

General Information for Students

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Accident Reporting and Investigation

See information on 'Health and Safety' under the section: General Information for Students.

Breach of Health and Safety Procedures

See information on 'Health and Safety' under the section: General Information for Students. See also, 'Code of Conduct for Students (General)' under the same section.

Campus Opening Hours

Students and staff can normally access the campus building between 8:00am and 10:00pm on weekdays during term-time. Facilities such as the Library and Computer Labs are available on amended schedules on weekends and during vacations. Similarly most service areas extend their opening hours during periods of high usage (such as key assessment periods). Check with the service area beforehand for timings.

Please note that you need to carry your Middlesex Student ID Card with you at all times and should produce it on request from a member of staff or security personnel. At times you will be asked to deposit your Student Card with our security staff to access the Library or Computer Labs. You can collect your card when you have concluded the use of facilities.

Code of Conduct for University Bus Service

For the safety and comfort of others, students who use the University Bus Service are asked to observe the following rules:

- Friends and relatives of students and members of the general public are not permitted to use the University Bus Service. Students must present a valid Middlesex Student ID Card to enter the bus.
- Students using the Dubai or Sharjah services should provide a copy of their preferred schedule and the shifts which they wish to be picked up / dropped off to the driver. The bus driver should be notified one day in advance should you wish to change your pick-up / drop off timings.
- Bus drivers and other users of the bus should be spoken to and dealt with respectfully.
- Food and drinks are not permitted on the bus.

- Smoking is strictly prohibited on the bus (as per the regulations of the University and the Road and Transport Association legislation)
- Alcoholic beverages, narcotics and any banned substances are strictly forbidden. Violators will be subject to criminal investigation and punishment as per UAE Federal Law.
- Those accountable for vandalism and damage will be charged cost of repair and/or replacement, penalty fees and may be subject to university disciplinary action.
- The University does not take liability for lost or damaged personal belongings.
- Loud music is not permitted – those students who wish to listen to music should use headphones that keep a noise-free environment for fellow students.
- Use of abusive and inappropriate language and profanity, acts of aggression against fellow students, staff or the general public are strictly forbidden and violators will face the strictest disciplinary actions.
- Any user act or behaviour that endangers the safety of the University Bus, its occupants or the general public and/or affects the normal operation of the bus service will be regarded as a violation of this Code of Conduct and action will be taken under the University's disciplinary procedures.
- Out of respect for the UAE's local customs and traditions, students must wear respectful clothing at all times.

Any comments, suggestions or complaints can be registered at the Marketing Office, 04-3693968.

Code of Conduct for Students (General)

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.

Detailed regulations for student conduct and discipline are provided as "Student Conduct and Discipline" under the section: Rules and Regulations at the end of this Guide.

Code of Conduct in the Student Lounges

The Student Lounge and the PG Lounge have been created exclusively for Middlesex University Dubai students.

To ensure every student's safety, the lounges are equipped with CCTV system and external visitors are not allowed in the premises.

It is the responsibility of each student to keep the lounges neat, clean and orderly at all times.

Be courteous to fellow-students; always rearrange the chairs, tables and couches back to their original positions after you are done using them. You might be the next visitor!

Personal belongings should always be kept in the owners' possession. Students should ensure they have collected all their objects once they exit (permanent or temporarily) the Student Lounges. Neither the University nor any other student will be liable towards forgotten items.

All electrical equipment must be switched off (this includes lights, TV and computers) after use.

The university facilitates a range of board games to be played in the Student Lounge only, such as Chess, Monopoly, Pictionary, as well as the game kits, headphones and joysticks for entertainment and PC/video games. Any enrolled student can borrow a game or part of the mentioned equipment from the University's Reception Desk (Ground Floor) by leaving the student's ID Card, on a first come-first serve basis. You will receive your ID card back upon returning the game in timely manner (maximum use of 3 hours at a time) and in the same condition as at the time of borrowing.

Students who damage or deface the Lounges in any way will pay for the damage and will not be allowed in the Lounge premises until arrangements have been made to reimburse for the University for the cost of damages and any other penalty that the University may decide to levy. In case of severe offence or repeated violations, the privilege to access the Student Lounges will be restricted.

The following behaviour is strictly FORBIDDEN at all times:

- Smoking (see additional information on 'Smoking' in this section)
- Intimate displays of affection
- Possession, storage or consumption of alcoholic drinks, drugs and narcotics or any other banned substance
- Use of abusive and offensive language or gestures

- Display or violent, disorderly or threatening behaviour
- Removal any equipment from the lounge (this includes the furniture and any other item such as cables, TV remote, batteries, decorative and art displays, etc.)
- Playing any card games or any activity related to betting or gambling (this is a serious violation UAE laws)

Please note that the above code of conduct will be strictly enforced. Students are encouraged to report any violations of these guidelines to the Student Activities Manager, Ms Dragana Symons, 04 4331775, email: D.Symons@mdx.ac. Failure to adhere to these rules may result in suspension of your Lounge access and you may also be subject to actions under the University's Disciplinary procedures and where applicable penalties through the UAE's law enforcement agencies.

The above guidelines document only some examples of behaviour that are desirable or undesirable based on the core principles of the Student Code of Conduct. However, they are not intended to be an exhaustive list of do's and don'ts. Students should conduct themselves at all times in a manner which demonstrates respect for the University, their fellow students and staff members and are subject to the University's Regulations.

Any suggestions or feedback for improvement can be made by contacting the Student Activities Manager, Ms Dragana Symons, 04 4331775, email: D.Symons@mdx.ac.

Dubai Code of Conduct

Dubai is a city that welcomes a vast number of people from different countries, cultures and religious and traditional beliefs. In order, to govern and set a standard for social ethics and mutual respect in the country, the Government of Dubai has now released a code of conduct to be followed by all of its citizens, residents and visitors. To view the Dubai Code of Conduct, see www.mdx.ac/StudentPortal.asp.

Display of Anger and Aggression

See information on 'Health and Safety' under the section: General Information for Students. See also, 'Code of Conduct for Students (General)' under the same section.

Dress Code on Campus

Middlesex University encourages an appropriate dress code that promotes a positive image of the University while also allowing maximum flexibility to maintain good learning



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environment - one that respects racial, gender, and ethnic sensitivities and gives due consideration to safety practices.

Students and staff are advised to dress conservatively out of respect to the cultural and religious traditions of the United Arab Emirates, and the conventions of Dubai Knowledge Village. If you are unsure and need any guidance, please feel free to speak to a member of staff.

Drugs, Alcohol and Banned Substances

See information on 'Health and Safety' under the section: General Information for Students. See also, 'Code of Conduct for Students (General)' under the same section.

Fire Emergencies and Fire Drills

See information on 'Health and Safety' under the section: General Information for Students.

First Aid

Middlesex University Dubai will aim to provide first aid assistance for all of our students and staff members in case of emergencies.

Requesting First Aid Assistance

The most efficient way to obtain assistance is by contacting the Student Office staff at the Ground Floor, room 001, or dialling 04-3678100 - this will put you in contact with Reception who can request a qualified member of staff to take immediate action.

First Aid Qualified Staff

First Aiders are staff members who hold a current first aid certificate issued by a certified Health and Safety training organisation. A 'First Aid at Work Certificate' is awarded upon successful completion of a specialised training course. You can obtain an updated copy of the First Aiders list with Reception.

First Aid Treatment and Records

First aid treatment will only be provided by staff who are fully qualified First Aiders, holding a current first aid certificate. Any treatment provided will be strictly in accordance with the training given. First Aiders will keep a record of all treatments given, under the University's reporting procedures.

See also 'Health and Safety' under the section: General Information for Students.

Food and Drink

Eating and/or drinking inside the classrooms, computer laboratories and the Library are not allowed. This policy is strictly enforced by the University in order to protect the facilities, equipment and to maintain cleanliness of the premises. Infringements will be subject to disciplinary actions under the Rules and Regulations of Middlesex University Dubai.

Many restaurants and food outlets operate in the Knowledge Village Food court (Block 7) and in close proximity of the campus in the Dubai Internet City and Media City locations. There is a wide choice of cuisines and price ranges for students to choose from. For more information, see TECOM Directory at www.tecomdirectory.com/ and the 'Facilities around Knowledge Village' section.

The food court and along with all blocks of Dubai Knowledge Village operate a strict 'no smoking' policy.

Graduation Ceremony

The Graduation Ceremony normally takes place in November-December each year in Dubai. Finalist students will receive information and an invitation to the Graduation Ceremony in September. Information will also be provided online via the Student Portal at www.mdx.ac/StudentPortal.asp.

Once your final year results have been published on MISIS, students who are eligible for graduation must return their Student ID card and complete a Clearance Form at the Student Office in order to clear any pending dues.

Students in Dubai also have the choice of attending the graduation ceremony in UK, which is conducted in July every year. Graduating students may collect their invitation to the UK graduation ceremony from the Student Office in April. For more information on attending a graduation ceremony in London contact the Student Office.

Health and Safety

Middlesex University Dubai is committed to providing a safe, healthy and supportive environment for all members of staff, student and other users of the University. In doing so, the University will comply with all applicable requirements issued by the United Arab Emirates (UAE) authorities including the

requirements of Dubai Knowledge Village, the provider of the campus infrastructure.

The success of the Health and Safety programme at Middlesex University Dubai is the shared responsibility of management, employees, students and all other parties involved. Adherence to guidelines for health and safety will apply to all persons on the University premises and involved in University activities. In meeting its health and safety obligations the university will meet the requirements of Dubai Knowledge Village and other regulatory authorities as applicable.

Detailed information on health and safety matters is published under the Health and Safety Guidelines which are available with the Student Office and the Quality Manager. The following sections provide relevant extracts. All students and users of the campus facilities are expected to familiarise themselves with and follow all health and safety guidelines and procedures and actively participate in improving safety on campus.

General Principles for Health and Safety

- Middlesex University Dubai is committed to reduce risk and demonstrate continual improvement to provide a safe, healthy and supportive environment for students, employees and other users of the University.
- The University will ensure provisions are made for adequate resources for undertaking and implementing these Health & Safety guidelines.
- Middlesex University Dubai will ensure that there are effective channels of communication and consultation for health, safety and welfare for its students and employees at all levels.
- All students are expected to take care of their own and others' health and safety. They must comply with University policies, codes and procedures and report hazards and dangerous situations to their teaching supervisors or staff. The University will bring to the attention of its students, the Health & Safety guidelines to ensure that they know what is expected of them. All students will receive appropriate safety instruction through a variety of means including student publications, notice-boards, induction and training.
- Visitors (including contractors and visiting public) are required to comply with University policy, codes and procedures, and report any problems to University staff whilst on University premises.
- No person shall intentionally or recklessly interfere with, or misuse anything provided in the interests of health, safety or welfare.
- Middlesex University Dubai will ensure that guidelines and practices for health and safety are effective and lead to

continual improvement. It will do this through the Health and Safety Committee (HSC).

- The Director of Middlesex University Dubai will be responsible for ensuring the implementation of these guidelines.

Responsibilities of Students and Employees

All employees and students are responsible for:

- Taking reasonable care for the health and safety of themselves and of others who may be adversely affected by their actions or omissions
- Complying with any safety instructions that will safeguard them and other students, employees and other users of the University
- Reporting to their an appropriate member of staff and/or the HSC any defects in machinery, equipment, slip/trip hazards or potentially dangerous systems of work
- Making use and taking proper and reasonable care of protective/safety equipment, tools, plant and equipment

Accident Reporting and Investigation

The University requires that all accidents, however minor, and health and safety incidents to be reported in writing. In addition, serious accidents should be reported to the Student Office or the Director's Office by telephone immediately. If you have any concerns regarding your own or another person's health, safety or welfare which are caused by the activities of the University you are encouraged to report these concerns - in the first instance, to a relevant member of staff or to the Student Office.

Following an accident, the Health and Safety Committee will investigate the causes of the accident and develop appropriate remedial actions and/or recommendations.

Health and Safety Committee

The Health and Safety Committee (HSC) is designed to provide a meaningful consultation forum that encourages an atmosphere of positive consultation in promoting and adopting best practice. The HSC shall consider the health, safety and welfare of all employees, students and visitors affected by university activities and shall submit advice and recommendations regarding the above to the Director. The HSC is chaired by the HR & Facilities Manager and has one representative each from administrative and academic staff members. Please refer to the Terms of Reference of the Health and Safety Committee for more information.



Breach of Health and Safety Procedures

Any student found to be in breach of health and safety procedures will be subject to disciplinary action, up to and including suspension or dismissal from the University.

Display of Anger and Aggression

Aggression includes all types of behaviour which produce damaging or hurtful effects, physically or emotionally, to other students, staff members (and others) in the course of their work. All acts of aggression against students, staff members or the general public is unacceptable, whatever form it takes and whatever reasons are cited for it.

The University will not tolerate the use of harassment (in any form), verbal abuse, bullying, threats, or physical assault against members of staff, students, visitors or other users of the campus. All incidents of violence and aggression towards staff must be reported immediately to the HR Manager or the Director's Office. Disciplinary actions in line with the University Regulations will be taken against violators. Furthermore, cases will be referred to the appropriate law enforcement agencies in the UAE, where deemed appropriate.

Drugs, Alcohol and Banned Substances

To ensure a healthy and safe learning and working environment for all, it is strictly prohibited to consume alcoholic drinks, drugs and narcotics or any other banned substance on the University's campus or to attend the campus under the influence of such items. More importantly, such activities may constitute violation of UAE laws with severe legal repercussions.

The University reserves the right to conduct searches for drugs or alcohol at any time should the need arise. Any drugs or alcohol found as a result of such a search will be confiscated and students will be subject to disciplinary action, up to and including suspension or dismissal from the University. The University may also be required to report the matter to the relevant UAE law enforcement authorities.

Fire Emergencies and Fire Drills

Electronic fire detection systems are in operation all over the University's campus. In the event of a fire, students and staff must evacuate the building upon hearing the fire alarm. Students must be aware of the fire and emergency procedures posted on each floor of the building and comply with these at all times.

Annual fire drills are organized by the Knowledge Village

authorities and all students and employees are required to participate.

Medical Emergencies

If a student or campus visitor is physically injured or suffers an accident on the University's premises, emergency services must be contacted immediately to report the incident and seek medical assistance where required. The HR Manager and/or the Director's Office must also be informed.

First aid kits are available on campus and trained first aid officers can be contacted for assistance. Information about first aid kits and officers are published on Notice-boards can be obtained from the Student Office.

Lost Property

The University regrets that it cannot be responsible for items of personal property left unattended on campus. Take care of your personal belongings and where possible clearly label your property (including lecture notes and assignments) and do not leave items unattended anywhere on campus.

Please report and deliver Lost Property to Reception (Block 16, Ground Floor). Unclaimed items will be disposed off by the University by any means within one month.

Medical Emergencies

See information on 'Health and Safety' under the section: General Information for Students.

Mobile Phones

Mobile phones should be used with sensitivity and discretion. Mobile phones, pagers, music devices (such as iPods) must be turned off or where possible, put on silent mode (no ringing) in classrooms, computer laboratories, the Library and examination venues. Disciplinary action can be taken against students who violate the privacy of others.

Personal Details

Your personal information and academic information are held on MISIS - Middlesex Integrated Student Information System - the University's student database. In accordance with the UK Data Protection Act 1988, the staff of Middlesex University and its partners will ensure the confidentiality of your information and will not disclose it to anybody without your permission.

Please ensure that the University has your most up-to-

date details and contact information - critical University communications (including those relating to your results, graduation, etc) are sent automatically to your address on your student record.

Students must notify the Student Office immediately of any name and/or address changes by filling out the 'Change of Name' / 'Change of Address' form respectively. Current students can also update their address online via MISIS.

A formal change request must include:

- Name
- MISIS Number
- New Address (for an address change)
- New Name (for a name change)
- Copies of legal documentation such as a valid passport copy, court papers or marriage license must accompany all name changes

For third year students who are graduating, the deadline to apply for a name change is the end of February. (see also: Confirmation for Graduating Students)

Students must provide a valid local phone number in order for the University to be able to contact them as required.

See 'Change of Student, Address and Contact Information' under the section: Academic Matters.

Prayer Rooms

Prayer rooms with comprehensive facilities are available for both women and men in Knowledge Village Block 18 and Block 2A on the ground floor.

Printing Services on Campus

The networked printers in the Computer Labs and the Library can be used for printing free of charge. You must provide your own paper or you may purchase A4-size printing paper from the Reception desk.

Colour printing in the Library is charged at AED 1 per page.

Rights, Responsibilities and Regulations

See 'Regulations' under the section: Academic Essentials and the information provided towards the end of this Campus Guide under 'Rules and Regulations'.

Smoking

Middlesex University Dubai is required by UAE laws and regulations of its licensing authority, Dubai Knowledge Village to prohibit smoking in all public areas (indoors or outdoors) except within designated smoking areas.

Strict disciplinary action will be taken against students who violate the 'No Smoking' rule on campus or within the Dubai Knowledge Village facilities.

See also 'Code of Conduct for Students (General)' under the section: General Information for Student and 'DIAC Shared Facility Policy Statement on Student Discipline' under section: Rules and Regulations.

Student Identification (ID) Card

All students receive a Middlesex Student ID Card at the start of their studies from the IT department. This card is to be used for the duration of your entire study period at Middlesex University and is needed for examinations, the library, computer use etc. There is a Student ID number (MISIS number) on the reverse of the Student ID Card which will be needed to access the computer systems.

Students will NOT be admitted into the examination room without their Student ID Card.

Students must carry their Student ID Card with them whilst on University premises and if asked to identify themselves, must present the card to University staff.

Lost or damaged ID cards will be replaced at a charge of AED 100. You should return your Student ID card to the Student Office once you have graduated.

Student Exchange Programme

Middlesex University has introduced an exchange programme for undergraduate students at the Dubai and London campuses. As part of this arrangement, two students who are enrolled in undergraduate programmes in Dubai can apply for a year of study at the London campus. Similarly, two London-based students will be able to come to Dubai on exchange.

To go to London on exchange, you need to be enrolled in an undergraduate programme at Middlesex University Dubai. Most students go on exchange during their second year and must apply while in their first year at Middlesex. Students must make an application with the Student Office and will need to speak to their Programme Leader early in



the process, as they will need approval before they can go on exchange.

For detailed information see: www.mdx.ac/StudentExchangeProgramme.asp.

Student Mail

In the UAE, mail is not delivered to the doorstep of your home or office. Instead, it is delivered to Post Office (PO) Boxes. Some students use the PO Box number of the University. However we recommend that you rent your own PO Box for the convenience, security and privacy of your mail.

To rent a PO Box, you need to contact any office of Emirates Post. Post boxes are situated at all post offices, shelters, a number of commercial buildings and some postal agencies. You can also rent a PO Box online, but you have more location options if you go to the post office. Take the required documents and fees to the post office near you and you can get the keys to your box right away. For more information, please visit Emirates Post website: www.emiratespost.com

As an alternative option, you can temporarily direct your correspondence to the University's PO Box address. If you do so, your mail will be available at Reception. However the University cannot be responsible for student mail that is delayed, damaged, misplaced or collected by unauthorised persons. You must come to the Reception in person and check for your mail – staff will not be able to track items or provide updates over the phone or via email. Please note correspondence that is not collected within 15 days of receipt will be disposed off in any matter seen fit by the University.

Student Number

This is a personal number given to you on your admission to the University and will remain the same during your stay even if you change or transfer your programme of study within the University, or return to study on another programme in the future. This number is shown on the front of your Middlesex Student ID Card.

Student Representatives

If you are interested in getting involved in the way your programme is organised and administered, you should consider volunteering as a Student Representative. Not only is this an excellent opportunity to share your concerns and ideas with staff members; you will also develop important career skills such as communication, negotiation, leadership, teamwork, problem-solving and time-management. Much

of the experience you will obtain as a Student Rep can be linked to personal development and employability.

As a student representative your role will be to gather the views and opinions of the students you represent and to represent the views and opinions to either the Board of Study or the relevant Campus Forum and to feed back the results and information to other students following the meeting.

Student representatives will be selected by the end of week 2 each year. You can nominate yourself as a Student Rep for your programme and level of study. Training and support throughout the year is provided for student representatives.

As a representative you can receive a certificate that recognises your representational achievement. For the certificate you will have to attend the training sessions and be present at the Board of Study each term. This is a great opportunity to add value to your CV.

For more information see 'Student Feedback' under the section: Academic Essentials or contact your Programme Coordinator and/or the Quality Manager.

Transfer to London or other Middlesex Campuses

A number of our undergraduate students choose to transfer to other Middlesex University campuses in their second year of study (though planning usually starts while they are in year 1).

Students who wish to transfer to London or other Middlesex campuses should contact the Student Office to complete a Campus Transfer form. Modules of study should be discussed with your Programme Coordinator. Students should also clear any pending financial dues before the transfer by filling out a 'Clearance' form and have it authorized from the Student Office, Library, Finance and the University GRO. Both forms are available at the Student Office.

Students must then proceed to the Gulf Regional Office who will guide them through the next steps of the transfer process.

Gulf Regional Office (GRO):

Middlesex University Consultants
Suite 307 The Business Centre
Khalid Bin Waleed Road
PO Box 111075 Dubai, U.A.E.

Tel: +971 (0)4 396 6617

Fax: +971 (0)4 396 4449

Email: enquiries@mdxgulf.com

Visitors to the Campus

If you want to bring friends or family or others to visit the campus, you should register them at the Reception or Security desk where they will be issued with a visitor's pass. Visitors are welcome but are not allowed to attend classes or use student resources including the Library and Computer Labs. All visitors should be aware of and fully comply with health and safety guidelines and the relevant regulations of the University.

See also 'Appointments for Parents and Guardians' under the section: Academic Matters.

UAE Laws and Regulations

Middlesex University Dubai and its staff, students and external partnerships recognise that we are bound by the federal and laws, legislature and regulations of the United Arab Emirates (UAE) and of the Emirate of Dubai.

You are personally responsible for being aware of and complying with the laws of the country and emirate and for respecting the local customs and culture.