

# Rules and Regulations

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## Dubai Knowledge Village/Dubai International Academic City Student Code of Conduct

It is important to note that Middlesex University Dubai works within the context of Dubai Knowledge Village/ Dubai International Academic City (a managed government education zone). Dubai Knowledge Village (DKV)/ Dubai International Academic City (DIAC) provide all infrastructural and facilities support and management and is directly in charge of all 'Shared Facilities' including but not limited to the food court(s), the DKV/DIAC campus grounds, the DKV/ DIAC recreation areas, internal roads, infrastructure, and all other common assets.

DKV has its own 'Shared Facility Policy Statement on Student Discipline' which all students enrolled at Middlesex University Dubai are obliged to comply with.

The latest version of the policy is available online at [www.diacedu.ae/student-services/code-of-conduct](http://www.diacedu.ae/student-services/code-of-conduct) and at [www.diacedu.ae/images/stories/code%20of%20conduct.pdf](http://www.diacedu.ae/images/stories/code%20of%20conduct.pdf).

## Students' Council Regulations

The latest version of this policy is available online at [www.mdx.ac/StudentPortal.asp](http://www.mdx.ac/StudentPortal.asp)

### Introduction

#### *What is Middlesex University Dubai's Student Council*

Middlesex University Dubai's Student Council (SC) is an organisation designed to represent the students of the University in matters affecting their educational experience. The council aims to establish recognised means of communication between the student body and the University authorities as well as with other organisations.

The SC is an effective tool that allows students to share ideas, interests, and concerns with fellow students, lecturers and academic staff. SC council is the drive force behind the students' body and, in line with university's rules and regulations, they develop projects

### Aims and Objectives

- To represent the students of the University in matters affecting their educational experience, and to implement

and carry out effective communication between the students and the University authorities and other organisations.

- To promote and encourage student societies and clubs, cultural, sports and social activities.
- To provide and administer such services as are necessary to meet the needs of its members.
- To ensure that students are always at the centre of the SC's services and that no member is discriminated against on grounds of gender, colour, race, nationality, ethnic group, regional or national origin, age, marital status, sexual orientation, class or political or religious belief.
- To provide representation on University Committees e on behalf of the student body, enabling participation in the affairs of the University and to further provide for the student body's full understanding of all relevant issues.
- To encourage co-operation between the student body and the University and other institutions of higher education as appropriate.
- To foster good relations between the student body and the wider community at large.

Adapted from MUSU Constitution: <http://www.musu.mdx.ac.uk/const/Const.doc>

## General Responsibilities of Student Council Members

The Student Council on the whole is responsible for:

- Following university rules, regulations and policies of the University
- Reporting to and liaising with the University on issues faced by students
- Liaising with other related student groups and forums
- Publishing the contact details each Student Council members at the beginning of their term and ensuring that they make themselves available to the student body at all times
- Organising a minimum of eight (8) events per academic year consisting of at least two (2) events of a social nature, one (1) event of an educational nature, one (1) event of a charitable nature and four (4) sports events.
- Developing services that are beneficial to the student body

## Composition and Specific Responsibilities for Student Council Members

The Students' Council is composed of the following officers:

- School Representatives (four in total – one student from each School)
- Secretary

- Spokesperson
- Sports Representatives
- Culture and Society Representatives

Specific responsibilities are as follows:

### **School Representatives**

Responsible for:

- Liaising between the SC and students of the school you are representing to achieve goals and objectives in adherence within its regulations and policies
- Handling responsibilities agreed within the Students' Council members
- Organising and attending SC meetings
- Preparing minutes regarding issues to be discussed in SC meetings
- Discussing issues relevant to the student body with the Academic Programme Coordinator of your School and through formal channels, such as the University Committee involvements (i.e. Boards of Study, Campus Forum, etc.)
- Keeping students of your School informed of the relevant decisions taken
- Establishing links with other student organisations and activities coordinators.

### **Secretary**

Responsible for:

- Taking minutes at all Middlesex University Students' Council meetings and forums
- Forwarding copies of all SC meeting minutes to its members and to the Students Activities Manager shortly after meetings
- Distributing all notices to SC members and the student body
- Handling the incoming and outgoing correspondence of the Students' Council

### **Communications Officer**

Responsible for:

- Developing and updating SC's website, if available
- Representing the Students Council in the positive, courteous and professional manner
- Preparing the material and accurately and promptly informing students about upcoming events and other important SC information, using all channels of communication (notice boards, lobby TV screen, students emails, leaflets, brochures, posters, approved Face Book page, etc.)

- In charge of updating the SC notice board. Notices and information to be approved by the SC members and Student Activities Manager, before being posted on the board
- Facilitating and participating in SC meetings as necessary
- Advising SC members on all matters and activities
- Overseeing SC elections (see section 6)

### **Sports Representative:**

Responsible for:

- To actively promote and support all sports activities, currently active in the university.
- Readily receive new ideas and suggestions of new sports clubs, associations. Responsible to convey the suggestions at the first next SC meetings, for further consideration and feasibility study.
- Coordinate events and sports tournaments, encouraging active participation of the wide students' population promoting teams and individuals.
- Making initial contacts and leads with locally based companies and recognized individuals in the local community, thus seeking public awareness and promoting university's sports life. Any material or meeting planned with the members of the public are subject to consent by the university's management.

### **Culture and Society Representative:**

- To actively promote and support all cultural, humanitarian, charity activities, currently active on the university level.
- To be active in initializing new projects, clubs and campaigns, beginning with conducting surveys and research within the university and wider, in order to select the most popular and positive activities.
- To readily receive new ideas and suggestions of new sports clubs, associations. Responsible to convey the suggestions at the first next SC meetings, for further consideration and feasibility study.
- Coordinate events, while encouraging active participation of the wide students' population, promoting teams and individuals.
- Making initial contacts and leads with locally based companies and recognized individuals in the local community, thus seeking public awareness and promoting the University's name and brand. Any material or meeting planned with the members of the public are subject to consent by the university's management.

Each member has the right to participate and vote in any meeting or forum of the Council.



## Term of Office

All SC members will hold office for the duration of one academic year.

Re-election to the same position on the council is permitted once per academic program. Students that have served on the council can be nominated for positions other than those on which they have served.

## Removal from the Student Council

Any member can be removed from office before the expiration of the member's term of office by a special resolution of the council, where the SC is of the opinion that the office-bearer:

- has persistently refused or neglected to comply with any provisions of this regulation and any regulations made thereafter.
- has persistently and wilfully acted in a manner prejudicial to the interests of the SC and/or the University.
- has been subject to disciplinary action that results in suspension or expulsion from University.
- is absent without notice from four (4) consecutive SC meetings.

Office-bearers shall be given written notice at least one (1) week prior to the Special Resolution calling for their removal.

The Office-Bearer has the right to make a representation to the meeting.

## Meetings of the Student Council

### *Addressing a Meeting*

Middlesex University Students' Council shall meet at least once each month of the academic year, at such date and time as convened by its members.

### *Notification*

The secretary will contact each member of the SC and the Students Activities Manager one (1) week prior to the meeting date, and will notify them of the date, place and time of the meeting.

### *Quorum*

The meeting shall initiate only if at least five (5) members of the SC are present.

## *Agenda for meetings*

Before attending to a meeting, the Secretary will distribute to the members an agenda with the contents of the meeting. The items that appear on the agenda will usually follow the following pattern:

- Minutes of the previous meeting: SC will make sure that the decisions or points made at previous meetings were recorded accurately.
- Matters arising: SC will ensure that issues covered at the last meeting are updated and progress is followed up by the person(s) responsible.
- Reports: SC will provide an opportunity to members to report to the committee on specific issues and projects
- Items: SC will discuss each agenda item in turn. This is the opportunity for the members to forward any comments or questions.

## *Voting on decisions*

- During the SC meetings, decisions will be made on proposals or resolutions by casting of votes.
- Each member of the Student Council is entitled to one (1) vote in any meeting.
- The decision will be final once a majority vote is achieved

## *Keeping minutes of meeting and publishing of minutes*

- The Secretary shall be in charge of recording the contents and discussions of the meeting and forwarding them to SC members.
- Once the Communication Officer has received the draft, she/he shall publish the minutes to the SC website and designated notice-boards.

## Managing Funds of the Students' Council

### *Raising funds for the Students' Council*

- The Students' Council funding shall be secured via contributions made by the University, activity-specific donations/grants, funds collected from students for activities including participation fees at events and any other sources that the SC determines.
- All funds received by the SC shall be deposited with the University's Finance department as soon as practicable and without deduction, to the credit of the SC account.

### *Using Student Council Funds*

- Subject to any resolution passed by the SC, a formal written request for funding should be submitted to the

Students Activities Manager. Any such requests must include complete details of planned activity, its objectives, a total cost estimate and any other information relevant to the approval of the proposal. Inadequate or incomplete proposals will not be considered for funding.

- The SC shall not enter into any commitment or expenditure without the University's prior approval.
- All expenditures must be accompanied by proper receipts.
- The University may audit specific events and records as it deems appropriate.

### ***Voluntary and Not-for-Profit Operation***

Being a non-profit organization, the income and property (including equipment) of the SC can be used only for the promotion of the aims and objectives of the SC. No monies and/or property owned or operated by the council can be paid or transferred to council members or other students or persons by the way of dividend, bonus or salary.

## **OPPORTUNITIES**

### ***The experience for privileged students***

Middlesex University Dubai hopes that all of SC members will benefit from an enhanced learning experience. Being a member of the SC empowers students to have a say over their education and its development, an opportunity only a small number of students can say they have had. It also provides students with a better understanding of the workings of the University and the SC that may not be available otherwise.

### ***Personal development***

As a member of the Middlesex University Students' Council, students will be gaining skills and knowledge that will put them ahead in the job market when they graduate. It is an excellent addition to students' Personal Development's Portfolios and a significant achievement to highlight in resumes and job application forms and at interviews. SC membership will provide students with an opportunity to identify potential areas where they could use some improvement. Identifying areas for improvement is the first part of developing and improving personal skills.

### ***Student Council Membership Certificate***

In order to reward students for their efforts and commitment, Middlesex University Dubai grants a certificate to members of the Students' Council who fulfilled their role within the University Community.

## **Student Conduct and Discipline**

The latest version of this policy is available at: [www.mdx.ac.uk/aboutus/Strategy/regulations/studentconduct.aspx](http://www.mdx.ac.uk/aboutus/Strategy/regulations/studentconduct.aspx)

### **Statement of Student Conduct**

As a Middlesex student, you are expected to conduct yourself at all times in a manner which demonstrates respect for the university, your fellow students and its staff. You are an ambassador for the university, and you are expected to behave in a way that enhances the reputation of the university and all of its students and graduates, and that is sensitive to our culturally diverse environment. You are encouraged, with the support of the university, to engage actively in the learning process, to be fully committed to your studies and determined to succeed.

### ***Preamble***

These Rules are intended to provide fair and orderly procedures for maintaining reasonable student conduct and behaviour while enrolled with the University.

The Rules will be used so as to protect the right of all students to pursue argument, discussion and activities proper to their study in higher education. All students are encouraged to participate in debate and a wide range of activities, whether this be directly related to their own study programmes or to matters of wider community and public interest. Equally, all students are expected to respect the rights of others to study, to work, and to participate freely in the life of the institution. This is consistent with the Mission Statement of the University, with the traditions of higher education and with freedom of speech and association in a democratic society.

The Rules are set out in clear stages so as to be a guide to students and to staff. Except in the case of serious offences, the penalties are intended to operate as a series of warnings, with the authority to suspend or expel a student from the University being reserved to a member of the Executive, or nominee from Senior Management (normally the University Disciplinary Committee). It is the intention of these Rules to encourage the development of mutual respect between students, staff and University management. To this end it is important that students exercise their rights responsibly and with respect for others, and so contribute to the orderly running of the institution as a whole. This is the context in which these Rules and procedures should be read and used.



## Rules on student conduct and discipline

In the exercise of the powers conferred upon it under Article 12.3 of the Articles of Government made on 29 March 1993 the Board of Governors makes the following Rules concerning the conduct and discipline of all students. Action taken under these Rules shall supersede any action taken under any other rules relating to the conduct of those enrolled with the University.

### A. General Regulations

1. Students are accepted subject to their signed agreement, as part of the enrolment process each year, that they will comply with:
  - 1.1 the Articles of Government for Middlesex University as for the time being in force (a copy may be seen on application to the Clerk to the Board);
  - 1.2 the code of conduct, the rules for discipline, or such other lawful regulations or directions as may at any time be made or given by or on behalf of the Director with reference to the conduct or management of the University, being regulations or directions, either notified to the student individually or displayed within the University wherever general notices to students are usually displayed.
2. Students shall observe all lawful regulations or directions in relation to their attendance and their studies which may be made or given by staff of the University acting by authority of the Director.
3. Students shall observe all lawful regulations or directions in relation to the effective organisation and management of the University, which may be made or given by staff of or contractors to the University acting by authority of the Director (for example, regulations or directions in relation to safety, car parking, the occupancy of residential accommodation, the use of the Library, the use of facilities for computing, sport, refreshments, entertainment events and the payment of fees and charges).
4. Students shall inform Student Office of their home and lodgings addresses, and shall inform them within seven days of any change to those addresses or of their departure from the University before the scheduled end of their course.

### B. Definition Of Misconduct

The following shall constitute misconduct:

1. disruption of, or improper interference with, the academic, administrative, sporting, social or other activities of the University, whether on University premises or elsewhere;
2. obstruction of, or improper interference with, the functions, duties or activities of any student, member of staff or other employee of the University or any contractor or visitor to the University;
3. violent, indecent, disorderly, threatening, defamatory or offensive behaviour or language whilst on University premises or engaged in any University activity;
4. 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;
5. action which causes or is likely to cause injury or impair safety on University premises;
6. any form of harassment of any student, member of staff or other employee of the University or any contractor or visitor to the University whether in person, in writing, by email or otherwise;
7. breach of the provisions of the following Policies, Codes, Rules and Regulations of the University:
  - Equal opportunities in relation to the education of students;
  - Special needs of staff and students;
  - Discrimination;
  - Harassment;
  - Smoking policy
  - Anti-Bullying;
  - Curriculum Pedagogy and Assessment;
  - The language of equal opportunities;
  - Student Residence Agreement; and
  - such other Codes, Rules and Regulations as the University may determine.
8. damage to, or defacement of, University or associated property or the property of other members of the University community caused intentionally or recklessly or by negligence, and misappropriation of such property;
9. misuse or unauthorised use of University premises or items of property, including computer misuse;

10. conduct which constitutes a criminal offence (including conviction for an offence) where that conduct:
- (a) took place on University premises, or
  - (b) affected or concerned other members of the University community, or
  - (c) damages the good name of the University, or
  - (d) itself constitutes misconduct within the terms of this Code, or
  - (e) is an offence of dishonesty, where the student holds an office of responsibility in the University;

11. behaviour which brings the University into disrepute;

12. where a student is enrolled on a programme leading directly to a professional qualification or to the right to practise a particular profession or calling, any conduct which renders that student a person not fit to be admitted to and practise that profession or calling;

1. **Please note:** for some professional programmes there are separate 'Fitness to Practise' panels which consider this issue and which work in conjunction with these regulations.
2. failure to disclose name and/or other relevant details to an officer or employee of the University or its contractors in circumstances when it is reasonable to require that such information be given; or
3. failure to comply with a previously-imposed warning under this Code or any other Policies, Codes, Rules and Regulations of the University.
4. the deliberate false activation of a fire alarm.
5. Academic Misconduct (see section F). Warning points issued under Academic Misconduct regulations will be accumulated with warning points issued under these rules.

The conduct covered in this section shall constitute misconduct if it takes place on University property or premises or elsewhere if the student concerned was involved in a University activity, was representing the University or was present at that place by virtue of his or her status as a student of the University, including any work placement.

It shall also constitute misconduct in any location whatsoever if the actions bring the good name of the University into disrepute.

**Guide to warnings likely to be applied**

(This is a guide only and serious cases of any behaviour may incur more serious action to that indicated)

Warnings	Against property of the University, staff, students and visitors	Against the person	Against the work of the University	Against the good name of the University
Minor Warning (1 Warning Point)	Negligent damage Inconsiderate behaviour towards others including parking	Harassment: verbal physical	Disruption of the teaching/learning environment eg by the use of mobile phones	Offensive or disruptive behaviour affecting people adjacent to the Halls (Student Accommodation)
Serious Warning (2 Warning Points)	Petty theft of personal property excluding cash	Repeated harassment: verbal physical	Deliberate refusal to provide information required for statutory purposes	Knowingly making a false and vexatious allegation against the University or against any student or staff member
Grave Warning (3 Warning Points)	Theft of cash and goods. Deliberate damage to property and goods; the deliberate false activation of a fire alarm (also carries a financial penalty)	Intimidation: verbal physical	Repeated disruption of teaching	Use / issue fraudulent documentation NOT relating to qualifications / academic performance
Suspension/Expulsion (4 Warning Points)	Repeated theft or deliberate damage. Deliberate misuse of the University computer network, eg hacking	Physical violence, serious sexual assault	Major disruption of the academic programme or of the running of the University	Serious sexual assault Dealing drugs Use / issue fraudulent documentation relating to qualifications / academic performance

**NB** This code of conduct is applicable in any circumstances and in any location in which the student has been granted access by virtue of his or her status as a member of the University



### C. Misconduct which is also a Criminal Offence

The following procedures will apply where the alleged misconduct constitutes an offence under criminal law if proved in a court of law.

1. Where the offence under criminal law is considered not to be serious, action under this Code may continue, but such action may be deferred pending any police investigation or prosecution.
2. In the case of all other offences under the criminal law, no action (other than suspension or exclusion pursuant to section C4) will be taken under this Code unless the matter has been reported to the police and either prosecuted or a decision not to prosecute has been taken, at which time the Director shall decide whether disciplinary action under this Code should continue or be taken.
3. Where a finding of misconduct is made and the student has also been sentenced by a criminal court in respect of the same facts, the court's penalty shall be taken into consideration in determining any warning points under this Code.
4. Except in cases considered not to be serious, if the victim will not report the matter to the police or will not co-operate in their enquiries the University will not use its internal procedures to proceed with the matter. Only in exceptional circumstances will the University report an alleged crime to the police contrary to the wishes of the victim.
5. If the police decide not to prosecute, the University may, exceptionally, proceed with action under this Code depending on the reasons for the non-prosecution.
6. The University will normally refer all offences relating to controlled drugs to the police.

### D. Consideration Of Misconduct, Warnings

Where a student engages in any activity which may constitute misconduct under these Rules the following procedures shall apply.

1. Where issues concerning student conduct and behaviour arise in the day to day running of the University, it is hoped that these issues will be resolved at a local level by a member of staff or a contractor. For example, in relation to the running of the Halls of Residence, the Terms and Conditions of Residence set out how such issues will be dealt with at a local level.

If it is not possible and/or appropriate, to deal with the issue at a local level or the issue concerns misconduct which appears to be actually or potentially serious, then the issue should be drawn to the attention of the Director or a member of the Executive Team in writing and the student informed that this will happen.

2. The Director or a member of the Executive Team shall consider the gravity of the misconduct and shall determine whether:
  - 2.1 further action is necessary;
  - 2.2 to issue a written warning;
  - 2.3 to impose a charge in cases of damage or loss;
  - 2.4 to deal with the student concerned by setting up an appropriate disciplinary meeting, where the Director or a member of the Executive Team shall have authority to take any action listed within this section. Should the student fail, after reasonable notice, to attend such a hearing, the meeting may proceed to take any action listed within this section;
  - 2.5 to recommend expulsion, exclusion or suspension of the student;
  - 2.6 to report the matter, with a recommendation for further action, to a member of the University Disciplinary Committee.
  - 2.7 the Director has jurisdiction in respect of all students. Where a matter may involve students who cannot be clearly identified from a single School, or in cases which may not be connected with a student's programme, the Head of Student Office may be nominated to lead the disciplinary investigation.

#### 3. University Disciplinary Committee

The members of the University Disciplinary Committee shall consider reported misconduct and determine whether to:

- 3.1 order the making good or restitution of damage or loss;
- 3.2 expel, exclude or suspend the student.
- 3.3 a student who is the subject of a complaint of misconduct or against whom a criminal charge is pending or who is the subject of a police investigation may be suspended or excluded by the members of the University Disciplinary Committee pending the disciplinary hearing or the trial.

#### 4. Definitions

##### 4.1

- (a) '**Suspension**' refers to a total prohibition on attendance at or access to the University and on any participation in University activities but it may be subject to qualification, such as permission to attend for the purpose of assessment.

- (b) **'Exclusion'** involves selective restriction on attendance at or access to the University or prohibition on exercising the functions or duties of any office or committee membership in the University or the Student Council, the exact details to be specified in writing.
- (c) **'Expulsion'** involves the permanent withdrawal of the student from all activities concerned with the University.

- 4.2 An order of suspension or exclusion may include a requirement that the student should have no contact of any kind with a named person or persons.
- 4.3 No student shall be suspended, excluded or expelled unless he or she has been given an opportunity to make representations in person to a member of the Executive Team. Where for any reason it appears to the Executive Team that it is not possible for the student to attend in person, he or she shall be allowed to make written representations.
- 4.4 Where the case is judged to be one of great urgency a member of the Executive Team shall be empowered to suspend or exclude a student with immediate effect provided that opportunities mentioned in paragraph D4.3 are subsequently given and the matter reviewed within five weekdays.
- 4.5 Suspension or exclusion shall be reviewed in the light of any developments and of any representations made by the student or anyone else on their behalf.
- 4.6 Any breach of an order of suspension or exclusion will lead to further disciplinary action.

5. Procedures

At all stages save under sub-Rule D4.4, the student shall have the right to be present while evidence is being heard and before the facts are heard to receive copies of all documentary evidence to be heard, and to be accompanied by a friend but shall not be legally represented.

**E. Accumulation Of Recorded Warnings**

1. Warning Points System

- 1.1 Where a student's behaviour is being considered by the Director or a member of the Executive Team, then under Rule D2.2 warning points may be recorded according to the seriousness and nature of the behaviour.

- 1.2 Offences, for the purpose of warnings, fall into different levels of seriousness classified on a four point scale: minor – serious – grave – suspension/expulsion.

A guide to the type of warning which might be issued is provided in the annexed table. However this is only a guide and it is expected that the Director or the University Disciplinary Committee will use their discretion and take into account the individual circumstances of each offence and vary the type of warning and/or penalty issued accordingly.

2. Accumulation of warnings

Each level of warning is scored on a 1 to 4 basis as follows:

Minor – 1 Serious – 2 Grave – 3 Suspension and/or Expulsion – 4

Where a student has accumulated 4 or more warning points within any period of 24 months, the period to start from the date of the first confirmed warning, then under Rule D3 a member of the Executive Team or the University Disciplinary Committee shall consider the suspension or exclusion and may consider the expulsion of the student. Before making a decision to suspend or expel, the member of the Executive Team or the University Disciplinary Committee shall consider the detail of the individual offences which have led to the accumulation of four or more warning points and shall hear representations from the student.

3. Relationship with other penalties / warnings

The University, independent of these Rules, separately has financial and other penalties which may be imposed such as library fines, use of facilities for which a charge is made, refusal to provide information required by law, reimbursement for loss or damage to the University or personal property of staff, students or visitors, and whereby the use of facilities is regulated. Action taken by the University under those arrangements does not automatically but may lead to reference to the Director or a member of the Executive Team for consideration of a warning or for other action under the Rules on Student Conduct and Discipline, any such warning to be additional to any of the foregoing penalties, charges or reimbursement.

In the case of false activation of a fire alarm, a fine of AED 2,000 will be imposed on the student. Where this misconduct occurs within The Halls, notice to quit the halls shall be imposed. The award of any University



## Rules and Regulations

qualification will be withheld until this, and any other relevant outstanding debt, has been paid.

The University may record the existence of warnings on any reference supplied.

#### 4. Recording of warnings

4.1 Where warning points have been imposed by a disciplinary hearing the matter shall be referred to the Director or to a member of the Executive Team for confirmation and consideration of any further action, in which event the student may be interviewed by the Director or a member of the Executive Team.

4.2 The student against whom a warning has been imposed shall have the right to appeal to the Director or to the University Disciplinary Committee to whom their case has been referred, against suspension, exclusion or expulsion, and to be accompanied by a friend who shall also be a student at Middlesex University. Such an appeal must be made within two working days of the warning being communicated to the student.

### F. Appeal

#### 1. Right of appeal

1.1 A student aggrieved by a decision to suspend, exclude or expel under Rule D.3 shall have the right of appeal to the Director or to the University Disciplinary Committee within two working days, giving the grounds for the appeal. Such a right shall not be exercised unless Rule D.4.3 has taken place or written representations have been considered. A student aggrieved by the decision to impose a fine under rule D.3 shall also have the right of appeal to the Director or to the University Disciplinary Committee within two working days, giving grounds for the appeal. The Director or to the University Disciplinary Committee shall consider the appeal and shall decide whether to uphold or amend the decision made.

1.2 The student shall have the right to appear, to be heard, and to be accompanied by a friend who shall have been a member of the University at the time the offence was committed.

### G. Interpretation

1. 'Working day' refers to a day on which the University is normally open: it does not include Friday, Saturday, Bank Holidays, or other designated periods of closure outside the academic terms.
2. These Rules shall come into operation on 1 September 2010 in conjunction with the existing regulations approved by Middlesex University London Campus.

## Annex 1: Relating to the Student Code of Conduct and Discipline

### Student fees

1. Continuing students are required to ensure that fees for tuition or other purposes, e.g. accommodation, are paid at or before the beginning of the programme each academic year, or will make arrangements with the Finance Office to pay by an instalment plan.
2. If a student fails to pay the whole sum by the due date, or to agree an instalment plan within four weeks of the start of their programme, one formal reminder will be issued. If payment is not forthcoming the Student Credit Control Team may terminate the student's programme.
3. A student aggrieved by the termination of their programme may appeal in writing to a member of the Executive Team.
4. The member of the Executive Team will consider the appeal and either uphold the decision of the Finance Office or agree to other arrangements for the payment of debt.

Approved by the Executive Team on 4 July 2010.

## Student Grievance Policy

The latest version of this policy is available at [www.mdx.ac/StudentPortal.asp](http://www.mdx.ac/StudentPortal.asp).

### 1.0 Purpose

The purpose of this procedure is to:

- outline the process to be followed by staff and students when dealing with student related grievances
- provide professional handling of investigations in a way that is helpful for all concerned

## 2.0 Scope

- 2.1 This procedure seeks to ensure that complaints against the University made by students are treated seriously and, if found to be valid, are acted upon to ensure that the students' interests are protected as far as it is possible for the University to do so.
- 2.2 It should be noted that this complaints procedure is not designed to deal with matters covered by other policies and procedures including complaints and appeals against:
- outcomes or grades of assessment and examination,
  - procedures dealing with academic misconduct (cheating, plagiarism and so on),
  - approval for deferral of exams and coursework submission,
  - decisions related to student academic progression, and
  - matters dealing with student code of conduct and disciplinary action

This list is not exhaustive and students should consult the Middlesex University Dubai's website for information regarding other grievance resolution processes.

- 2.3 This complaints procedure and any decisions made under them are not intended to give rise to legal rights, or obligations on the University to pay compensation either in respect of a decision made pursuant to the procedures or for a breach of these procedures. These procedures are intended to facilitate the resolution of grievances by the University.
- 2.4 Anonymous complaints will not normally be considered.
- 2.5 In all steps throughout this procedure, it is the responsibility of students and staff to maintain confidentiality, privacy and integrity of those involved in the procedures. Failure to do so on the part of member(s) of staff or students may lead to additional disciplinary actions.

## 3.0 Principles which underpin the general student complaints procedures

- 3.1 The guiding principles of these procedures are that complaints shall be:
- treated seriously and with fairness;
  - dealt with quickly, simply and at the

- appropriate level, as far as is possible;
- treated consistently across the University;
- subject to the principles of natural justice;
- progressed through two stages – an informal stage and, if necessary, a formal stage;
- dealt with and resolved wherever possible, at the informal stage.

## 4.0 Procedures

Informal Stage	Formal Stage	Appeals
Module Coordinator	Campus Programme Coordinator	Director
Campus Programme Coordinator	Campus Resources Manager or Nominee	Student Complaints Panel
Manager of Service		

### 4.1 Informal Stage

- 4.1.1 In the first instance students who wish to make a complaint should first approach the staff member(s) directly involved to discuss the matter. This could include:
- Module Coordinator
  - Campus Programme Coordinator
  - Manager of a service area

At this point the concerned staff member(s) may advise or refer the student to alternative channels of grievance resolution as outlined in section 2.2, as appropriate.

- 4.1.2 Assuming it is agreed that the complaint shall be progressed through these general procedures, the member of staff consulted shall discuss the complaint fully with the student and – with the student's consent – anyone else involved, to see if it can be resolved informally. This may involve referral of the complaint to a third party.

- 4.1.3 The outcome of complaints dealt with informally should be briefly documented. Normally, complaints handled through Informal Stage 1 shall be dealt with within, at most, ten (10) working days, briefly documented, and a copy of the outcome sent to the student.



## 4.2 Formal Stage

4.2.1 If the student is dissatisfied with the result of Informal Stage, the complaint shall be sent in writing to the Campus Programme Coordinator responsible for the programme on which the student is enrolled or to the Campus Resources Manager or Nominee within ten (10) working days of the completion of the Informal Stage.

4.2.2 This person shall:

- acknowledge receipt of the written complaint within seven (7) working days;
- advise, in writing and within seven (7) working days, any member(s) of staff or students involved that a formal complaint has been received; and
- shall consider the evidence, written or otherwise, and, if necessary, hold such discussions with the complainant and any other persons they deem appropriate in order to fully investigate the complaint.

4.2.3 The member of staff, having fully investigated the complaint over a period not normally exceeding ten (10) working days from its receipt, shall decide whether:

- the complaint should be progressed through other procedures (e.g. disciplinary procedures or other procedures indicated in section 2.2) in which case the complaint shall be terminated at this stage; or whether
- there is reasonable justification for the complaint; or whether
- there is no reasonable justification for the complaint

4.2.4 The Campus Programme Coordinator or the Campus Resources Manager or Nominee, as appropriate, shall:

- make their decision known in writing to the student and to members of staff or other students involved;
- seek to resolve any justifiable complaint through recommendations which all parties involved in the complaint shall be invited to accept; and shall,
- if the recommendations are agreed, take steps to ensure that they are implemented in full within the agreed time period.

4.2.5 In case the complaint is against the Campus Programme Coordinator or the Campus Resources Manager or Nominee the procedure will move directly to the Appeals stage.

## 4.3 Appeals

4.3.1 If the student is not satisfied with the decision at the conclusion of the Formal stage or if the recommendations made at this stage are not implemented, they may appeal to a Director. The student shall submit the appeal in writing within ten (10) working days of receiving the outcome of the Formal Stage.

4.3.2 The Director having received the appeal shall:

- acknowledge its receipt within three (3) working days;
- inform the Co-Chairman of Middlesex International and Deputy Vice-Chancellor International and Marketing at Middlesex University in London that an appeal has been received;
- decide to enforce the implementation of the recommendations made at the end of the Formal stage;
- dismiss the case, giving reasons in writing;
- seek agreement to an alternative set of recommendations;
- determine whether there are sufficient grounds to convene a Student Complaint Panel and, if so, shall
- establish a Student Complaint Panel to hear the appeal.

In all such cases the decision shall be final.

### 4.3.3 Student Complaints Panel

4.3.3.1 The Student Complaints Panel shall involve four persons. These shall be:

- the Director (Chair);
- the Quality Manager;
- a student representative appointed by the Students Council; and
- a Campus Programme Coordinator who has had no involvement in the case

4.3.3.2 A Student Complaints Panel shall hear the complaint within ten (10) working days of receipt

4.3.3.3 The Chair of the Panel shall submit, within five (5) working days of the last Panel meeting a written report. If necessary the Chair shall have a casting vote. The decision of the Panel shall be final.

4.3.3.4 The Chair of the Panel shall seek to ensure that any actions arising from the decision of the Panel are taken within the timescale identified in the report.

### 5.0 Notes

In these procedures:

- Reference to a student is taken to mean an individual student or groups of students; it includes members of staff registered on University programmes in their capacity as students;
- In the absence (eg vacation or illness) of the person holding a named post in the procedures the person deputising for them during the time of their absence shall substitute. In cases when the complaint involves the nominated deputy, a member of the University Executive shall be consulted and shall determine who shall be responsible for handling the complaint.
- Students and staff members involved directly in the complaint may be accompanied by a person of their choosing for discussions and hearings. If the student or staff member involved intends to be accompanied, the name and address of the accompanying person shall be notified three (3) working days in advance of the discussions and/or hearings. Legal representation is not allowed at any stage other than in exceptional circumstances with the discretion of the Director.
- If a student or member of staff wishes to introduce documents to the appropriate person(s) at the formal stage or the appeals stage, they shall supply copies of all such documents at least three (3) working days before the date of the discussions/hearings. In case a Student Complaints Panel is convened,

the Chair of the Panel may decide to give time to examine the documents by adjourning or delaying the meeting of the Panel for a period of up to five (5) working days.

### 6.0 Interpretation

- 6.1. The Manager of Student Office is responsible for interpreting these procedures and his/her decision shall be final except in cases where the interpretation involves a complaint against the Student Office in which case interpretation of the procedures shall be the responsibility of a member of the University Executive.
- 6.2 'Working day' refers to a day on which the University is normally open; it does not include Fridays and Saturday, Bank Holidays, or other designated periods of closure outlined in the Academic Calendar or otherwise publicised by the University.

### 7.0 Record keeping and review of procedures

- 7.1 Records of complaints resolved at the informal stage as outlined in section 4.1 must be maintained securely the concerned member(s) of staff for a period of one (1) year from the date of resolution of the complaint.
- 7.2 All records relating to resolution of complaints through the formal stage as outlined in section 4.2, should be maintained securely by the Campus Programme Coordinator or Campus Resources Manager or Nominee, as appropriate, for a period of three (3) years from the date of resolution of the complaint.
- 7.3 All records pertaining to the Appeals stage as outlined in section 4.3 should be maintained securely in the Director's Office for a period of three (3) years from the date of resolution of the complaint.
- 7.4 This Student Complaints and Grievance Procedure will be review at least three (3) years from the date of adoption.

## The Halls Policy Agreement and Orientation Guide

### 1. Mission Statement

- 1.1. "Providing and maintaining a high standard of



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residential services to ensure Students are having the appropriate atmosphere to grow academically in a comfortable and safe living community”

- 1.2. In order to achieve this mission we require your assistance through complying with The Halls policies which can be by either following the rules and regulations of The Halls or reporting any misconduct that is seen to be a source of harm or danger to yourself or to other students residing in The Halls. Our students’ behaviour is a direct reflection on the University.

### 2. The Halls Structure

- 2.1. The Halls building is a three story building, combining single and sharing furnished rooms, in a single room students will be provided with a bed, wardrobe, desk, chair, bedside cabinet and a fridge, while in a double room those items will be doubled excluding the fridge which will continue to be 1 in all types of rooms. The Halls will include a number of facilities for communal use e.g. kitchen, laundry room, satellite TV lounges, prayer rooms, recreational facilities, shuttle bus service, in addition to access to internet connection. All provided facilities are complying with the appropriate standards.

### 3. The Halls Management Team

- 3.1. Mr. Imran Bulooshi as The Halls of Residence Manager, is the main authority; he is fully empowered to act in the best of interests of The Halls of Residence and/or the University, he will be available onsite in his office located at The Halls building during office hours, and can be met in person onsite, or contacted on email: i.bulooshi@mdx.ac for routine issues, or on mobile: 050- 2861747 , office: 04-8856240 and fax: 04-8856250.
- 3.2. Together with The Halls of Residence Manager, there would be available on site The Halls Supervisor, who will be responsible for the general supervision of The Halls during the evening shift and have been delegated the authority to deal with many situations, monitor the areas of responsibility and give feedback to The Halls Manager, to take appropriate action when needed.
- 3.3. The Halls of Residence Manager and The Halls Supervisors are reserved the right to enter any room in The Halls, at any time for security and safety reasons following the appropriate practices. In certain

cases The Halls Manager can delegate this authority to other personnel as needed.

- 3.3.1. Rooms access by The Halls Administration personnel can be in the student’s presence after being notified personally or through a general memorandum when possible, however in certain cases this will not be required, same applies in emergency situations they can be accompanying representatives from the local authorities e.g.: Police Forces, EMS personnel, etc.

- 3.4. There will be a number of other staff e.g. security guards, housekeeping, maintenance and catering staff, any comments or complaints which are related to any of the staff members are expected to be directed to The Halls of Residence Administrator or to The Halls Supervisors as per severity of the issue. Under any circumstances you are not expected to get into any kind of arguments with any of The Halls Personnel, but to follow the chain of command, when needed an “Incident Report Form” can be filled and submitted to The Halls Administration or the Security Reception.
- 3.5. Students will need to understand that the Security Team Leader on duty is delegated a level of authority by The Halls Manager in his absence, and reports any student misconduct directly to him or to The Halls Supervisors when available, therefore students are required to respect advices and directions made by him, to ensure safety and adherence to The Halls policies at all times.

### 4. The Halls Policy

This policy consists of a set of rules and regulations which are in place, their role is to control all activities and practices within The Halls premises, as a resident of The Halls you will be expected to read, understand and adhere to each of these rules, which have been implemented for your own comfort and safety whilst being in The Halls. Every student will be signing an acknowledgement form acknowledging receipt and understanding The Halls of Residence rules and regulations, agreeing and accepting its’ contents. In case of alterations or amendments to this policy, updates will be announced on the designated notice boards in The Halls, and on The Halls website, it is then the students’ entire responsibility to stay acknowledged with such changes.

- 4.1. Before admission to The Halls, each student must return the signed and completed policy form to

the security reception, together with a proof of full payment of residence fees which will be issued to each resident by Accounts Department, before collection of keys to their allocated rooms in The Halls.

- 4.2. Once the student is allocated a room, which will be based on a first come and first pay basis, a "Check-In Inventory Form" will be handed to each student to sign after checking with The Halls Supervisors against the provided contents of the room and its condition, on the basis that he/she is taking full responsibility of the listed items and will be charged in case of damage or loss to any of the provided items.
- 4.3. A Check-out inventory will take place on the last day of the student's stay period; students will need to book for a check-out appointment through The Halls security officers at least one week before their departure. Rooms will be checked against breakage or damage to any of the provided furniture, as well as the general condition of the room e.g. walls, doors, appliances, etc. Any damage found to be caused by a certain student or a group will be quoted and cost of repair will be deducted from their paid security deposit(s).
- 4.4. Check in and out inventories will also apply in the event where a room transfer request is been granted by The Halls Administration.
- 4.5. Drugs, Alcohol and Banned Substances

To ensure a healthy and safe living environment for all, it is strictly prohibited to consume alcoholic drinks, drugs and narcotics or any other banned substance in The Halls or to enter the dorms under the influence of such items. More importantly, such activities may constitute violation of UAE laws with severe legal repercussions.

The Halls Administration reserves the right to conduct searches for drugs or alcohol at any time should the need arise. Any drugs or alcohol related material (even an empty container) found as a result of such a search will be confiscated and students will be subject to disciplinary action, up to and including expulsion and suspension from The Halls & the University. The Halls may also be required to report the matter to the relevant UAE law enforcement authorities.

- 4.6. Mixing of male and female students is not allowed in the designated residential sections for each gender, and communal facilities falling within their premises e.g. gym rooms and TV lounges. In areas where both genders share usage of the same facilities e.g. The Halls shuttle bus, front garden, dining hall, laundry room and kitchen and when certain supervised general activities are organized by The Halls Administration; appropriate behaviour will be required at all times, no social mixing after curfew times will be allowed anywhere on The Halls premises.
- 4.7. Parking area is not to be used as a place for gatherings or as a play ground for any types of games, as this can cause disturbance to neighbour buildings' residents. Students waiting for the bus are only allowed in the bus stop 10 minutes at the maximum before the bus arrival times, prior permission is required for any outdoor activities e.g. football games, bearing in mind that such activities would not be allowed at any day after curfew hours.
- 4.8. In some cases maintenance work can be scheduled for certain rooms, this can be due to a direct report by students of an internal fault in their rooms, or due to a fault of a wider nature, students are required to allow access to their rooms to the maintenance team to undertake maintenance jobs as required.
- 4.9. Incident reporting is an effective tool in the Risk Management Program which has been set in place. It has been structured to identify, analyze and evaluate risks, accompanied by a plan for reducing the frequency and severity of them, through an existing 'blame free reporting culture'.
- 4.10. Students are required to be considerate in their use of the provided furniture and other room facilities, writing, drawing on walls, doors, fixing nails, etc. are all unacceptable practices and will be repaired at the student's expense. Students are allowed to decorate their rooms with pictures, poster, etc using nail-free type hangers only.
- 4.11. Inside and within the vicinity of The Halls, students are expected to behave in an appropriate manner and respect the peace and tranquillity of their co-residents and neighbours at all times.
- 4.12. Any disputes between residents must be referred to The Halls of Residence Administrative Staff, who will take charge and will then assess the situation and the need of contacting the authorities. You



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- must consult the Halls Administrative staff prior to calling local authorities. The University may not be able to mediate or resolve disputes or provide assistance to students once local authorities have been approached.
- 4.13. It is the students' responsibility to keep their room always clean and tidy; the cleaner's job will be limited to the basic dusting, sweeping, and dustbin emptying. This will only be carried out on three alternative days per week; students will need to list their names on one of the 2 preset lists that will suit their schedule best, which are located by the security reception. Cleaning of rooms will take place in the presence of the student or a designated person who can be present on their behalf, and taking full responsibility of the safety of the student's personal belongings available in their rooms.
- 4.14. Common areas including Gym and TV lounges and any other areas within The Halls premises are to be kept clean and tidy at all times, no food is allowed into those areas, no throwing of trash in parking area or from room windows, place any trash in the designated bins inside your room and keep it inside your room till collected by cleaners. Bins are not to be kept at door steps for cleaning, cleaners are instructed to completely remove any bin kept out of room at any time.
- 4.15. Students are not permitted to sleep in any other room or area other than their designated room and bed. No moving of furniture or additional furniture will be allowed in The Halls rooms without prior authorization from The Halls Administration.
- 4.16. As our residents are of a diverse background, The Halls Administration will consider obvious similarities and differences when allocating them to share in the Halls rooms as much as possible, however students who prefer to be sharing together the same room are required to notify The Halls of Residence Manager with their preferences at the earliest, as such requests can only be granted based on the availability of places.
- 4.17. By the end of each term, some students leave The Halls due to graduation, etc., in some cases roommates of those who have left might be asked to share with other existing or returning students to empty spaces for fresh students joining in on following terms, as usually fresh students prefer to share with other juniors. This will require full cooperation from some students, who will be requested to shift from their rooms to other ones as seen appropriate by The Halls Manager.
- 4.18. All used Gym and sports equipment are to be placed back in order after use, if not sure of how to use certain equipment ask first, as any damage caused due to being used inappropriately by a student will be fixed or replaced at the student's expense.
- 4.19. Students are to report any defect occurring in their rooms or that they have faced in any of the communal areas by filling in a "Maintenance Job Order Form" and submit it to the Security Reception, no resident is allowed to attempt or to carry out any repairs themselves, as they will be held responsible for any damage they might cause due to lack of experience in dealing with such matters, other than the possibility of exposing themselves and others to hazardous risks.
- 4.20. Internet connection through a wall outlet will be available for students willing to use the provided service; users are required to buy their own cable to connect to the wall outlet, and also shut down their PCs and Laptops when not in use as this affects other users of the service.
- 4.21. A Shuttle Bus Service will be available as per schedule to commute students between The Halls and Campus, students are required to use the provided buses considerably and abide with appropriate behaviours whilst on board.
- 4.22. Students are required to submit their room keys to the Security Reception any time they are going on short or long leave periods, informing the Security on duty of the period they are planning to be away for.
- 4.23. Students will need to bring their own towels, laundry detergent, soap, toiletry items, multi-plug adaptors, clothes hangers, etc. however due to the limited space inside rooms; students are advised to bring their necessary needs only.
- 4.24. An onsite cafeteria is available and operating all day through, students can choose from many different ways to order their food by either going there and eat on premises, call by phone and make an order, and wait for it to be delivered to them. Students are required to give their names and room numbers properly when making an order, and to be available

at the main entrance at the expected time of delivery to collect their meal and pay the bill. A menu for the onsite cafeteria is located at the security reception desk, and also for a number of other fast food outlets delivering to The Halls which students can choose from.

- 4.25. A kitchen has been set in place for students who are willing to cook their own meals; students are required to make themselves familiar with the following instructions on usage of The Halls kitchen facility and to abide by it.
- 4.26. Read the operating manuals before using any of the provided equipments, if not sure about how to operate any of it, ask the security personnel or The Halls Supervisor. Always ensure switching off any used equipments after use.
- 4.27. Never use knives for cutting or perform any cooking procedures on the top of the stainless steel cabinets or the dining tables, instead use the provided chopping boards. Kitchen utensils provided by The Halls of any type are not allowed out of the kitchen.
- 4.28. Any personal food items kept in the fridges should be tagged with your name and date of storage, any unlabelled food item found in the fridge for a period of 3 days will be discarded by the cleaning staff. Ensure a good wrap or closure of all food items kept in the fridges, any spillage caused by any food or drink, the whole container or bag will be discarded immediately.
  - 4.28.1. Ensure that what you use or take from the fridge is yours or ask the owner's permission if in need.
- 4.29. Cleaning of kitchen utensils and any mess caused by the users, is their responsibility and should be cleaned before leaving the kitchen and whilst cooking, cleaning staff will only do the general cleaning twice a day and empty trash bins as needed.
- 4.30. Be considerate with the usage of all kitchen furniture, equipment and utensils, any damage caused due to being used inappropriately by students will be claimed from their security deposits.

## 5. Health, Safety and Security Policy

- 5.1. Students are advised to report any type of sickness which they have developed whilst residing in The Halls, or when being away on leave immediately as they get to know about such sickness, so that The Halls Administration can take all the appropriate precautions, and provide any support needed to help the sick student to quickly recover, and to prevent exposing other students to the risk of being communicated such disease. All information declared by students regarding their health conditions will be treated with strict confidentiality.
- 5.2. In case of emergency whilst on premises, report it directly to the Security Team Leader located at the Security Reception, while if you are being out of The Halls you will need to call The Halls Manager and inform him of any situation you could be facing. Students are required though to be considerate with what they classify as being an emergency, especially after 23:00 hrs.
- 5.3. Any object likely to be considered a threat to the safety of the residents or the establishment must not be brought into The Halls; students are encouraged to report any safety concerns or suspicious behaviour immediately to an authorized member of The Halls Administration or to a Security Guard.
- 5.4. Students are not advised to keep unneeded amounts of money, valuables, jewellery, etc, in their possession as The Halls Administration will assume no liability in case of loss or theft, however in certain cases such items can be kept with The Halls of Residence Manager, after completion and approval of a "Safe Keeping Form".
- 5.5. Students are advised to always lock their doors when they are out of their rooms and to take their key and ID with, and not to leave valuables unattended, hide keys outside their rooms, or put names and addresses on key tags.
- 5.6. Students are encouraged to report any lost belongings immediately at the time of occurrence or as soon as it is discovered to The Halls Administration or to the Security Team Leader by completing an "Incident Report form" stating the type of incident, time of occurrence and any useful information that would help in the investigation to be held.
- 5.7. Students should maintain a clear and unobstructed access to doors from both inside and outside at all



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times. If you prefer to lock the room using your key from the inside, ensure removing the key from the lock, as this is considered a hazardous risk.

- 5.8. Private use of BBQs, hotplates, hot coils, electric ovens, microwaves, rice cookers, candles and fireworks is not permitted anywhere within The Halls, students are also advised not to use broken, frayed or cracked electrical cords, and not to store any flammable materials in their rooms.
- 5.9. Residents must know every exit from The Halls building they are in, how to activate the fire alarm, and the location of fire extinguishers. Never tamper with smoke detectors, fire extinguishers or alarms.
- 5.10. Never use any metal, steel, aluminium objects or utensils inside microwaves provided in the common kitchen; this includes aluminium foil wrap and food containers, as it is a serious fire hazard, no unattended cooking is allowed, any unattended cooking to be found will be immediately taken off the cooker. In case of fire or any other hazards, report the problem immediately to the security personnel, never try to fix a problem yourself if you are not aware of the right procedures.
- 5.11. Pets are not allowed in The Halls at any time.

### 6. Curfew Policy

- 6.1. Students are required to abide by the curfew timings, which will be 00:00 hrs on week days and 01:00 hrs on Thursday and Friday. During Ramadan and official holidays, the applied curfew times will be extended by one hour. Exceptions to this policy either permanent or temporary will require a "Curfew Extension Permit" to be completed and approved by the student's parents or guardians-who may be contacted for confirmation-any abuse of trust will lead to disciplinary action and depriving the student from any future extensions.
  - 6.1.1. Extension period-at any given day-will not exceed 2 hours past the curfew applied timings for the approved day(s). No open curfew permits will be allowed; only post graduate students will be given this privilege with the understanding that it has to be used considerably, and without being a cause of disturbance to other undergraduates residing in The Halls. Any misuse of such permit will be dealt with on individual basis.

- 6.2. In cases of unforeseen reasons preventing the student from reporting to The Halls at the curfew time at any day; the student is required to call-before the curfew time-The Halls Manager or The Halls Supervisor stating the reason and the expected delay period, provided that there is a genuine reason for the delay, and bearing in mind that this act should be kept to a minimal as it will be monitored,
- 6.3. Students wishing to reside outside of The Halls for a certain period in order to visit relatives or friends should have a "Temporary Leave Permit" completed by them and approved by their parents or guardians-who may be contacted prior to granting the permit-any abuse of trust will lead to disciplinary action and depriving the student from such permits.
- 6.4. Students arriving after curfew times without being approved for a permanent or occasional extension, will be marked late for the night, and will be subject for further disciplinary action as seen appropriate by The Halls Administration.
- 6.5. Curfew Extension Permit and Temporary Leave Permit can be uploaded from The Halls website, students who want to benefit from these permits will have to coordinate with their parents/guardians to ensure the completion and return of forms by hand, email or fax to The Halls Administration.

### 7. Fees Policy

- 7.1. New students can only join The Halls after full payment of fees for the required stay period.
- 7.2. Returning students are required to complete the required fees at a maximum of one week from the joining date of the new term, provided that the security deposit is still held by the accounts department.
- 7.3. All students willing to renew their stay for another period are required to pay fees for the planned extension period before the expiration date of their current stay, provided that they were still granted a place in The Halls, as priority will be always given to new students.
- 7.4. Failure to meet fees payment deadlines will result in the student not being allowed into The Halls after being charged for any excess days unpaid, unless a legitimate reason for delay has been accepted by The Halls Manager and an extension of deadline has been granted.

7.5. At the end of every term students are required to express their intention for rejoining on following terms or not by completing and signing the distributed intention forms, students will then be allowed to leave their personal belongings behind in their rooms whilst being on leave. Students will need to understand that based on confirmation of their intention to stay in The Halls for a following term, different arrangements and commitments are taking place, therefore in case of a student willing afterwards-and before the new term starts-to withdraw from The Halls for any reason; a booking deposit of 25% of one term' fees will be payable by the student, as a result of noncompliance to the booking agreement.

7.5.1. Failure to complete the booking form before departure for leave periods may result in clearing unconfirmed rooms of any personal belongings, and preparing it for other students from the following intake.

7.6. Students coming back on a new term to collect left personal belongings and deciding not to rejoin The Halls will be charged storage fees equivalent to 50% of the residing fees for that storage period.

7.7. Once a new term has started, and in case of student not coming back to collect any personal belongings left in room from a previous term, the room will be vacated and reallocated to another student. Any left belongings will be retained and kept in store for a maximum period of three months from the new term's starting date, after this period The Halls Administration will assume no responsibility for such items, and will discard them as seen appropriate, the student will have no right to claim any belongings past the mentioned retention period.

7.8. Once a new term has started, and the student occupied his/her room for any number of days after booking for a new term; the full term fees will be payable whether he/she has already paid such fees fully, partially or even not being paid at all. Monthly/weekly rates will only be applicable in cases where the booked period has been confirmed as such, bearing in mind that short stay periods are only available after one month of the term's starting date, or as an extension to a full term' stay, and are based on availability of places.

7.9. None of The Halls fees of any nature will be refunded in case the student decides to discontinue staying in The Halls. The only exception to refunding fees will

be if the programme applied for by the resident is cancelled by the university, accommodation fees will then be refunded in full-provided that he/she has no other outstanding payments due to claims based on inappropriate use of The Halls property

7.10. A security deposit is payable by students at the start of their stay period, and will only be refunded after a check out clearance has been performed by The Halls Administration, and provided that the student have kept the room in an appropriate condition till the end of his/her stay and after submitting the room keys for their rooms, the deposit amount is not exhaustive and a student might be subject to a higher claim in some cases as per repair quotation.

7.11. Students may be allowed to stay during the summer break period, scheduled breaks between terms, provided they have paid the required additional fees for these periods and at the discretion of The Halls Administration.

7.12. Students willing to leave The Halls and collect their security deposits will be required to inform The Halls Manager of their intention prior to departure date and will need to allow 2 working days before being able to collect their deposits, this will also require a complete departure from their rooms and returning of room keys. The security deposit will be kept in case of the student willing to keep booking his/her place for the following term.

7.13. The covered period by the announced fees are on a one term basis, which starts by the first day of induction and ends by the last day of exams, this is regardless of the student's joining date, therefore joining late after the term's start date does not allow the student to overstay after the end date or to refund any fees.

## 8. Visiting Policy

8.1. Visiting hours are from 09:00 to 21:00 hrs. Each student will only be allowed 2 visitors of the same gender as him or her to visit in the room, considering the approval of the roommate; otherwise they can be met at the designated lounge, special arrangements can be made for visitors from the other gender only in the event of parents' visits.

8.2. Checking visitors in is to be by following the visiting policy which requires meeting them at the Security Reception, signing them in the designated log book



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and after submitting a valid ID to the Security Guard who will keep it and issue a "Visitor Pass" which is to be clipped in a visible place for the period of stay which should not exceed 3 hours in one day and with a maximum of 3 visits per student per week, a visitor will only be allowed for one un-renewable visiting period in any given day.

- 8.3. Students are not allowed to bring in visitors accompanied by them, without logging them in at the Security Reception; any unauthorized outsider gets caught on the premises can be referred to the authorities for legal action.
- 8.4. If a visitor exceeds the allowed visiting period, the hosting student will be asked by the Security Personnel to ask their visitors to leave, after 15 minutes from being notified by the Security, if the visitor is still on premises, a one day stay fee will be charged against the hosting student's security deposit.
- 8.5. Visitors will not be allowed to sleep in the hosting students' rooms whether the student is in room or not, in all cases visitors will not be allowed to stay in room, whilst the hosting student is out of The Halls.
- 8.6. Students are not allowed to sign visitors onto their names to visit others, any student found to be doing so will be subject to disciplinary action and visitors will be asked to leave the premises immediately. At all times; students will assume full responsibility for their visitors' behaviours during the visiting period. In cases of any misconduct, ID submitted by visitor will not be returned by the Security to the visitor, instead it will be handed in to The Halls Administration to take the appropriate action during official working hours.
- 8.7. When possible, students' relatives and friends will be allowed to stay in The Halls for agreed short term periods, and after payment of the required fees for that period.

### 9. Disciplinary Procedures

In order to ensure fairness to students who comply with The Halls policies, a set of disciplinary actions have been set in place in order to discipline any resident who breaks The Halls' rules, misconduct practices will be classified into two groups, any action of misconduct held by a student will be categorized against these groups, and based on that appropriate disciplinary action will be taken against the student. Ignorance of the following rules is not an excuse and will not exempt from disciplinary action being taken.

- 9.1 Cases where a warning letter will be issued to a student
  - 9.1.1. Minor infractions to the rules and regulations of The Halls.
  - 9.1.2. As smoking is prohibited in all of The Halls rooms, any student found smoking in the Halls buildings will be subject to disciplinary action-this will also include sheesha-a fine of 100 AED will be charged against security deposit for students caught smoking in their rooms. Smoke detectors are fixed in different areas of The Halls and will activate the alarm system immediately.
  - 9.1.3. Continuance to be a cause of discomfort to different partners whilst sharing same room, and/or to other occupants residing in The Halls, e.g. playing music loud causing disturbance to others whilst studying or sleeping.
    - 9.1.3.1. Any noisy activity will not be tolerated after 22:00 hrs, this includes communal areas, no loud noises are allowed at any time.
  - 9.1.4. Unauthorized room swaps. Students requiring a room swap will need to complete the "Room Transfer Form" which is to be completed and approved in advance, the form is available in The Halls Administration office.
  - 9.1.5. Continuance to lose the room key due to negligence. N.B: replacement key will be provided at a cost of 100 AED, payable immediately.
  - 9.1.6. Practicing or supporting any forms of political, religious, trade-union or commercial propaganda.
  - 9.1.7. Continuance to report to The Halls after curfew listed times, any trials of jumping fences or forcing themselves into The Halls premises.
- 9.2. Cases where student expulsion from the Halls can be decided
  - 9.2.1. Having received three warning letters within one academic year.
  - 9.2.2. Failure to meet fees payment deadline dates.

- 9.2.3. Any infraction affecting the safety and security of other residents and/or staff members of The Halls and/or putting them at risk.
- 9.2.4. Any student caught to be trying to access the other gender's section in The Halls, regardless of any reasons that he/she might think was an excuse for such practice.
- 9.2.4.1. The only exception will be in case of building evacuation due to an emergency occurrence, as residents will have to take the nearest and easiest access to the building exits.
- 9.2.5. Any type of verbal, physical assault or harassment to any of the students and/or The Halls personnel including sub-contractors.
- 9.2.6. Being held responsible for bringing or facilitating entrance of illegal substances of any nature to The Halls of Residence premises. The possession or consumption of alcohol and/or drugs will result in immediate eviction of the owner and all parties involved.
- 9.2.7. Unauthorized absence from The Halls is an act that is regularly monitored and can lead to expulsion from The Halls once it reaches 15 days in one term or 30 days in the academic year.
- 9.2.8. Entry into the room of another resident without prior authorization is prohibited. Students found in this situation will be subject to possible legal action as well.
- 9.2.9. Threats, theft, bribery, gambling, pornography, etc. within The Halls are part of a non-exhaustive list of offenses that will be immediately referred to the Accommodation Disciplinary Panel, reserving the right to pursue legal action.
- 9.2.10. Residents placed under arrest by the Police for criminal activity outside the Halls of Residence will be immediately evicted from The Halls.
- 9.2.11. Any activity of criminal nature within The Halls of Residence, as stated by the laws of the Emirate of Dubai, will be referred to Dubai Police and will result in immediate eviction from The Halls with no grace period to vacate the premises, the resident's belongings will be removed from his/her room immediately, in addition to reserving the right to pursue legal action.
- 9.3. The above mentioned cases will be considered as a breach of this agreement, and the general trust we place in students, they are also not exhaustive. The agreement is intended as a general guide, it exists in conjunction with a more detailed breakdown of other practices that can fall under either categories requiring disciplinary action to be taken, which will be at the discretion of The Halls Manager depending on severity of practice.
- 9.4. Residents are free to lodge an appeal with the Accommodation Disciplinary Panel for any warnings, or eviction notice they have received, in minor cases the Accommodation Disciplinary Panel might take up to 7 business days to answer the appeal, In all instances they will be the last port of call, a feedback will then be sent to the student either reversing the previous decision, confirming, or upgrading it. In case the eviction verdict is confirmed, the resident will be granted 7 business days as a grace period in order to find an alternative accommodation.
- 9.4.1. The grace period will not apply in case the eviction was confirmed on grounds of illegal activities resulting in criminal charges.
- 9.4.2. Any misconduct behaviour taking place in the grace period will immediately result in cancellation of the days left of the period, and possibility of further disciplinary action to be taken against the student. No extensions for any approved grace period will be entertained.
- 9.5. In case of eviction from The Halls resulting from any of the above cases, none of The Halls fees of any nature will be refunded.
- 9.5.1. Residents who have been evicted may re-apply for a subsequent term once they re-enrol and pay their tuition fees, provided they meet all application conditions, however allowing the student's rejoining is at the discretion of The Halls Administration.
- 9.6. The Halls of Residence Administration have the right to amend this policy or partially exempt certain



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residents from it as per exceptional circumstances at their discretion, and for whatever purposes serving the general welfare of The Halls.

### 10. Policy Violations

10.1. Violation of any of the rules stated in this policy will be subject to investigation by either The Halls Administration and when needed the University Management, in some cases Local Authorities might be involved and may lead to further disciplinary action. In such cases, neither The Halls Administration nor the Campus Management will be able to guarantee protection or assistance to the parties involved.

The Halls Administration wishes you an enjoyable stay in your home in Dubai.

### The Halls Fee Structure for 2011 – 2012 Academic Year

Fees per student, per term are 11,500 AED in a sharing room or 20,500 AED for a single room to cover a period of one term, in addition to a refundable security deposit of 1,000 AED\*. Book for the full academic year and take advantage of current discounts and savings, also benefit from static fees guarantee throughout the academic year (See Special Discounted Rates).

#### Special Discounted Rates

##### **Rates for New Joining Students: (Save up to 12,000 AED\*)**

New students can benefit from the currently applied discount of more than 25% as follows; pay for the full academic year starting from 20,000 AED inclusive, this entitles you for a sharing room for 2 terms in addition to a saving of more than 4,000 AED getting a free stay for the between terms vacation period, this allows students to stay in for that period or leave their personal belongings behind whilst being away and booking the same room where they have stayed during the term (Single rooms from 36,000 AED for full academic year). Further reductions offered when continuing to stay on following years.

##### **Rates for Continuing Students: (Save up to 17,000 AED\*)**

Students who have previously resided in The Halls, can now benefit from a discounted rate of up to 35% when rejoining or continuing to stay for a new academic year. Pay as low

as 8,500 AED per term in a sharing room (15,500 AED for single room), in addition to benefiting from a free stay for the in between terms vacation period when booking for the full academic year.

##### **Rates for End of Academic Year Summer Break: (Save up to 3,250 AED monthly\*)**

All students who are interested in staying in The Halls for the summer holidays can benefit from a further discount of 50% on standard room rates, from as low as 1,800 AED per month in a sharing room, and 3,200 AED for a single room\* (Terms & Conditions Apply).

##### **Short term stay rates:**

Rates applicable to	Room type	Monthly	Weekly	Daily
New Students*	Single Room	6,450	1,800	300
	Sharing Room	3,600	1,000	175
Continuing Students*	Single Room	4,500	1,200	200
	Sharing Room	2,400	700	125

##### **All free facilities and value added benefits include:**

- Fully furnished rooms
- Internet & Satellite connection in each room
- Water & Electricity
- Laundry room
- Fully equipped kitchen
- Fitness Rooms
- Satellite TV Lounges
- Recreational Lounges
- Shuttle Bus Service to Campus and famous shopping destinations
- Room Cleaning Services
- Car Parking
- 24 hour Security Services
- En-suite bathrooms in all rooms
- Separate Male and Female sections
- Maximum of 2 students in a sharing room
- Spacious all new state-of-the-art single rooms for added comfort and privacy

##### **How to book your place in The Halls:**

Due to limited spaces becoming available as we get closer to the new academic year's starting date; booking a place in The Halls is based on payment of a non-refundable booking deposit of 25% of one term's fees as soon as a decision has been made to ensure being granted a place on the new

term, while the remaining amount would be due any time prior to joining The Halls. For inquiries and bookings contact: Mr. Imran Bulooshi / The Halls Manager, i.bulooshi@mdx.ac Tel +971-4-8856240, Fax +971-4-8856250, Mobile +971 50 2861747, Website [www.thehalls.ae](http://www.thehalls.ae)

*\*Full refund of security deposit guaranteed should no claims apply as per The Halls Policy Agreement.*

*\*Maximum savings based on single room standard rates, on full academic year booking basis.*

*\*Summer break months vary for students as per the joining terms; e.g. Summer break months for students starting their studies in October will be June, July, August & September, while for students starting in February will be August & September. Rates are applicable to monthly bookings only, maximum savings based on single room rates.*

*\* Please note that short stay rates will only be applicable in cases where the booked period has been confirmed as such, offered one month after the term's starting date, or as an extension to a full term stay, and being subject to availability of places at the time of booking. New students rates apply for 1st term only, while all students can benefit from the discounted rates on short term stay after completion of one term residing in The Halls.*

### Student Notes for Guidance for Allegations of Academic Misconduct

- Please read these notes carefully
- Keep them for reference until the case is concluded
- All letters and information sent to you will refer to these Notes and to the Regulations within the current Middlesex University Regulations (section F), and at [www.mdx.ac.uk/aboutus/Strategy/regulations/sectionf.aspx](http://www.mdx.ac.uk/aboutus/Strategy/regulations/sectionf.aspx).

The Assessment Board is concerned that you appear to have been academically dishonest in work submitted for assessment and therefore needs to investigate the situation. These notes are to help explain the procedures that will be followed, and to give you advice on the course of action you need to take.

#### How to use these Notes for Guidance

- On the following page is a simplified overview of the procedures (the roman numerals in each box referring to sections of these notes).
- You are advised to read these notes completely before responding to the allegation.

### Academic Misconduct: Definitions and Regulations

Academic misconduct is subject to disciplinary action. It is destructive of the values of the University and is unfair and discouraging to other students. Definitions and the University's regulations governing Academic Misconduct can be found in the University's Regulations' (section F) at [www.mdx.ac.uk/aboutus/Strategy/regulations/sectionf.aspx](http://www.mdx.ac.uk/aboutus/Strategy/regulations/sectionf.aspx)

- **Plagiarism**  
using extensive unacknowledged quotations from, or direct copying of, another person's work and presenting it for assessment as if it were your own effort.
- **Collusion**  
working with other students (without the tutor's permission), and presenting similar or identical work for assessment.
- **Infringement of Examination Room Rules**  
Communication with another candidate, passing notes to another candidate, taking notes to your table in the examination room and/or referring to notes during the examination.

A full list of what the University considers to be academic misconduct can be found in section F of the Regulations.

#### Your progress as a student at Middlesex University until the matter is resolved

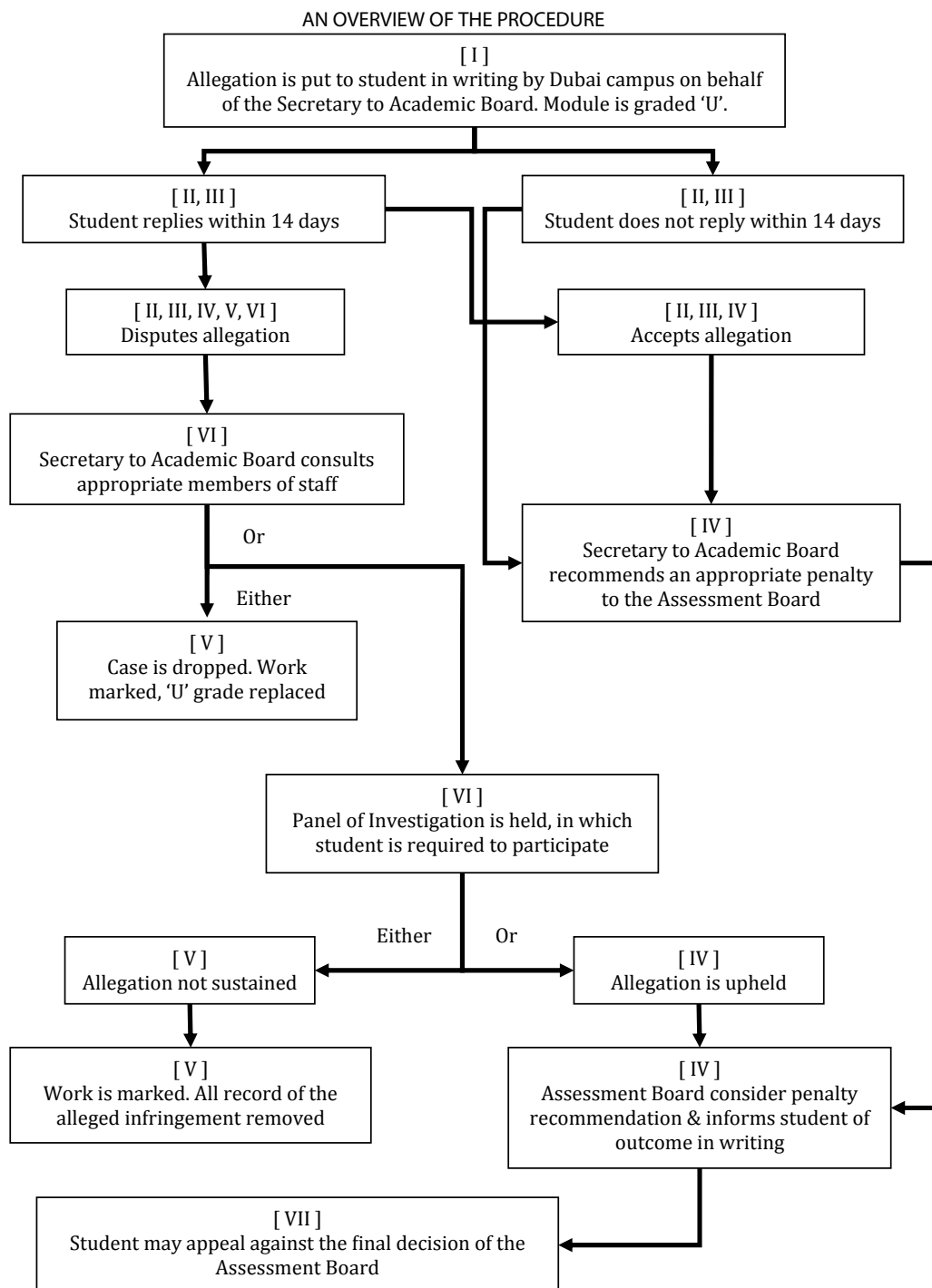
- You will be temporarily awarded a U grade ("under investigation")
- The decision by the Assessment Board regarding your progression will be temporarily deferred. However, you may enrol and continue on your programme of study. You are advised to take all scheduled assessments. (For advice on re-sitting an assessment before the final decision has been made, refer to Appendix 1, Re-sitting an assessment BEFORE the final decision has been made by the Assessment Board)

#### Where to get advice

- The Student Union's Academic Affairs Officer is available in London, and may be contacted by telephone on +44 20 8411 4292. The Union operates a confidential advisory service, which gives practical assistance and advice to members covering a range of problems.
- Confidential counselling is available from the Counselling Service.



- Student Advisers/Campus programme Coordinators for advice on your progress on both an academic and personal level.



**Who is told an allegation has been made**

Normally:

- Chair of the Subject Assessment Boards (for finalists)
- Chair of Campus Progression Committee (for non-finalists)
- The Secretary to Academic Board and Assessments Administrative Assistant to the Secretary to Academic Board in the Academic Registry
- Your Module Tutor and the Programme Leader
- Programme Coordinators
- Module Leaders
- Quality Manager in Dubai
- Members of the Panel of Investigation, should one be called.



**The allegation against you**

You will receive a letter giving details of the allegation, and a copy of part or all of the evidence of the alleged academic misconduct from the Dubai campus on behalf of the Secretary to Academic Board, in London.



**Action to take following the allegation**

For the allegation against you to be upheld, the University does not need to prove that you deliberately intended to be academically dishonest nor that you would have gained unfair advantage over other students. The University considers it to be your responsibility to guarantee the quality of the work submitted for assessment and to ensure that you are not involved, through negligence or foolishness, in any behaviour which can be interpreted to be an infringement of the assessment regulations. However, the University is concerned that students are given the opportunity to answer the allegation:

- You may wish to accept the allegation – that through foolishness, negligence or deliberate you were guilty of academic misconduct.

If so, choose Actions A, B or C

- You may wish to deny the allegation – that you have not infringed the Regulations of the University

If so, choose Action D

- If you choose not to reply to the allegation (Action C) – this will be regarded as accepting the allegation. Dependent on the reply from any other student that may be involved, the case will be referred to the Secretary to Academic Board in London, who will recommend an appropriate penalty to the Assessment Board, without consideration of any mitigating circumstances.



**The options explained**

**Action A This is the option you take if you are accepting the allegation, but want mitigating circumstances which influenced your actions to be taken into account when a penalty is being devised.**

Mitigating circumstances could be illness, family problems, financial difficulties etc, and you must, if possible, provide documentary evidence.

**What you need to do next:**

- Reply to the allegation in writing to the Dubai campus, to be received within fourteen calendar days of the date of the letter of allegation.
- State that you are accepting the allegation, giving as much detail as possible as to how the allegation may have arisen. Including, for example;

For plagiarism and/or collusion:

- o How you prepared the work
- o Whether you worked together with others
- o Whether you copied work of others
- o Why you did not acknowledge the sources you used, or copied from another student.

For an examination:

- o What happened during the examination
- o Why you were communicating with another candidate
- o What the invigilators said to you

- Give details of the mitigating circumstances (see above). These circumstances will be considered, and might make a difference to the penalty imposed, if it is felt that you have suffered more hardship than others.
- Give an address, if different, for future correspondence concerning this matter.

**Action B This is the option you take if you are accepting the allegation, but do not consider mitigating circumstances influenced your actions.**



This is the preferred action to take if accepting the allegation, as opposed to Action C, particularly when more than one student is involved in the incident.

**What you need to do next:**

- Reply to the allegation to the Dubai campus, to be received within fourteen calendar days of the date of the letter of allegation.
- Give an address, if different, for future correspondence concerning this matter.

**Action C This is the option you take if you are accepting the allegation, but will await the decision of the Assessment Board with regard to the penalty.**

**What you need to do next:**

No action required (see II above for more details).

**Action D This is the option you take if you are disputing the allegation that you were academically dishonest in the assessment.**

**What you need to do next:**

- Reply to the allegation in writing to the Dubai campus, to be received within fourteen calendar days of the date of the letter of allegation.
- State that you deny the allegation, giving as much detail as possible as to the reasons you are disputing the allegation.
- Give an address, if different, for future correspondence concerning this matter.

## IV

***What happens if you accept the allegation (Action A, B or C)***

After the fourteen days deadline, your case will be forwarded to the Secretary to Academic Board in London, who will devise an appropriate penalty to recommend to the Assessment Board. S/he will decide which of the categories of offence it falls in to by comparing with the guideline criteria, in Section F of the regulations, as outlined below:

**MINOR OFFENCE**

- Occurs in levels 3 or 4; and ( foundation or 1st year of an honours degree  
Will not be counted towards a final award, and
- Is the first and only offence.

**SERIOUS OFFENCE**

- Occurs at any level;
- Is a first infringement offence with
- Documented mitigating circumstances.

**GRAVE OFFENCE**

- May occur at any level;
- No documented mitigating circumstances;
- Can be a second offence or greater.

The following penalties indicate the minimum penalties which may be imposed:

**MINOR OFFENCE**

- Fail module, P grade;
- To resubmit work by a given deadline, with a maximum grade of 16 to be awarded;
- Written warning that any further offences will have serious consequences for the final award;
- The imposition of up to 1 warning point.

**SERIOUS OFFENCE**

- Fail module, P grade;
- dissertation or project modules, where plagiarism is substantial: To retake the module concerned (or a replacement module), with attendance and re-sit all assessments;
- other modules: To resubmit work by a given deadline, with a maximum grade of 16 to be awarded, plus 2 warning/penalty points;
- Written warning that any further offences will have serious consequences for the final award;
- The imposition of up to 2 warning points.

**GRAVE OFFENCE**

- Fail up to 60 credit points with grade P in the module concerned and grade 20's in the other modules;
- Permitted to retake whole year, with attendance and re-sit all assessments.

or

- Fail academic year, with grade P in module/s concerned and grade 20's in the other module taken during the last academic year;
- Retake academic year, with attendance and re-sit all assessments.

The following penalties indicate the maximum penalties which may be imposed:

**MINOR OFFENCE**

- Fail module, P grade;
- To resubmit work by a given deadline, with a maximum grade of 16 to be awarded;
- Written warning that any further offences will have serious consequences for the final award.

**SERIOUS OFFENCE**

- Fail up to 60 credit points with grade P in the module concerned and grade 20's in the other modules;
- Permitted to retake whole year, with attendance, including re-sitting all assessments.

**GRAVE OFFENCE**

- Expulsion from the University, incorporating failure of last academic year.

V

***What happens if you deny the allegation (Action D)***

**CASE IS DROPPED:**

If your explanation is accepted:

- the case will be dropped, your work will be marked and all record of the allegation will be removed from your file;
- The Assessment Board will inform you of the grade awarded to you.

**CASE DROPPED BUT A WRITTEN WARNING:**

Perhaps because your letter has explained the situation but, for example, there is still some doubt that the work was entirely your own:

- The case will be dropped, your work will be marked;
- A written warning will be issued;
- The Assessment Board will inform you of the grade awarded to you.

VI

***Panel of Investigation - Denial of allegation not accepted***

If you deny the allegation, and your explanation is not accepted by the Assessment Board, the case will be forwarded to the Secretary to Academic Board, who will convene a Panel of Investigation, to which you will be required to participate. As it is not feasible for you to attend in person, in London, an audio (or possibly a video) conference will be set up between London and Dubai. If you do not participate, the Panel may hear the case without you.

- Present at this Panel meeting will be: two members of senior

staff, staff involved in the assessment from the School, a member of the Student Union (normally the Academic Affairs Officer) and the Secretary to Academic Board

- You may bring a companion to the meeting; a member of the University (ie a student or member of staff), or a member of staff of the Student Union. No legal representation is allowed.
- You may bring witness/s to the meeting, or provide written statement/s.
- At the meeting you will have the opportunity to describe how you prepared your work, and special circumstances which caused this allegation to be made, and answer questions put to you.
- After the evidence has been heard, the Panel will consider its decision in private.
- This decision will be recommended to the Assessment Board.
- You will be notified of the decision and the report of the meeting will be sent to you in due course.

See penalties as described above (IV)

VII

***Making an Appeal against the final decision of the Assessment Board***

You may appeal against the decision of the Assessment Board. Such an appeal is to be made through the established appeal procedures.

Normally an appeal may be made on the following grounds:

- That there is new and relevant evidence which you demonstrably and for the most exceptional reasons were unable to present during the investigation. This may include evidence in mitigation.
- That the procedures were not complied with, in such a way that it might cause reasonable doubt as to whether the result would have been different.
- That there is documented evidence of prejudice or bias on the part of one or more members of staff.

**ADMINISTRATIVE FEE**

An administrative fee of AED 500 will be charged to any student found guilty of academic misconduct.

***Appendix 1: Re-sitting an assessment BEFORE the final decision has been made by the Assessment Board***

If the grade of U has been temporarily given for a first attempt at an assessment, and while the investigation is still taking place, you are entitled to and advised to resit the assessment at the first available opportunity. However, this is your decision.



When making this decision, you should consider the following:

- A grade will not have been given to your work, and so it is unknown whether you would have passed or failed.
- For examinations; if you decide to wait until the investigation is complete, then find you have failed, you will have to wait until the normal scheduled examination period to resit, and this may delay your progression.
- A resit is taken without prejudice to the outcome of the case.
- If an allegation concerning coursework is not sustained, it may be possible that a special arrangement could be made for you to complete a reassessment, if necessary, following the outcome of the case.

If you decide to take the first opportunity to resit before the final decision has been made, you should note the following: The results of this resit will be withheld pending the outcome of your case.

- If the allegation is not sustained:
  - a. the original result, if passed, will stand; or
  - b. the original result, if failed, will stand, and the resit result will stand.
- If the allegation is sustained:
  - a. the original result will be replaced by a P grade; and
  - b. the resit grade will stand or
  - c. the resit will be disallowed and the grade annulled.

If you decide to take the first opportunity to resit:

### For an examination

You must contact your Campus Student Office for a copy of the examination timetable;

### For coursework

You must contact your Programme Coordinator or Module Tutor to confirm that you will be taking the reassessment and check what is required for this resubmission.

## Tuition Fees, Payment Plans and Refund Regulations

The latest version of this policy can be found online at [www.mdx.ac/StudentPortal.asp](http://www.mdx.ac/StudentPortal.asp).

These regulations are for students commencing their academic studies at Middlesex University Dubai in September 2011. Returning/re-enrolling students should contact the Finance Office to receive the appropriate version of these regulations that apply to them.

### 1.0 INTRODUCTION

- 1.1. These regulations govern tuition fees, payment procedures, instalment plans and fees refund arrangements for foundation, undergraduate and postgraduate programmes at Middlesex University Dubai.
- 1.2. The Finance Office at Middlesex University Dubai is responsible for processing all student financial transactions. The Finance Office is located on the Ground Floor of Block 16, Dubai Knowledge Village.

### 2.0 TUITION FEES

- 2.1. Tuition Fees are determined by the study level and the number of modules chosen along with the applicable payment plan.
- 2.2. Tuition Fees for the International Foundation Programme are set out in Annex A. Tuition Fees for undergraduate programmes are set out in Annex B. Tuition Fees for postgraduate programmes are set out in Annex C.

- 2.3. Tuition fees cover the normal cost of tuition at the University including application, enrolment, curriculum delivery, examinations (first-attempt) and access to common learning facilities and student online systems. Separate fees, charges, payment methods and refund procedures apply to additional services that a student may opt for including (but not limited to): transportation; student visa; accommodation in the University's Halls of Residence; for purchasing core textbooks and stationery items; and on supplementary field-trips, residential trips and conferences. Students undertaking certain programmes may be required to pay additional fees to cover part or all the cost of special equipment, consumables or facilities – this information will be provided to students in a timely manner.
- 2.4. Tuition Fees for 'new students' are subject to review each year.
- 2.5. For returning students, the university has adopted a 'fees freeze' policy whereby tuition fees remain the same for the normal duration of the programme, that is, they charged as per the fee schedule at the point of the student's first enrolment, subject to the following:
  - the student maintains continuous full-time enrolment; and
  - the student obtains a minimum 'Pass' grade in all modules.
- 2.6. For those students who do not submit coursework or attend an examination on the formal deadline or alternatively do not pass their required assessments (coursework or examinations) at the first attempt and are offered a second attempt, an administrative fee of AED 500 is applied for the administration of each component of reassessment. This fee is payable prior to the deadline for such reassessment and is non-refundable.
- 2.7. If a student receives a 'Fail' grade in any module and subsequently repeats the module or alternatively enrolls for a compensating module, the student will pay the tuition fee for the module as per the most recent fee rate.
- 2.8. Students who change their programme of study must pay the latest tuition fees for the new programme.
- 2.9. Students who interrupt their studies without prior and explicit approval from the University, must pay the latest tuition fees at the time of returning to studies.
- 2.10 These regulations state the minimum requirements for students paying the normal tuition fees. Additional terms and conditions may apply where students are offered scholarships, grants, early-payment offers, school-based schemes, promotions and other incentives under the various marketing and student recruitment strategies.

### 3.0 PAYMENT PROCEDURES

- 3.1. Tuition fees are payable prior to enrolment in modules at the start of the academic term. Students opting for payment via instalment plans will receive a schedule of payment due dates for the year at the time of making the first payment and must pay the applicable amounts on or before the due date. Reminders are generated by the University, however failure to receive a reminder will not be accepted as an excuse for missing a payment deadline.
- 3.2. Where a scheduled due date for payment falls on a weekend or a public holiday, students must ensure that the payment is made no later than the last working day before the due date.
- 3.3. Late payment of fees will incur a penalty for AED 300 per week, calculated retrospectively from the first week of classes.
- 3.4. Payment can be made using the following methods:
  - cash in UAE Dirhams (AED) or in US dollars (US\$)
  - cheques drawn on local banks in UAE Dirhams
  - manager's drafts in UAE Dirhams
  - credit cards
  - Online via safe and secure online payment facility on the university website



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- overseas swift transfer/remittance made to:
  - Account name:** Middlesex Associates FZ LLC
  - Account Number:** 1012155268101
  - Bank Name and Address:** Emirates NBD, Sheikh Zayed Road Branch, Dubai, UAE
  - Swift code:** EBILAEAD
- Note: Student's full name and the application reference number (also called the student number or MISIS number) must be noted on all remittances. If transfer documents are not in English, a certified translated copy in English is required.

3.5. A charge of AED 500 is added if a cheque is returned for insufficient funds. If two or more cheques return due to insufficient funds, cheques will no longer be accepted.

3.6. AED 25 will be charged for a duplicate copy of the payment receipt.

3.7. Students in receipt of funding, either in full or in part, must provide an official letter of sponsorship to the University. This is to be provided prior to, or at registration, for each year. An official letter of sponsorship must include; the invoice address, contact details and name of a suitable official at the sponsor, the name of the student and the amount of sponsorship. The University will then invoice the sponsor directly. If a sponsor fails to pay, the student is ultimately liable for outstanding amounts.

### 4.0 REFUND AND TRANSFER OF TUITION FEES

4.1. All refunds and transfers are at the discretion of the University.

4.2. Prior to consideration for any refund or transfer, all necessary procedures withdrawal or interruption of studies must be completed by the student and the student must be recorded as 'withdrawn' by the Student Office.

4.3. To claim a refund or a transfer, requests must be submitted in writing to the Finance Office, along with any necessary supporting documentation.

4.4. For students who wish to obtain a full or partial refund of tuition fees paid, the following refund schedule will be applicable:

Schedule of Dates	Amount refunded for students paying Tuition Fees in full	Amount refunded for students paying Tuition Fees in instalments
Before 15th October 2011	100% of the tuition fees paid**. An administrative fee of AED 3,000 will be applied.	100% of the tuition fees paid**. An administrative fee of AED 3,000 will be applied.
From 16th October to 05 November 2011	100% of the tuition fees paid**. An administrative fee of AED 3,000 will be applied.	No refund.
After 06 November 2011	No refund.	No refund.

\*\* Students who are on a University-sponsored Student Visa will be charged AED 5,000 in addition to the administrative fee in order to calculate the refund amount. Students who require a Visa Letter from the University will be charged the 1st instalment amount as per the respective payment plan, which will not be refunded.

- 4.5. For students who wish to transfer tuition fees paid to a subsequent term or academic year, the following transfer schedule will be applicable:

Schedule	Amount Transferred
Within 2 weeks from the start of classes	100% of the tuition fees paid.
After 2 weeks from the start of classes but before start of week 5	70% of the tuition fees paid.
After 5 weeks from start of classes but before start of week 9	40% of the tuition fees paid.
After 9 weeks from start of classes	No transfer.

*Note: There is no refund on transferred fees.*

- 4.6. Students who have been either suspended or excluded from the University for disciplinary reasons or for not maintaining minimum standards or academic progression are not eligible for any refund of tuition fees.
- 4.7. Students may appeal the decision of the Finance Office with regards to refund or transfer requests in writing to the Director with full documentation of previous interactions. The Director's decision in such matters will be final and no further instances for appeals will be available.

## 5.0 PENALTIES FOR NON-PAYMENT OF FEES

- 5.1. The University reserves the right to withhold the conferment of qualifications unless or until all fees for tuition, residence, student visa and other sums due to the University have been paid, and/or rightful property of the University returned.
- 5.2. Students who fail to pay their tuition fees and any other charges applicable in a timely manner will have their access to University facilities suspended and will face a "Financial Hold" on their MISIS student records.
- 5.3. The University is entitled to withhold any assessment feedback, grades or marks gained whilst a student has outstanding debts. No candidate shall have an automatic entitlement to be notified of their results or to receive a certificate or transcript.
- 5.4. Students with outstanding debts will not be entitled to enrol to continue further with their programme of study.
- 5.5. Persistent failure by enrolled students to meet financial or material obligations to the University may lead to the suspension or exclusion of a student.
- 5.6. Students who withdraw from the University before the completion of the programme of study will have outstanding debts deducted from any due refunds of tuition fees or other amount paid such as deposits or pre-paid fees.

The University reserves the right to amend these Regulations at any time and to the extent which it may decide. All queries concerning tuition fees, payment procedures and instalment plans should be directed to the Finance Office by calling +971 (0)4367 8127 or 8136 or 1683 or +971 (0)4375 4910 or sending an e-mail to [V.Hegde@mdx.ac](mailto:V.Hegde@mdx.ac) or [M.Cecilia@mdx.ac](mailto:M.Cecilia@mdx.ac) or [S.Akbar@mdx.ac](mailto:S.Akbar@mdx.ac) or [J.Rego@mdx.ac](mailto:J.Rego@mdx.ac).



## Annex A: Tuition Fees For International Foundation Programme (IFP)

### 1.0 TUITION FEES FOR INTERNATIONAL FOUNDATION PROGRAMME (IFP)

1.1. Tuition fees for IFP are as follow:

Name of Programme	Number of Modules	Tuition Fees Per Module	Tuition Fees Total
International Foundation Programme (IFP)	4	AED 7,500	AED 30,000

### 2.0 PAYMENT PLANS FOR INTERNATIONAL FOUNDATION PROGRAMME (IFP)

- 2.1. Domestic\*\* students enrolling in the IFP programme, who choose to pay their tuition fees for the year in full on or before 02 October 2011, will receive a discount of 5%. This is applicable for cash payments, credit card payments and cheques cleared prior to the deadline and only for students who are United Arab Emirates (UAE) citizens or are residing in the UAE. This discount cannot be combined with other 'early payment' offers.
- 2.2. Alternatively, domestic\*\* IFP students can pay their fees in instalments as shown in the schedule below, at no additional cost:

Instalment	Due Date	Amount Due
1	15 September 2011	AED 6,000
2	15 November 2011	AED 6,000
3	15 January 2012	AED 6,000
4	15 March 2012	AED 6,000
5	15 April 2012	AED 6,000
TOTAL ANNUAL FEE		AED 30,000

\*\* This is applicable to students who are UAE citizens or are residing in the UAE only.

- 2.3. International students enrolling in the IFP programme can pay their fees in instalments as shown in the schedule below, at no additional cost:

Instalment	Due Date	Amount Due
1	15 September 2011	AED 15,000
2	15 December 2011	AED 7,500
3	15 February 2012	AED 7,500
TOTAL ANNUAL FEE		AED 30,000

This applies to students applying from other countries than the UAE who are not UAE citizens or residents of this country.

## Annex B: Tuition Fees for Undergraduate Programmes

### 1.0 TUITION FEES FOR UNDERGRADUATE PROGRAMMES

1.1. Tuition fees for undergraduate programmes are as follow:

Name of Programme	Number of Modules	Tuition Fees Per Module	Tuition Fees per Year*	Tuition Fees Total
All Undergraduate Programmes	12	AED 11,500	AED 46,000	AED 138,000

\* Fees for full-time enrolment i.e. 4 modules per year. Students who wish to enrol for more than 4 modules must get special permission from their Programme Coordinators and pay for the additional module(s).

### 2.0 PAYMENT PLANS FOR UNDERGRADUATE PROGRAMMES

2.1. Domestic\*\* students enrolling in any undergraduate programme, who choose to pay their tuition fees for the year in full on or before 02 October 2011, will receive a discount of 5%. This is applicable for cash payments, credit card payments and cheques cleared prior to the deadline and only for students who are United Arab Emirates (UAE) citizens or are residing in the UAE. This discount cannot be combined with other 'early payment' offers.

2.2. Alternatively, domestic\*\* undergraduate students can pay their fees in instalments as shown in the schedule below, at no additional cost:

Instalment	Due Date	Amount Due
1	15 September 2011	AED 6,600
2	15 November 2011	AED 6,600
3	15 December 2011	AED 6,600
4	15 January 2012	AED 6,600
5	15 February 2012	AED 6,600
6	15 March 2012	AED 6,600
7	15 April 2012	AED 6,400
TOTAL ANNUAL FEE		AED 46,000

\*\* This is applicable to students who are UAE citizens or are residing in the UAE only.

2.3. International students enrolling in any undergraduate programme can pay their fees in instalments as shown in the schedule below, at no additional cost:

Instalment	Due Date	Amount Due
1	15 September 2011	AED 23,000
2	15 December 2011	AED 11,500
3	15 February 2012	AED 11,500
TOTAL ANNUAL FEE		AED 46,000

This applies to students applying from other countries than the UAE who are not UAE citizens or residents of this country.



## Appendix C: Tuition Fees for Postgraduate Programmes

### 1. TUITION FEES FOR POSTGRADUATE PROGRAMMES

Name of Programme	Total Tuition Fees
MA Education: Leadership Management and Change	AED 50,000
MA Human Resource Management	AED 80,000
MA Marketing Communications	AED 65,000
MBA (Master of Business Administration) with specialisations in: <ul style="list-style-type: none"> <li>• Business Excellence</li> <li>• Finance</li> <li>• International Business</li> <li>• Marketing</li> <li>• Operations and Logistics</li> <li>• General</li> </ul>	AED 85,000
MSc Applied Psychology	AED 70,000
MSc Computer Network Management	AED 45,000
MA TESOL (Teaching English to Speakers of Other Languages)	AED 50,000

### 2. PAYMENT PLANS FOR POSTGRADUATE PROGRAMMES

2.1. Domestic students enrolling in any postgraduate programme, who choose to pay their tuition fees for the year in full on or before 02 October 2011, will receive a discount of 5%. This is applicable for cash payments, credit card payments and cheques cleared prior to the deadline and for students who are United Arab Emirates (UAE) citizens or are residing in the UAE only. This discount cannot be combined with other 'early payment' offers.

2.2. Alternatively, students can pay their fees in instalments at no additional cost, as shown below for each programme. This applies to domestic and international students.

#### 2.2.1. Master of Business Administration (MBA) – (part-time basis)

Instalment	Due Date	Amount Due
1	15 September 2011	AED 21,250
2	15 February 2012	AED 21,250
3	15 September 2012	AED 21,250
4	15 February 2013	AED 21,250
TOTAL PROGRAMME FEES		AED 85,000

Note: Tuition fees include costs for all four Applied Learning Experiences and Executive Skills Development sessions.

#### 2.2.2. Master of Business Administration (MBA) – (full-time basis)

Instalment	Due Date	Amount Due
1	15 September 2011	AED 21,250
2	15 November 2011	AED 21,250
3	15 January 2012	AED 21,250
4	15 March 2012	AED 21,250
TOTAL PROGRAMME FEES		AED 85,000

Note: Tuition fees include costs for all four Applied Learning Experiences and Executive Skills Development sessions.

2.2.3. MA Human Resource Management

Instalment	Due Date	Amount Due
1	15 September 2011	AED 18,250
2	15 February 2012	AED 18,250
3	15 September 2012	AED 18,250
4	15 February 2013	AED 18,250
5	15 April 2013	AED 7,000
TOTAL PROGRAMME FEES		AED 80,000

2.2.4. MA Marketing Communications programme (full-time basis)

Instalment	Due Date	Amount Due
1	15 September 2011	AED 14,500
2	15 November 2011	AED 14,500
3	15 January 2012	AED 14,500
4	15 February 2012	AED 14,500
5	15 April 2012	AED 7,000
TOTAL PROGRAMME FEES		AED 65,000

2.2.5. MA Marketing Communications programme (part-time basis)

Instalment	Due Date	Amount Due
1	15 September 2011	AED 14,500
2	15 February 2012	AED 14,500
3	15 September 2012	AED 14,500
4	15 February 2013	AED 14,500
5	15 April 2012	AED 7,000
TOTAL PROGRAMME FEES		AED 65,000

2.2.6. MA Education: Leadership, Management and Change

Instalment	Due Date	Amount Due
1	15 September 2011	AED 5,000
2	15 November 2011	AED 5,000
3	15 February 2012	AED 5,000
4	15 March 2012	AED 5,000
5	15 April 2012	AED 5,000
6	15 September 2012	AED 5,000
7	15 November 2012	AED 5,000
8	15 February 2013	AED 5,000
9	15 March 2013	AED 5,000
10	15 April 2013	AED 5,000
TOTAL PROGRAMME FEES		AED 50,000



## 2.2.7. MSc Applied Psychology

Instalment	Due Date	Amount Due
1	15 September 2011	AED 12,000
2	15 December 2011	AED 12,000
3	15 February 2012	AED 12,000
4	15 September 2012	AED 12,000
5	15 December 2012	AED 12,000
6	15 February 2013	AED 10,000
TOTAL PROGRAMME FEES		AED 70,000

## 2.2.8. MSc Computer Network Management (Full-Time)

Instalment	Due Date	Amount Due
1	15 September 2011	AED 11,250
2	15 November 2011	AED 11,250
3	15 January 2012	AED 11,250
4	15 March 2012	AED 11,250
TOTAL PROGRAMME FEES		AED 45,000

## 2.2.9. MSc Computer Network Management (Part-Time)

Instalment	Due Date	Amount Due
1	15 September 2011	AED 7,500
2	15 December 2011	AED 7,500
3	15 February 2012	AED 7,500
4	15 September 2012	AED 7,500
5	15 December 2012	AED 7,500
6	15 February 2013	AED 7,500
TOTAL PROGRAMME FEES		AED 45,000

## 2.2.10. MA TESOL

Instalment	Due Date	Amount Due
1	15 September 2011	AED 10,000
2	15 February 2012	AED 10,000
3	15 September 2012	AED 10,000
4	15 February 2013	AED 10,000
5	15 April 2013	AED 10,000
TOTAL PROGRAMME FEES		AED 50,000

### University Regulations

Middlesex University publishes extensive formal policies and procedures via its corporate website and publications which are made available in the Library, the Student Office and several administrative and academic staff members across all campuses. The most up-to-date versions of these regulations are available at: [www.mdx.ac.uk/regulations](http://www.mdx.ac.uk/regulations).

These regulations cover:

- The Learning Framework
- General Regulations for Admission
- Regulations for Taught Programmes of Study
- Regulations for Assessment Boards
- Assessment and Progression Regulations for Taught Programmes
- Academic misconduct
- Appeals
- Student responsibilities
- Middlesex University qualifications
- Examination room rules
- The invigilation of examinations
- Code of assessment practice
- Module Level Descriptors
- Grade Criteria Guide
- Student conduct and discipline
- Student complaints and grievance procedure
- Complaints in relation to collaborative partner institutions
- Computer Use Policy
- Computing rules and regulations

You are encouraged to familiarise yourself with the formal policies of the University. More detailed information including specific rules and regulations about individual programmes, modules and qualifications are available in programme and module handbooks. For queries on regulations, policies and procedures you can contact your Programme Coordinator or the Quality Manager ([M.Meraj@mdx.ac](mailto:M.Meraj@mdx.ac)).

In addition to these University-wide regulations, students at the Dubai campus are governed by regulations, policies and procedures that are specific to this campus. These are available on Middlesex University Dubai's Student Portal at [www.mdx.ac/StudentPortal.asp](http://www.mdx.ac/StudentPortal.asp). Copies of the latest version of all regulations can be obtained from the Student Office.

The University has attempted to ensure that the information contained in this guide is accurate and up to date at the time of publishing, but cannot accept liability for any errors, changes since compilation or omissions for any loss, direct or consequential arising in connection with the information in this publication. The information included herein is subject to change without notice in response to changing circumstances. Students must refer to the latest version of rules and regulations which can be found on the University's websites.