Vice Chancellor that the student be permanently dismissed from the University. Only the Vice Chancellor can permanently dismiss a student, and the Vice Chancellor may commute the proposed penalty to a lesser one if it is felt appropriate. If a decision to permanently dismiss is enacted then the University may advise other appropriate bodies of the action that it has taken.

The above list is not exhaustive. The Disciplinary Board may recommend a penalty or action not listed above, which will be subject to the agreement of the Registrar.

A record of the offence and penalty will remain on the student's file for the remainder of their period of study.

- All recommendations for penalty are subject to confirmation by the Registrar, and the Registrar's decision is final, except where the recommendation is for dismissal, in which case the Vice Chancellor will make the final decision.

7.2.5 Appealing the decision of the Disciplinary Board

- A student may appeal the decision of the Disciplinary Board by writing to the Registrar within ten working days of receiving written notification of the Disciplinary Board decision, setting out the grounds for appeal. A decision sent by email will be deemed to have been received the same working day.
- The following alone shall constitute grounds for appeal:
 - a) that new and relevant material evidence or information has emerged, which could not have been made available for consideration at the time of the Disciplinary Board hearing;
 - b) that the decision reached was perverse in the light of the evidence presented;

- c) that there was a procedural error at the Disciplinary Board hearing or in the process leading up to it which had a material effect upon the Disciplinary Board decision; or
 - d) that the severity of the penalty imposed was unreasonable and disproportionate.
- The Registrar will determine whether the grounds are sufficient for an appeal to be heard. If not, he or she will inform the student in writing of this decision as soon as possible. This decision is final, and there will be no further right of appeal in the University's procedures.
 - If there are sufficient grounds for appeal, then the Registrar will convene an Appeal Board.

7.2.6 Adjudicating appeals

- The Appeal Board will convene a hearing as soon as conveniently possible, by inviting the student (and their representative if requested), the Chair of the Disciplinary Board, and any witnesses the Appeal Board wishes to interview.
- The format of the hearing will be as follows. The Chair of the Appeal Board will ask the Chair of the Disciplinary Board to present the case against the student and the reasons for the penalty imposed, where relevant. The student will then be asked to present his/her grounds for appeal. The Chair of the Appeal Board will then ask questions of both the Chair of the Disciplinary Board member and the student and any witnesses, and will invite both the student and the Chair of the Disciplinary Board member to cross examine. The Chair of the Appeal Board will then ask the Chair of the Disciplinary Board member and then the student to sum up, before coming to a decision.
- The Appeal Board's decision may be either to uphold the original decision as to guilt, to partially uphold the original decision as to guilt, to overturn it, or to amend the penalty imposed. This adjudication is the final internal stage for the University (except in cases of procedural irregularity whereby the student has the final right of appeal to the Vice Chancellor).

7.2.7 Final right of appeal to the Vice Chancellor on procedural grounds only

- Following the Appeal Board's decision, a student has the right of final appeal to the Vice Chancellor on the following grounds only: that there was a procedural error at the Appeal Board hearing which had a material effect upon the Appeal Board decision.
- In such cases, the Vice Chancellor will review the documentation of the case as submitted to the Appeal Board without recourse to further hearings or interviews. No further evidence can be submitted at this stage.

- If the Vice Chancellor finds there was no procedural error at the Appeal Board hearing, the decision of the Appeal Board will stand and the University will consider the matter closed.
- If the Vice Chancellor finds procedural irregularity in the Appeal Board hearing and/or decision, his/her decision may be either to reconvene a new Appeal Board hearing, to uphold the original decision as to guilt, to partially uphold the original decision as to guilt, to overturn the original decision, or to amend the penalty imposed.
- The Vice Chancellor's decision is final.

7.2.8 Suspension

- A student who is suspected of having committed a very serious disciplinary offence, or against whom a criminal charge is pending, or who is the subject of a police investigation may be suspended from attendance at the University at the Vice Chancellor's discretion. Recommendations for suspension of a student should be made via the Registrar to the Vice Chancellor.
- Suspension is not a sanction or penalty, but is imposed to protect the University community or members of that community, or the University's reputation, pending a criminal trial or disciplinary hearing, or to allow an investigation to be carried out unimpeded. The Vice Chancellor may impose action short of suspension, such as a requirement that a student does not visit a particular campus or building, or that they do not contact a particular individual. Failure to comply with such a restriction or a suspension would, in itself, constitute a serious disciplinary offence.
- If the Vice Chancellor's decision is to suspend a student then this will be recorded and made available to the student concerned, who may make written representations requesting that the suspension be rescinded. Any such representations should be submitted to the Head of Student Administration for consideration by the Vice Chancellor.
- A decision to suspend will be subject to review by the Vice Chancellor every four weeks or a lesser time period if the Vice Chancellor deems this appropriate, in the light of evidence available as to the progress of the case.
- A student who has been suspended by the Vice Chancellor will remain suspended until they receive written confirmation from the Vice Chancellor that the suspension has been lifted.

7.2.9 Criminal Matters

- Where it is suspected that a criminal offence has been committed, the University will refer the matter to the police. Where the police are investigating a particular

matter, any investigation by the University relating to the same matter will normally be suspended but may recommence when the police investigation is completed. The University may, exceptionally, decide to proceed with its internal disciplinary process before a police investigation is complete. In such cases, the University will take into consideration any new information that arises from the police investigation.

- Whether or not a matter results in a criminal prosecution or other forms of civil reprimand, the University may decide to pursue disciplinary action in relation to any matter brought to its attention.
- The University and the police may share information about a student in order to progress either a police investigation or a University disciplinary investigation. The University may also use other means of information gathering such as web searches to collect or check information that is in the public domain regarding a student or an incident, for example court listings or news reports. Such information sharing and gathering will have due regard for Data Protection legislation and credibility of the source.

7.2.10 Students on professional courses

- Where a student on a course leading to a professional qualification is found guilty of certain types of disciplinary offence or fraud, the University may be under an obligation to disclose the matter to the professional body concerned. Where the offence is so serious that it might prevent the student registering with the professional body or completing professional placements, it may be necessary for the University to terminate the student's registration on the course or to counsel the student to consider another path of study.

7.2.11 Health matters

- If it appears to an Investigating Staff Member that a student involved in a disciplinary matter is affected by signs of mental health difficulties, or psychological or emotional disorder, they may, after consulting with the University Counsellor, refer the student for counselling. The disciplinary process will be suspended pending the outcome of the counselling.

7.2.12 Student attendance and representation at interviews and meetings

- Students are entitled to be accompanied by a friend or representative at all interviews and meetings where allegations against them are discussed. This could be a member of staff, a family member, fellow student or personal friend. Legal representation is not considered appropriate for offences under these regulations. A friend or representative may speak on behalf of the student provided clear consent is given by the student at the meeting.
- The University recognises that students have academic and external commitments

and will seek to take account of the personal circumstances of students in arranging interviews and meetings. In the event of a student being unable to attend an interview or meeting, they must contact the Head of Student Administration before the proposed time in order to seek a deferral. The University will normally permit one such deferral at the request of a student. Where a student fails to attend an interview or meeting, or seeks to defer the meeting unreasonably, the University may proceed with the investigation, adjudication or appeal in their absence.

7.2.13 Timescale

- The University will aim to complete its investigation and provide the student with an outcome as soon as possible and within one month of receiving the initial complaint. The process may take significantly longer in cases where the University is awaiting the conclusion of a police investigation or other external process before an outcome can be determined.

7.2.14 Records of hearings

- A record will be made of all interviews and hearings described in this Policy. Where a Disciplinary Board hearing takes place, the Head of Student Administration will serve as secretary to the meeting and will conduct the correspondence.

7.2.15 Disciplinary Board

- The Disciplinary Board is appointed by the Registrar, ensuring that all such cases are considered by Disciplinary Board members not within the student's Faculty. The Disciplinary Board will be chaired by a Dean of a different Faculty to the student, and it will include the Head of Student Administration and the Head of Human Resources (who will act as secretary to the Disciplinary Board).

7.2.16 Appeal Board

- The Appeal Board is chaired by the Registrar and it will include one senior member of the academic staff and one senior member of the administrative staff. In selecting members of the Appeal Board, the Registrar as Chair will ensure that all such cases are considered by Appeal Board members who have not previously been connected to the case.

7.2.17 Monitoring and reporting

- The Vice Chancellor, Registrar, and Head of Student Administration will meet at least once a year to ensure that there is common practice around the University, and to agree guidelines on the penalties for various types of offences, and definitions of minor and serious offences in the light of changing practice. They will also consider the effectiveness of these procedures, the speed with which disciplinary matters are dealt with, and if necessary make appropriate

recommendations to the Academic Board for amendments.

- The Head of Student Administration will report to the Academic Board after the end of each academic year on the activity and outcomes of complaints made under this Policy.

7.3 Student Code of Conduct

- Students enrolled at the University have the right to:
 - Fair and equitable treatment within the framework of the University's policies.
 - Have their personal information held securely, and disclosed only for reasonable and legitimate academic purposes.
 - Privacy and to not have their photographic image taken or published without consent other than in official University publications.
 - Learning opportunities appropriate to the pursuit of the educational goals of their degree programme.
 - Access to academic staff within published office hours.
 - Access to a research adviser (in the case of research degrees).
 - Membership of the University Library.
 - Induction and orientation, skills support and development.
 - Guidance and counselling appropriate to academic study.
 - Appeal against the results of an assessment decision recommended by the Board of Examiners.
 - Clear notice of the nature and cause of any disciplinary charges, and an impartial hearing.
 - Represent the student body through service on designated University committees.
 - Make suggestions to improve University operations and services.
 - Participate in and organise social and cultural activities, and legitimate student groups.
 - Become part of the University's Alumni Network on graduation.
- Student are responsible for:
 - Conduct that expresses respect for the University's values.
 - Gaining knowledge and understanding of all policies that bear on their conduct and academic progress at the University, including discipline, assessment, and attendance requirements.
 - Compliance with the terms of policies that apply to them.
 - Collegial participation in classes.
 - Observing the highest standards of integrity.
 - Openness, honesty and respect in dealings with others.
 - Observing international standards in research conduct, including documentation of results, critique of findings, and acknowledgement of the contribution of others through adherence to bibliographic conventions.
 - Appropriate use of the University's Information Technology infrastructure.

- Prompt payment of financial liabilities.
- A student's failure to observe his/her responsibilities may result in imposition of penalties set out in the University's Student Disciplinary Policy.
- The University has the right to apply the terms of its Student Disciplinary Policy to any students who commit an offence, including but not limited to the following:
 - Disruption of, or improper interference with, the academic, administrative, social or other activities of the University, whether on its premises or elsewhere.
 - Violent, indecent, disorderly, threatening, or offensive behaviour or language, whether expressed orally or in writing(including electronically), including sexual or racial harassment of any student, member of staff or other employee, whilst on the University's premises or engaged in any University activity.
 - Conduct which unjustifiably infringes freedom of thought or expression whilst on University premises or engaged in University work, study or activity.
 - Fraud, deceit, deception, or dishonesty in relation to the University or its staff or in connection with holding any office in the University or in relation to being a student of the University.
 - Action likely to cause injury or impair safety on University premises.
 - Conduct which constitutes a criminal offence (including conviction for an offence).
 - Behaviour which is such as to render the student unfit to practise any particular profession or calling to which that student's course leads directly.
 - Without prejudice to the right to fair and justified comment and criticism, behaviour which brings the University into disrepute.
 - Failure to disclose their name and other relevant details to an officer or employee of the University in circumstances when it is reasonable to require that such information be given e.g. while securing admission to the University.
 - Without prejudice to the right to raise academic and other concerns responsibly within or outside the University, the making of false and malicious reports of malpractice, which upon investigation are proved to be unfounded.
 - Violation of Dubai International Academic City (DIAC) non-smoking policy.
 - Violation of DIAC student resident visa regulations.
 - Withdrawal of Student Visa status following action by DIAC.
 - Disregarding University rules and regulations.

8 STUDENT COMPLAINT PROCEDURE

Students are entitled to lodge complaints concerning any aspect of BUiD's services. BUiD Services include but are not limited to

- Quality of teaching and learning and related facilities.
- IT, Academic Success Unit or Library services.
- Personal support such as the careers and counselling service, personal tutors or project Supervisors.
- Administrative services such as faculty offices, faculty administration etc.

Complaints are defined as any student concern regarding University services other than those addressed by institutional appeal policies. Students may file a formal complaint in writing in accordance with the University Complaints Procedures.

The University will ensure that student complaints are addressed in an equitable, objective and unbiased manner, and that the complainant receives an appropriate response in a timely manner. No action may be taken in the case of complaints made anonymously.

Students shall not be disadvantaged for lodging a complaint in good faith. However, if a complaint is found to be malicious, the complainant may be subject to the University's disciplinary procedure.

Complaints received more than 6 months after the event in question will not normally be investigated.

Procedure

Before having recourse to the Complaints Procedure, students should make every effort to resolve a problem with the individual(s) concerned or consult his/her tutor or supervisor for help and advice. Only when these steps have failed, or when the student has good cause for not pursuing these means of resolving the issue, should the Complaints Procedure be invoked. Submission of the Complaints Form initiates the formal Complaints Procedure.

The Complaints Procedure shall not apply to cases in which an individual wishes to appeal against an academic decision; in such instances the applicant should follow the Appeals Procedure for students.

Stage 1 - Informal Complaint to the Person Directly Responsible

If possible, the complaint should initially be addressed to the member of University staff who is directly responsible for the situation in question.

If a matter of University policy or practice is the source of the complaint, the student should seek to identify the person with responsibility for its implementation or operation. For instance, complaints about the content of a particular module should be addressed to the academic staff member teaching the module.

In order to ensure that the complaint is raised at a mutually convenient time, the student should try to arrange an appointment with the staff member concerned. The staff member may request the presence of a colleague and the student may wish to bring a friend to the meeting. Staff should be happy to deal with complaints raised on an informal basis, but if the student feels unable to approach the individual directly concerned they may proceed directly to Stage 2.

Stage 2 - Formal Complaint to the Dean of Faculty or Registrar

If the student feels unable to approach the staff member who is directly responsible, or considers that the matter has not been satisfactorily resolved, s/he should raise the complaint by completing the relevant form and submitting it to the Dean of Faculty or Registrar.

Having reviewed the complaint and meeting with the student the Dean of Faculty/Registrar will outline how s/he intends to deal with the situation and when this is expected to be completed. The student will be notified in the event of any subsequent delay. The investigation should be completed as swiftly as possible and certainly within 3 weeks from the time of the initial hearing.

Once the complaint has been fully considered, the Dean of Faculty/Registrar will notify the student in writing of his or her conclusions and of any consequent action the Faculty intends to take.

If the student is not satisfied with the action taken at Stage 2, s/he may then choose to proceed to Stage 3 of this process.

Stage 3 - Formal Complaint to the Vice-Chancellor

If the student is not satisfied that the matter has been resolved at Stage 2, a formal complaint to the Vice-Chancellor should be made by using the relevant complaint form.

If the complaint has already been heard under the procedure outlined in Stages 1 and 2, then any further investigation under Stages 3 of this procedure will normally be confined to an investigation of the handling of that complaint, and not into its substance.

The Complaint Form must be submitted, with any supporting documentation, to the Vice-Chancellor, who will then investigate the matter with relevant members of the staff in the Faculty concerned. The Dean of Faculty will be involved in the investigation of all complaints relating to academic matters, and the Registrar and Head of the relevant service in all complaints relating to the support services and the administration.

Unless notified otherwise, students should expect that written confirmation of the outcome of the investigation, and any consequent action BUiD intends to take, within 3 weeks of submission of the complaint form.

The decision at this stage will be final and will bring the University's investigation of the case to a close.

9 STUDENT ACTIVITIES

9.1 SOCIAL ACTIVITIES AND GATHERINGS

Both in conjunction with the Dubai International Academic City and as an autonomous institute the

University will create and plan several social and cultural activities for students throughout the year.

These activities may include:

- i. Guest lectures
- ii. Dinners
- iii. International celebrations
- iv. Desert safaris, picnics and other events

Students' ideas for a suitable student activity will be supported by the University.

The University will have managerial authority over all student organisations and activities although permission to process does not imply the assumption of parental or custodial right or responsibilities, if students pursue permitted activities as individual and voluntary participants.

To provide for the efficient use of University buildings and facilities and to protect the integrity and reputation of the University, no student organisation will be permitted to use the University facilities without prior approval. The students can request for such approval by writing an email to the Head of Student Administration.

Students will be expected to behave in a responsible and respectful manner when taking part in such activities and refrain from any disciplinary offences as set out in the Student Disciplinary section.

All students and guests must conform to the UAE law. Organizations or students arranging the Activity will be responsible for taking all reasonable steps to prevent any infraction of the University rules and UAE laws. Any individual/group whose conduct violates these rules will be subject to disciplinary action.

In addition, any existing penalties and disciplinary procedures will apply. Such action may include suspension or expulsion of individuals or suspension or termination of a particular activity or club.

9.2 STUDENT-RUN MEDIA

The University recognises that student-run media are an important part of University's academic life which give students the opportunity to express their creativity, provide a forum for free and open discussion, and create a permanent record of the activities and intellectual climate of the campus.

Any Student-run media, shall be representative of the entire student body and not be the province of a limited number of students or small groups of students associated with any Faculty, programme or department.

Staff members (including editors) for student media shall be widely recruited from the entire student body, and a designated faculty advisor shall provide assistance to student staff members irrespective of their programme of study.

Publication or dissemination of obscene materials is prohibited.

University is not responsible for the content of student publications or broadcasts. Views and opinions disseminated through any or all of the student-run Media are not necessarily the views and opinions of BUiD.

All information provided through student-run media shall be based upon professional standards of accuracy, objectivity and fairness.

The students responsible for student-run media will check and verify all facts and verify the accuracy of all quotations before publishing.

9.1.1 Student Media and Use of Electronic Information Resources

Student may use electronic information resources, including Internet Web sites, e-mail, etc. to gather news and information, to communicate with other students and individuals and to ask questions of and consult with sources.

The University reserves the right to remove or restrict student media access to on-line and electronic material in case the content is deemed inappropriate by the University as stipulated in the University Policy on Use of Technology Resources and Email guidelines.

9.3 SOCIAL NETWORKS

Social network sites such as Facebook, Myspace, and other digital platforms and distribution mechanisms facilitate student communicating with other students. Participation in such networks has both positive appeal and potentially negative consequences. It is important that BUiD students be aware of these consequences and exercise appropriate caution if they choose to participate.

Students are not restricted from using any on-line social network sites and digital platforms. However, users must understand that any content they make public via on-line social networks or digital platforms is expected to follow acceptable social behaviours.

10 UNIVERSITY SERVICES

10.1 ACADEMIC ADVISING

Academic advice and support is available to students throughout the course of their programmes through a number of channels. The advisors who are directly involved with student progression and performance are:

- Personal Tutor
- Module tutors
- Dissertation Supervisor

10.1.1 Personal Tutor

The Personal Tutor provides the fundamental academic advising role for all University students. The Personal Tutor is a full-time academic staff member who is assigned individual student advisees and is responsible for:

- Monitoring students' progress;
- Providing any necessary advice about study skills, dissertation topic, etc
- Providing support to students where performance is below expectations
- Ratifying each student's choice of modules for the coming term
- Providing advice and support in cases where the student requests to suspend study, withdraw from a module, change programme or withdraw from a programme
- Ensuring that all students have satisfactory projects and supervisors for their dissertations
- Being available as a first line of pastoral support.

Such monitoring and advice will take place informally and formally (e.g. through meetings with students, email correspondence etc.)

At the time of admission to a programme each student is assigned a Personal Tutor who then is available to assist the student to complete all registration forms for their taught modules. Students are responsible to make arrangements to meet with their Personal Tutor in the induction week. All scheduled learning activities will be monitored by the Personal Tutor, who is available to assist in the preparation of a student's Plan of Studies and to meet with the student to review the student's academic progress.

10.1.2 Module Coordinators

During the course of the year, the Module Coordinators teaching each module will make themselves available to students through establishing weekly office hours (minimum of two hours per week for staff teaching current modules, other staff by appointment) during which they may be consulted on curricular and related matters, and give individual advice on matters pertaining to the programme. Outside these office hours, staff should be available by appointment.

10.2 OFFICE HOURS

During the course of the year, academic staff will make themselves available to students through establishing weekly office hours (minimum of two hours per week for staff teaching current modules, other staff by appointment) during which they may be consulted on curricular and related matters, and give individual advice on matters pertaining to the programme. Outside these office hours, staff are available by appointment.

Students should consult the Programme Coordinator should they experience any difficulty, which is impairing academic performance. The Programme Coordinator will discuss and, if possible, suggest solutions for any problems with academic work, and may ask other members of staff for help where appropriate.

10.3 CONSULTATION

- Students may make formal appointments for consultation within the times advertised by staff, if such formality is exceptionally required. To ensure that the student and staff member make effective use of the consultation time, it is recommended that students indicate the nature of their inquiry or concern at the point of making an appointment.
- Students may refer to the academic staff contact details provided in the Student Handbook responsible for taught modules and programs in which they are enrolled so that they may communicate directly with those staff.
- Different staff will have their own protocols and practices for general communications. However, if a student has a serious concern or issue, they should ensure that it is confidentially and sensitively addressed initially to the tutor most directly concerned, and then escalated or referred on to the relevant senior academic (Head of Programme or Dean) or senior administrator (normally the Head of Student Administration)

10.4 STUDENT SERVICES

10.4.1 Career Guidance and Support

BUiD offers a range of career counselling services designed to help students augment their employability on graduation. Career guidance helps students explore vocational interests, and

opportunities available in various fields of specialisation in their chosen educational programmes. This is provided through the following means:

- Members of the academic staff giving careers advice.
- Students being referred to members of the Programme Advisory Group which comprises specialists in fields relevant to the programme
- Access to career related activities organised by Dubai International Academic City.

Individual Career Counselling Services

- Specialists from Sandpiper Consultants are available in the evenings for two hours every fortnight during term time. Consultations are by appointment.
- Appointments can be made for other times subject to availability of consultants.
- The University reserves the right to charge the student the cost of the service if an appointment is booked and the student does not attend the session, without giving notice at least two working days prior to the scheduled appointment.
- The University reserves the right to charge the student the cost of the service if a place on a workshop is booked and the student does not attend all of the sessions.

Career and Employment Information

Students have access to employment related information through employment and corporate websites, copies of corporate directories and databases. The University Library has a specially designated space for access to this information.

Career Development Support

The University has hired the services of a professional career development organisation, Sandpiper Consultants which offers the following services:

- Workshops on job search
- CV writing
- Interview techniques
- Individual one-on-one coaching for career success
- Organising and facilitating job search

Career Workshops

Workshops are conducted regularly for students and topics include skills development, CV preparation, mock interviews and researching job opportunities.

Career Fairs

An annual career fair will be organized in BUID which will bring together employers and students, and will provide opportunities for both to explore opportunities. Graduating students will get an opportunity to interact with prospective employers and submit their CVs, thus paving way for their employment upon graduation.

10.4.2 Personal Counselling Service

Students are provided personal counselling services which include:

- Emotional counselling for students who find it hard to cope provide counselling for stress, anxiety, depression, relationship problems, bereavements that may affect their academic performance
- Counselling for low self-esteem, decision making, anger management

- Support for students and staff in case of an emergency on campus
- Guidance for students regarding mitigating circumstances
- Crisis counselling
- Learning skills counselling like time management, memory improvement, coping with work load, preparing for examinations etc
- Workshops for groups of students on related topics

The personal counsellor will maintain confidentiality and respect rights and privacy of students.

Access to Personal Counselling Facility

Counselling services are currently available for all registered students during term time, from 3pm to 6pm on Wednesday. Access to the counsellor out of designated hours is available and will be organized through the Student Services Administrator.

The Counsellor is available in the Counselling Room which is located opposite the library. Students are not required to seek an appointment to meet the counsellor. They may meet her during the designated hours. Confidentiality will be maintained at all times.

If students feel that their academic performance is hampered for certain reasons which they are unable to share with the University staff members, they may meet the counsellor who will submit a report without revealing sensitive/confidential details to the Mitigating Circumstances Committee for their decision and recommendation to the Board of Examiners.

10.4.3 Accommodation

The University does not provide student accommodation. Hence students are requested to contact student administration for other available accommodation options.

10.4.4 Lost and Found

All lost and found items are to be deposited in the Student Administration office. Students who misplace an item may contact Student Administration.

10.4.5 Alumni Society

The University maintains an up-to-date database of its former students. Through this the University will act as a contact point for a worldwide network of alumni and groupings of alumni in various countries and regions of the UAE. Inclusion in the database will be voluntary and will form the mailing list for news on developments within the University.

Alumni Society members have access to Blackboard via the alumni page. They are on the University's mailing list and receive information about relevant events.

10.5 DIAC FACILITIES

Food Court

The food court is located across Block 11. The food court is open from 9am to 8.30pm from Sunday to Thursday, and 9am to 4.30pm on Friday and Saturday.

Prayer Rooms

Male and female prayer rooms are located in Block 8. A prayer room for women is available in Block 11. A prayer room for men is available in Block 12.

Student Hub

The DIAC Student Hub is the official representative of the student body in Dubai International Academic City, its aim being to create a vibrant campus environment through supporting students with a wide range of both virtual and physical services. Information about the student hub services is available on <http://www.diacedu.ae/page.php/about-student-hub>.

10.6 WEBSITE

BUiD website has a dedicated page for career services: <https://www.buid.ac.ae/current-student/buid-achievement-career-excellence/> Employment and internship opportunities are posted on the careers page and students are required to log in to access information.

10.7 INTERNSHIPS

BUiD has forged relationships with employers who offer appropriate paid and unpaid internship opportunities to students. Information about such internships is posted on the careers page. BUiD also offers internship opportunities for its students when vacancies arise in the University in various departments.

11 LIBRARY AND LEARNING RESOURCES

11.1 LIBRARY MISSION STATEMENT

The mission of the University Library is to deliver information in the form, at the place, and at the time of most benefit to the user, within the requirements of the University. The University Library exists to serve the teaching and research needs of the University in information provision, and strives to offer the highest quality of service to all students and staff. In addition to traditional library services, this involves providing users with access to information in a variety of electronic formats.

11.2 ELECTRONIC RESOURCES

Electronic resources are organised on the University library portal by subject area to facilitate access to those resources relevant to a particular field of study or research. The University Library maintains on its website a searchable catalogue of all print and non-print materials as well as links to all of the electronic resources it holds, including:

- i. E-journals;
- ii. Electronic reference materials including dictionaries, encyclopaedias, and newspapers;
- iii. Databases providing bibliographic references to literature in specific subject areas, abstracts, and synopses of literature and, in some instances, full-text articles;
- iv. Networked CD-ROMS encompassing bibliographic databases, reference works, and textbooks; and
- v. Web-based resources such as online databases, bibliographic resources, subject gateways and search tools.

All books are arranged on the shelves according to the Dewey Decimal Classification using a combination of letters and numbers. The required book can be searched by its author, title or subject through the library's online catalogue.

The University Library also houses computer workstations. With the support of a high-speed network and PCs, students have the tools to complete their research, prepare assignments and produce high quality presentations.

11.3 REPROGRAPHICS

A self-photocopy service using a coin operated machine is available. The University Library has a photocopier to enable the copying of articles and chapters within the bounds of copyright legislation.

The University Library abides by national and international copyright laws in force. Copyright regulations are posted next to or immediately above the photocopier to prevent any infringement of rules. Photocopying from cover to cover will not be allowed.

11.4 ACCESS TO LIBRARY FACILITIES

The Library, which is staffed by qualified librarians, will be open at such times as may be determined by the University Librarian in agreement with the University authorities, and a statement of the hours during which the University Library is open will be displayed outside the Library. During teaching, this is currently 9am to 9pm.

The electronic resources of the Library (including its catalogue) will be accessible from any location, on-campus or remote, 24 hours per day.

11.5 LIBRARY MEMBERSHIP

The use of the University Library for borrowing is normally permitted to registered readers only.

Registration as a reader will be open to all persons in the following categories:

- i. Full and part-time members of the University's academic and academic-related staff;
- ii. Visiting staff who have been given similar status within the University;
- iii. Registered students of the University;
- iv. Alumni
- v. Members of the Council other than those covered in the above categories; or
- vi. Non-members of the University may be permitted to use the Library following the regulations as external borrowers

Registered students are issued with a University ID card which also acts as the Library card. This must be produced each time a book is borrowed. The card is issued with the understanding that its owner agrees to abide by the Library rules and regulations. Users in the other categories of membership must sign a statement that they agree to abide by all Library rules and regulations

External Borrowers or Visiting Scholars may vary according to differences in their requested type of use. External borrowers must submit required identity and request documents, and must pay a refundable security deposit fee in order to secure privileges for borrowing which shall be limited to books only. Visiting scholars, must comply with the general library policies set forth in the University Library Guide.

University (identity) cards are non-transferable. It is the reader's responsibility to ensure that the correct contact details are notified to the Library.

Students are registered with the Library at the beginning of each term.

11.6 GENERAL RULES AND REGULATIONS

The marking, defacing or damaging of Library materials will be regarded as a serious offence and may be subject to the University disciplinary rules.

Any damage found should be reported immediately to Library staff.

Readers who are responsible for an item which is damaged or lost will be required to pay for the cost of replacement.

Readers who fail to return any materials in accordance with regulations will be liable to the appropriate fine in respect of each item not returned. Such fines will be determined by agreement with the responsible committee and will be published as regulations in the University Library Guide which is available on Blackboard and provided to students during induction. Currently this is in AED 2 per day for lending stock.

In accordance with the University's general disciplinary regulations, the librarian may suspend persistent offenders from the use of the University Library.

A charge will be made for the replacement of a reader's card which has been lost or which through damage is made unusable.

Smoking is not allowed in the Library.

The consumption of food and drink will not be allowed within the parts of the Library open to readers.

The use of mobile phones is not allowed in the Library.

11.7 LIBRARY INDUCTION

All students will receive an orientation to the University Library and the services it offers as part of their induction week. They will meet the University Librarian and receive instruction on the resources on offer, and on how to access these resources.

11.8 BORROWING

No book may be removed from the University Library without the issue being recorded in the manner prescribed by the Library staff. Library staff are authorised to examine books if a reader activates the book detection system when leaving the Library. The Library staff may restrict or prohibit the borrowing of any book or periodical.

Borrowing regulations for different categories of users and material are determined from time to time by agreement with the Library and Learning Resources Forum. A guide to borrowing regulations is available in the library.

All materials borrowed from the University Library must be returned by the due date.

The Library staff may recall materials issued to any reader if the item in question is in demand by other readers. In such cases, items must be returned by the new due date specified on the recall notice sent to the reader.

Readers will be at all times responsible for any materials which have been issued in their name and this responsibility ends only when the item has been returned to the University Library and the issue record has been cancelled. Readers will be required to pay for the replacement of any materials, which are lost while issued to them, with the addition of an administrative charge.

Off-prints (photocopies of journal articles and book chapters) will be placed in the Course Reserve section.

Journals and reference material will not be available for loan, but may be photocopied, subject to copyright regulations.

11.9 INTER-LIBRARY LOANS

Access to materials which the University does not have in its stocks may be arranged from other libraries in the country under the inter-library loans service upon written request from the user.

Inter-library loan facilities will be available to all categories of borrowers covered by the Library regulations, although some restrictions may apply.

The use of any material obtained through the inter-library loan service is governed at all times by the regulations of the lending library. This service will be limited according to cost.

11.10 COOPERATIVE ARRANGEMENT

Under the Memoranda of Understanding (MoUs) and agreements signed with the associate Universities, the University will have access to the partners' electronic resources and will model its library on best international practices. Students will benefit from the resources held at these universities.

11.11 LIBRARY STAFF

The Library is staffed by a Librarian, who has a recognised qualification in Librarianship.

11.12 ASSISTANCE TO USERS

The Library staff will be on hand to answer any questions that staff and students have. In addition, questions to the Library may be emailed to library@buid.ac.ae, and the library staff will address your queries.

Through the induction programme, and during the course of the academic year, students will receive practical training in the use of databases, catalogues and bibliographical management packages they will need to use in the course of their studies.

11.13 TRAINING

Special training will be offered on the use of audio-visual equipment and facilities as well as other library services.

11.14 SUGGESTIONS TO LIBRARY

A Suggestion Box (which can also be used for complaints as well) is in the University Library. This process can be used:

To make comments, negative or positive, about Library service;

To make suggestions for change or improvement; or

To suggest items for the Library to add to stock.

Suggestions/complaints forms will be provided. Suggestions boxes will be emptied weekly. Suggestions and complaints can also be sent by email (library@buid.ac.ae) from where they will be forwarded to the member of Library staff best able to address them.

Where those completing such forms identify themselves, they will receive a reply in writing and, unless the matter is regarded as confidential (i.e. a complaint about an individual member of Library staff or a concern which relates directly to the personal experience of the complainant), the original comment and the reply will be posted on the Blackboard.

The University Librarian will maintain oversight of the process and will produce for the Library and Learning Resources Forum at the final meeting each year an analysis of the complaints/suggestions received during the previous year, along with the Library's responses. This analysis will be used as a check to determine if general changes are required to Library practices or regulations.

11.15 LEARNER SUPPORT

Learner Support is available for all students regardless of their English language proficiency. It is provided in a variety of ways: through regular classes; individual tutorials; small group tutorials; and through the availability of the library resources and web-based materials. Learner support at BUiD consists of the following four strands.

1. Study Skills Classes
2. English Language Classes
3. Individual Tutorials
4. Support for IT Skills

Information on the class timetables and the timings for tutorials will be published at the start of each term.

12 INFORMATION TECHNOLOGY RESOURCES

The University intends that all of its students should make full use of communications and information technology to support their studies.

In addition to the extensive use of information technology in the curriculum, each student is provided with a wide range of computing facilities during the course of his/her studies, with the expectation that all students will use word-processing, electronic mail, and information resources on the Internet, along with any other computing activity that is relevant to the subject.

12.1 INFRASTRUCTURE

Networked computers will be provided in student laboratories. Students will also be given, on application, access to the University wireless network.

12.2 WEB PROVISION

The University web-based services will fall into two levels of access:

12.3 PUBLIC NETWORK

The most open level includes the website, which will provide public access to information about the University. It will include, for example, an online application form for prospective students.

12.4 BLACKBOARD

Blackboard access is provided to all registered students. This learning tool is utilized to share general University information (for example policies, announcements etc.) as well as programme and module specific information (including module guides, sample papers and other similar materials.) Students are expected to use this facility on regular basis in order to remain updated about the University in general and their programme in particular.

12.5 GENERAL RULES

- No food or drinks are allowed in the computer lab
- Users are to keep the computer lab and computer terminal area clean.
- Users should not divulge their password to anyone.
- The printing from the internet should be kept at a minimum
- Users are to logoff the computer after use.
- All users must be considerate of others and behave in a quiet and orderly manner when using the computer facilities.
- The users must follow the published times for access to the facilities.
- The IT staff can ask any user to show his/her staff or student ID card as proof of identity. The University has a right to ask user to stop using the facilities if he/she can not show the ID card.

12.6 IT SUPPORT

The University's IT infrastructure is supported by two dedicated IT staff, who may be approached directly by students in the event of any technical problems.

Tuition in relevant IT skills will be provided by academic teaching staff if required,

IT Support (ITS) provides trouble shooting assistance for computer problems, but it does not service privately owned computers. It will not support Non-English or inappropriately licensed operating systems. No warranty of service is provided or implied. Students must sign a liability waiver if they request ITS to work on their computers. ITS reserves the right to refuse service at any time due to workload associated with the University owned hardware and software.

12.7 SERVICES OFFERED BY IT SERVICES

- Wireless connectivity to student-owned laptops
- Installation of supported open source research software required for academic work
- Basic troubleshooting of operating system problems
- System Updates on supported Operating Systems (Windows XP, Vista & Windows 7)
- Virus and spyware removal (Basis support is available, but extensive problems involving virus and spyware removal may not be resolved. The University does not guarantee fixing of every virus and spyware issue possible.)
- Provision of recommended computer specifications
- Limited support is provided for Mac products and Linux.
- Repair referral for laptop hardware
- Wireless Connectivity

12.8 SERVICES NOT OFFERED BY ITS

- Backup of personal data
- Reformatting and factory restores
- Installation of system disks and operating systems
- Opening computer case and performing or assisting with hardware replacement/repair.
- Registry Edits
- Providing service to computers that have more than one anti-virus software package installed. Having more than one anti-virus solution can create multiple conflicts on a computer.
- Provide service to computers that are unable to boot into their operating system normally.
- Provide service to computers using a non-English language operating system.

12.9 MISUSE OF COMPUTER EQUIPMENT

The University computing facilities are provided solely for use by students in connection with their university education, including research activities. Other small-scale use may be allowed, as a privilege and not a right, and if abused will be treated as a contravention of University regulations. Any use that brings the University into disrepute or is a breach of any student

policy, code or similar University document relating to discipline, conduct or harassment, will also be treated as a contravention of these regulations. No student should, unless appropriately authorised, take or omit to take any action, which damages, restricts, jeopardises, impairs or undermines the performance, usability or accessibility of the computing facilities, the communications network, systems programs, or other stored information or data including loading or downloading software.

12.10 STUDENT RECORDS AND TRANSCRIPTS

Student records will be kept safe and only authorised personnel will be entitled to have access to them. Personal information, such as contact details or student grades will not be given out to any third party save as required within the legal authority of the government.

Staff will issue their assessment and results to students individually and will not post them publicly.

No official transcript may be issued to any party other than the concerned student without his/her signed request and it will not be handed to any other party, except with the student's written authorisation.

All official transcripts will be signed by the Registrar or appropriate designee, of the University, whose signatures solely will be recognised outside the bounds of the University, before being released to the student or to a third party authorised by the student to receive it.

An official copy of the transcript will be sent to the student's home address upon written request from the student.

Students may request an unofficial transcript or a record of grades at any time.

Information such as tutorial reports, correspondence or coursework will be disposed of after an appropriate period not exceeding five years.

Other information referring to the student which is kept on file, will be used for quality assurance purposes only. Such data will not be traceable to any individual student and is therefore not subject to these policies.

The details and implementation of information storage, release and retention policies will be the responsibility of the Head of Student Administration.

13 HEALTH AND SAFETY PROCEDURES

The aim of the University is to provide and maintain, so far as is reasonably practicable, safe and healthy working conditions, equipment and systems of work for employees, students and visitors, and to provide such information, training and supervision as is needed for this purpose.

The Student Hub department raises awareness on DIAC's health and safety guidelines as well as the code of conduct for students. The University shall provide adequate resources to implement the regulations of the DIAC. Students are required to comply with the guidance from the DIAC and other relevant codes of practice.

Students should not bring any kind of alcoholic drinks for consumption on University premises. They should not enter or remain in the establishment while intoxicated. The University shall communicate new health & safety policies, procedures and objectives regularly.

The Fire Evacuation Coordinator communicates DIAC's new policies, procedures and objectives to all faculties and administrative departments regularly.

The health and safety performance throughout the University is monitored through the institutional effectiveness system.

13.1 OFF-CAMPUS SAFETY

Off-Campus activities relate to any work or research carried out by staff or students in places not under the control of the University, but where the University is responsible for the safety of staff and students and others who may be affected by their work.

The BUiD Policy for programme-related off-campus student activities has been created to achieve the goals of:

- a. organising and delivering, safe, productive, stimulating and educational field experiences
- b. minimizing harm or loss to participants
- c. meeting the university's obligations, both legal and moral, with respect to the health, safety and security of all members of its community

Dependent on the complexity of an off-campus activity, the University's responsibilities will include:

- a. choosing suitable venues and providers
- b. cooperating and coordinating with third parties for example on any special staff/student requirements
- c. arranging or sanctioning suitable travel to/from/between locations and suitable accommodation

- d. organising appropriate authorisations, risk assessments and arrangements for practical work involving staff and students
- e. ensuring the identification of competent individuals and adequate supervision
- f. planning adequate communications and emergency/contingency arrangements
- g. organising staff and student briefings on arrangements, requirements and codes of behaviour

Although the University retains overall responsibility for the health and safety of its staff and students in all off-campus activities, the University may not be able to exercise management control in the same way as it can on campus and, in practice, responsibility will be shared with third parties, for example the organisation hosting the visit or providing the facilities. However, the University will take all reasonable steps to ensure that there is a safe system of work for the off-campus activity, and that the arrangements it makes with its own staff, students and any third parties are adequate to ensure the off-campus activity does not cause harm to them, or to anyone else who may be affected

13.1.1 Participants

Participants are defined as all individuals, including students and authorized volunteers, taking part in an off-campus activity.

Each participant is responsible for:

- a. familiarizing himself/herself with, and acknowledging the risks of, the particular off-campus activity
- b. attending preparatory briefings and completing all designated training sessions
- c. using the appropriate protective equipment and following the safety procedures
- d. acting safely and in a responsible manner and exercising good judgment at all times to prevent harm to himself/herself and to others
- e. bringing to the attention of the Module tutor, Head of Programme/Programme Coordinator and the Dean, or any other University official, any concern that appropriate safety preparations have not been made, or that an off-campus activity is not being conducted with due regard to safety, as soon as possible after the concern arises
- f. providing post-activity feedback informally or, if requested, by completing a Feedback/Evaluation Form on return from the off-campus activity.

Students and other participants with a disability

Such students may have particular needs to enable them to be safely included in fieldwork. The principle of making reasonable adjustments should be applied so far as the adjustments do not increase the overall risk to any of the participants.

- a. activities, including training and information if necessary
- b. Make adequate arrangements taking full account of planned activities and foreseeable emergencies, up-to-date information on local conditions, individual competence, and any declared disabilities/medical conditions.

13.1.2 Information and Instruction

- i. Written information should be circulated to the participants well before the date of the off-campus activity.
- ii. Records of instruction and training given should where applicable, include the signatures of the recipients who sign explicitly to confirm that they have received and understood the instruction and training, and agree to abide within the framework set out therein.

13.1.3 Post-trip Review and Evaluation

- i. Participants should be given the opportunity for providing feedback and/or evaluation of off-campus activities, whether informally or formally.
- ii. If any critical or non-critical incidents occur during the course of the off-campus activity, the module tutor must report this to the Head of Programme/Programme coordinator and the Dean. The purpose of this reporting process is to ensure that the circumstances which gave rise to the incident can be taken into account by anyone (whether in the same or a different Faculty) who is planning subsequent activities of a similar nature or in the same area. The process also provides a safety audit trail of benefit and sometimes necessity for the University and its collaborators.

13.2 LABORATORY SAFETY PROCEDURES

BUiD is committed to providing a safe work environment for learning, teaching and research.

It is imperative that students and others working in laboratories take responsibility for following safe practices and ask for help when not certain how to proceed safely

- Do not enter a laboratory without authorisation. If there is no person in charge of the laboratory, wait and try to contact your normal lab supervisor or if he/she is late by 5 minutes or more, the University Safety Officer.
- Register your attendance and listen to any instructions from the person in charge of the laboratory.
- Wear appropriate clothing. Do not wear open-toed shoes, sandals, shorts or shirts with dangling sleeves. Tie back long hair and avoid dangling jewellery. Use Personal Protective Equipment (PPE) such as goggles or appropriate safety eyewear, aprons, gloves etc. Bring your own if instructed or permitted; otherwise obtain them from your instructor or the Safety Office. Replace damaged safety wear promptly.

- Respect the lab and your specific work area. If it is not clear and clean, take care with tidying any materials, spillages and equipment – if in doubt seek advice. Follow the rules for obtaining, using, disposing and/or returning all equipment and materials to appropriate stations before leaving the lab.
- Always listen to your instructor and read any labelled information or instructions. Do not remove information labels from equipment. If a label appears to be missing notify your instructor.
- Do not eat, drink, smoke, or apply cosmetics in the laboratory.
- Avoid all horseplay in the laboratory.
- Treat heat sources with caution.
- If authorized or instructed, use electrical and mechanical equipment and all power sources with care and attention.
- **In the event of any accident, alert your instructor or if he/she is incapacitated or unavailable, contact the Safety office immediately. Follow any directions from the instructor or the senior university staff member on the scene.**

The Safety Officer contact Number is 04 279 1416 and the email address is hassan@buid.ac.ae.

APPENDIX 1 GRADE DESCRIPTORS

Student performance in written examinations, practical work and oral examinations, reports and essays and research work will be assessed against the criteria as defined in the following grade descriptors.

<i>This matrix is fixed and should not be altered. Achievement descriptors are indicative. Course teams should interpret them as appropriate with reference to the assignment, subject and level.</i>						
Criteria	Level of Achievement Indicators					
	Fail 0-29%	Fail 30-39%	40-49%	50-59%	60-69%	70-100%
1. Research Systematic identification and investigation of appropriate sources	Little or no information presented	Information presented does not relate sufficiently to the task; there may be evidence of rudimentary research	Adequate information has been gathered and documented from readily available sources applying standard techniques	Information is accurate, appropriately categorised and from a range of sources	Well informed judgements made of the relative value of connected information from a wide range of sources	Extensive independent research, accuracy, familiarity with the material, and sound judgements
2. Analysis Examination and interpretation of resources	Little or no evidence of examination of source material	Constituent elements may be incorrectly identified; analysis	Key elements within relevant information are identified, but	Accurate interpretation of the relationships	Accurate interpretation and evaluation of	Accurate and perhaps personal synthesis and

This matrix is fixed and should not be altered. Achievement descriptors are indicative. Course teams should interpret them as appropriate with reference to the assignment, subject and level.

Criteria	Level of Achievement Indicators					
	Fail 0-29%	Fail 30-39%	40-49%	50-59%	60-69%	70-100%
		may be attempted but unjustified	may lack accurate interpretation	between constituent elements	relationships between elements	evaluation of elements
3. Subject Knowledge Understanding and application of subject knowledge and underlying principles	Unable to evidence or articulate basic principles and knowledge related to the subject	Limited knowledge of subject and its development	Evidence of understanding key aspects of the subject context, in current debates and/or historical background. References to some relevant movements/people	Accurate understanding of subject context. References key movements and people	Accurate extensive understanding of subject context. Evidence of appreciation of the relative significance of movements and people	Contributes to the subject debate by assimilating knowledge into a personal hypothesis (or elements / the beginnings of one)
4. Experimentation Problem solving, risk taking, experimentation and testing of ideas and materials in the realisation of concepts	Little or no engagement with alternative ideas and processes	Unable to identify problems; does not understand the purpose of risk taking or exploration of alternatives	Operates within familiar and well established ideas, processes, media and/or materials; some evidence of exploration	Evidence of exploration of processes, media and materials; may lead to potential directions for future work	Evidence of conceptual risk taking / using own analysis to inform further cycles of inquiry and potential future directions	Unfamiliar conceptual territories may be explored

This matrix is fixed and should not be altered. Achievement descriptors are indicative. Course teams should interpret them as appropriate with reference to the assignment, subject and level.

Criteria	Level of Achievement Indicators					
	Fail 0-29%	Fail 30-39%	40-49%	50-59%	60-69%	70-100%
5. Technical competence Skills to enable the execution of ideas appropriate to the medium	Execution demonstrates poor judgement and very limited command of techniques	Uses limited rudimentary processes exercising little judgement	Skills are adequate to communicate ideas; accepted conventions and procedures are usually applied	Skills facilitate communication of ideas; evidence of checking / testing / finishing; conventions and procedures are used consistently and appropriately	Skills facilitate practice and the communication of ideas; full command of conventions and procedures is evident	Idea and technique are unified. Discernment and judgement are evident. Craft skills may have contributed to conceptual advances
6. Communication and Presentation Clarity of purpose; skills in the selected media; awareness and adoption of appropriate conventions; sensitivity to the needs of the audience	Ineffective use of visual/ oral/ written communication conventions in the production and presentation of ideas	Partial lack of awareness and observance of conventions and standards; lack of clarity in structure, selection and organisation of information; lack of awareness of audience	Conventions and standards are applied; structure is clear; information selection and organisation shows awareness of audience requirements and preferences	Communication media have been selected / used with good judgement; standards and conventions of use have been fully adhered to; decisions show awareness of the audience and the context	The nature and strengths of appropriate communication media have been exploited; information has been selected, organised and presented showing awareness of context and audience	Message and medium are unified with personal style; the communication is persuasive and compelling; it takes full account of diverse audience needs

This matrix is fixed and should not be altered. Achievement descriptors are indicative. Course teams should interpret them as appropriate with reference to the assignment, subject and level.

Criteria	Level of Achievement Indicators					
	Fail 0-29%	Fail 30-39%	40-49%	50-59%	60-69%	70-100%
7. Personal and professional development Management of learning through reflection, planning, self direction, subject engagement and commitment	Consistent lack of evidence of reflection or planning for learning. No awareness of personal strengths and weaknesses in relation to task	Sporadic evidence of reflection and planning not followed through consistently. Incomplete awareness of personal strengths and weaknesses	Evidence that reflection and planning have led to increased subject engagement and commitment. Developing an awareness of strengths and weaknesses	Evidence that a cycle of reflection and planning has been iterative and productive. Actively works to develop strengths and mitigate weaknesses	Reflection and planning is self directed, iterative and habitual. Strengths have been successfully built on, weaknesses have been mitigated	Takes full responsibility for own learning and development through iterative cycles of well articulated purposeful analysis and planning, supported by extensive evidence of impacts
8. Collaborative and/or independent professional working Demonstrates suitable behaviour for working in a professional context alone or with others	Does not collaborate with others; unproductive working alone; shows no knowledge of related profession	Collaborates reluctantly; struggles to produce work alone; has unrealistic view of professional life	Awareness of main standards required of relevant profession. Able work both collaboratively and independently	Aware of and able to meet most standards required of relevant profession in simulated or real professional situations. Productive when in a team or working alone	Aware of and able to meet most standards required of relevant profession in simulated or real professional situations. May work well in a team, provide effective leadership, and	Integrates a sense of own identity productively into real or simulated professional situations. Can comfortably work as team member, in leadership role, or alone

This matrix is fixed and should not be altered. Achievement descriptors are indicative. Course teams should interpret them as appropriate with reference to the assignment, subject and level.

Criteria	Level of Achievement Indicators					
	Fail 0-29%	Fail 30-39%	40-49%	50-59%	60-69%	70-100%
					demonstrate a well rounded profile working alone	

APPENDIX 2 UNIVERSITY STAFF CONTACT DETAILS

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17	Jouharali	279 14 68
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20	Khaleelullah Ghourie	279 14 42
21	Lordlyn Joy Tabalus	279 14 58
22	Maria Pinto	279 14 26
23	Maria Kopteva	279 14 29
24	Mohammed Ahmed	279 14 21
25	Mohammed Mesfer	279 14 71
26	Muhammad Jammal	279 14 30
27	Muna Ali	279 14 45
28	Nadine Markiz	279 14 54
29	Nour Boustanji	279 14 92
30	Rawy Abdelrahman Thabet	279 14 25
31	Salam El Khoury	279 14 13
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