

i. STUDENT HANDBOOK

For Renewal of Institutional License

Submitted to:
Commission for Academic Accreditation
Ministry of Education, Higher Education Affairs
United Arab Emirates

Student Handbook

March 2020



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MINISTRY OF EDUCATION (MOE) | UNITED ARAB EMIRATES

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About the College

The City University College of Ajman (CUCA), located in the emirate of Ajman, is officially licensed since 1 August 2011, under the name of *City University College of Ajman*, from the Ministry of Education – Higher Education Affairs of the United Arab Emirates, to award degrees in higher education.

CUCA received initial accreditation in January 2012 for a Bachelor of Business Administration (BBA) degree program with two specializations: Finance and Accounting, and Marketing. The semester started with 45 students and 7 faculty members.

Since then, CUCA has expanded rapidly. In Fall 2018, we have 60 full-time faculty members, 2050 students of diverse nationalities enrolled in 5 programs and 17 specializations, and 1010 students graduated in the last 3 years. In addition, in September 2017 the College became a member of AACSB, an international accrediting agency for business schools. This tangible success has been an outcome of the dedication of the management, faculty and staff members.

In 2015, CUCA commenced the construction of its State-of-the-Art new campus in the city of Ajman.

Phase 1 of the campus was completed in November 2017 with a capacity of 3500 students. Phase 2 and 3, when completed, will have a total capacity of 7500 students. In mid-December 2017, CUCA moved to its new campus.

CUCA is strongly committed to offering top quality educational programs that will have significant and positive impact on society. The College strategic plan for 2018-2023 explains how it will continue in its path of success, amid internal and external challenges. The focus of the plan is to build on the previous efforts to enhance student experience and research, improve internationalization strategy and internal processes effectiveness. It defines how CUCA will steadfastly move with continuous improvement for all stakeholders. Delivering this plan will require responsiveness to changes on the part of the Board, faculty, administrative staff, and students in both the internal and external environments.

Vision

City University College of Ajman (CUCA) aspires to become a distinguished comprehensive College at the national, regional, and international levels.

Mission

The mission of City University College of Ajman is to offer a competitive fee structure and sustainable top-quality, and market-driven academic programs that foster individual growth. It facilitates a teaching and learning environment centered on critical thinking, innovation, and creativity, while facilitating high level of employability, regionally and globally for its graduates. CUCA provides its students with diverse education programs in the fields of

humanities and social sciences, informatics and health sciences. In addition, CUCA contributes to the development of knowledge economy as it promotes research and scholarly activities and community engagement.

Core Values

Excellence

in all College functions including our academic programs, student support, community engagement, and other services.

Motivation

through our recognition and rewards program while ensuring everyone feels that they are an integral part of the CUCA team.

Integrity

in any activity within and outside of the College.

Respect

for all individuals, along with the customs and practices of the UAE.

Preparedness

by anticipating change and responding to the requirements of our stakeholders.

Innovation

By encouraging and supporting innovation, at the academic and administrative levels, to provide solutions for improving teaching and learning, and contributing to the growth of the UAE society.

Leadership

By empowering our students, faculty, and staff to be more aware of their strengths, innovation, and creativity.

Empowerment

by delegating authority and accountability to all faculty and staff members to promote efficiency and problem-solving at all levels.

Diversity

in teaching and learning for students from different cultural backgrounds to establish a top-notch learning environment.

Ethics

through honesty and transparency, coupled with trust, responsibility, and honor.

Teamwork

in all College activities, especially between faculty, staff members, and students.

Dedication

to the profession of teaching and improving the total learning experience for our students.

Program and Courses Information

As of July 2019, the CAA accredited programs are listed in Table 1. For specific information regarding the program, refer to the *Program Catalog*.

Table 1: CAA Accredited Programs (July 2019)

Item Number	Program	Specialization	Date of Accreditation	Type of Accreditation	
1	Bachelor of Pharmacy	Pharmacy	18 th December 2018	Initial	
2	Bachelor of Dental Surgery	Dentistry	1 st July 2019	Initial	
3	Bachelor of Business Administration	Finance and Accounting (BBA-FIN)	1 st January 2012	Initial	
4		Human Resources Management (BBA-HRM)	3 rd July 2012	Initial	
5		Human Resources Management – Arabic and English (BBA-HRM)	1 st October 2013	Initial	
6		Hospitality and Tourism Management - (BBA-HTM)	3 rd December 2012	Initial	
7		Management Information Systems (BBA-MIS)	8 th July 2012	Initial	
8		Marketing (BBA-MKT)	1 st January 2012	Initial	
9		Master in Business Administration	Financial Management (MBA-FIN)	1 st February 2015	Initial

10		Islamic Finance (MBA-IF)	1 st February 2015	Initial
11		Total Quality Management (MBA-TQM)	1 st February 2015	Initial
12		Human Resources Management (MBA-HRM)	1 st February 2015	Initial
13		Marketing (MBA-MKT)	1 st February 2015	Initial
14	Bachelor of Law	Law (Arabic)	1 st February 2014	
15	Master of Law	Public Law	27 th January 2015 16 th June 2019	Initial Full
16		Private Law	27 th January 2015 16 th June 2019	Initial Full
17	Bachelor of Public Relations and Advertising	Public Relations	1 st February 2014	Initial
18		Advertising	1 st February 2014	Initial
19	Professional Diploma in Teaching	Teaching	1 st March 2014	Initial

Student Rights and Responsibilities:

General Students Rights:

1. The right to exercise their privileges as students inside CUCA.
2. The right to request and recommend improvements in the policies, regulations and procedures that affect the welfare of the students. This right is to be effectively used via the proper channels such as the Students Affairs Department as well as other CUCA departments.
3. The right to express their opinion and to object to any disciplinary measure taken against them as individuals or as part of a group.
4. The right to withhold their information in case of financial independence.

Student Rights for each department:

Registration department

Every student has the right to:

1. Quality Education
2. Safety and Wellbeing
3. Be respected
4. Freedom of expression
5. Receive fair treatment
6. Information Confidentiality
7. Receive assistance and academic advising
8. Obtain an Identity Card
9. Acquire College e-mail and password
10. Gain access to the Student Portal
11. Submit official documents only to the admission or registration officers

Student Affairs Department

Every student has the right to:

1. Receive Career Advising and personal counselling
2. Access facilities that enable a smooth academic journey
3. Obtain placement and internship opportunities through the Student Placement Office
4. Enjoy a wholesome college life engaging and learning
5. Make memorable college experiences by participating in clubs and activities
6. Elect or run for Student Council
7. Be an ambassador of CUCA after graduating

Finance Department

Every student has the right to:

1. Semester fee details
2. Applicable scholarships
3. Tax invoice
4. Receipts for any payments made
5. Receive information about their payments, outstanding, student statements, and PDC summary
6. Make University payments through- Cash, Bank transfer, Credit card, and Cheques
7. Pay cash or Submit Cheques only to Cashiers
8. Receive dishonored Cheques details.

Students responsibilities and obligations

Student responsibilities include but are not limited to:

1. Adhere to all applicable CUCA bylaws and laws of the United Arab Emirates in order to maintain an organized and productive academic environment.
2. Follow the guidelines of the accepted code of conduct in line with CUCA educational aspirations.
3. Respect the rights and dignity of others, as well as CUCA properties and facilities.
4. Students must be fully acquainted with published rules, regulations, and policies of the College and to comply with them in the interest of maintaining an orderly and productive College community.
5. Students are required to follow the tenets of common decency and acceptable behavior commensurate with the aspirations implied by a College education. This includes the obligation to respect the rights and property of others.

Student Governance:

Student Council

The primary purpose of the Student Council is to serve as a recognized forum for student opinion. The Student Council is elected annually by the student body.

The Student Council operates within the laws of the United Arab Emirates and follows the procedures established and adopted by CUCA.

The activities of the Student Council include, but are not limited to, the following:

1. Assisting CUCA in identifying the interests, programs, and goals of the student majority.

2. Communicating those interests, programs and goals of the student majority to CUCA.
3. Assisting CUCA in providing students with programs to meet the needs of its students.
4. The elections are conducted according to the Election Code of the Student Council.

Student Council Nomination and election:

- Candidate should be a CUCA student.
- The duration for the elected Council is one academic year.
- Each candidate should present a plan
- The candidates can run their own campaign after receiving the campaign guidelines from the students Affairs.
- The students should nominate only 5 candidates.
- The elections will take place as in the announcement period mentioned.
- The elections are held electronically through the portal using student's ID number.
- The nominated council can vote on the president and vice president role.
- The candidate should take the council responsibilities as part of his/her priorities.

Student Council Officers consists of:

1. Council President
 2. Council Vice President
 3. Council Secretary.
- Student Council member has the right to invite 5 students as members of the student's council and they will be called Active Member
 - The Student Affairs Department will support by orienting and supervising the main guidelines of the Student Council responsibilities and activities.
 - The Head of Students Affairs will play the role of an advisor.

Student Clubs

Clubs are a form of extracurricular activities that enables student to engage in a safe environment and enjoy their hobbies and interests.

Establishing a Club

To be a recognized club in the College, the applicant must fill and submit the Club Registration Form along with a plan stating the purpose, mission and goals of the club. The applicant must have a list of interested students willing to join the club. Where required, evidence of talent and/or skill can be requested by Student Affairs before approval is granted.

After approval, the club is officially recognized and must comply with the college rules and regulations. Club events and activities must be directly related to the mission and goals of the club.

It is recommended that club have a faculty or staff advice and mentor the club activities. The advisor will make sure the club follows the policies and procedures set by the college and be actively involved in club activities.

Rules on Club Officers and Members

- Club members must be current students of CUCA.
- Only full-time students with a CGPA of 2.0 GPA or higher are allowed to hold the position of president in any student club. Students are encouraged to keep in mind the additional responsibilities involved in holding an office.
- Students with disciplinary actions against them cannot be club officers.
- Recognised clubs are allowed to establish its own rules providing that there is no discrimination and it does not conflict the college's objectives and goals.

Rights of Student Clubs

- Use the services of Student Activities Officer in planning, approving and conducting events as well as evaluating the events so as to make the club more effective and efficient.
- Use campus social media subject to approval and in accordance with Student Media policies and procedures.
- Develop and maintain club social media account, subject to available policies and procedures.
- Invite speakers, visitors, and artists to attend or present at regularly scheduled meetings and events. (See the Events Policies and Procedures for inviting guests).
- Distribute literature relating to the club's activities in campus areas and at college events subject to approval and in accordance with applicable college policies and procedures.

Responsibilities of Student Clubs

- Student organizations and their officers, members, and advisors have the responsibility to:
- Attend required meetings held by the Student Affairs Department.
- Manage the organization and carry out all of its activities in accordance with the club's purpose, applicable College policies and procedures, and UAE laws.
- Be aware that the club may be held responsible for the conduct of invited guests or visitors attending events, programs, or activities sponsored by the organization.

- Ensure that the club has at least one full-time faculty or staff member serving as an advisor at all times.
- Always be aware of the special role the organization holds as an integral part of the College community, and to act accordingly and in the best interests of members, the College, and the surrounding community.
- Update the club or organization information whenever necessary with the Student Activities Officer.
- All students, whether as individuals or as a group, must abide by the responsibilities and provisions defined in the Student Code of Conduct and Disciplinary Procedures.
- If the Student Affairs department judges that any club is functioning in an irresponsible or inappropriate manner, or that the club or its members are in violation of College policies or procedures, it has the right to place the offending club on restrictive probation or withdrawing the recognition of the club. The club may appeal a decision of probation or loss or recognition to the Student Affairs department and Vice Chancellor.

Library and Library Resources

The library is located in the first floor and divided into two floors:

- The First floor divided into English books and Arabic books
- The Second floor divided into Arabic Law books, Law French books, Official Gazette, Legal Reference Works and Periodicals.

Opening Hours

Day	Time
Sunday	09:30 A.M.-09:30 P.M.
Monday	09:30 A.M.-09:30 P.M.
Tuesday	09:30 A.M.-09:30 P.M.
Wednesday	09:30 A.M.-09:30 P.M.
Thursday	09:30 A.M.-09:30 P.M.
Friday	09:30 A.M.-05:30 P.M.
Saturday	09:30 A.M.-05:30 P.M.

Library Equipment

- The library contains a two computer labs.
- The library contains 18 computers.
- The library contains 9 private study rooms.
(5 rooms in 1st floor/4 rooms in 2nd floor)
- The Library can accommodate 160 students and researchers at the same time.

Library Holdings

- Printed books: 9134 Title with 11782 books.
- Subscription databases: 2 databases
- Print periodicals: 10 magazines
- Theses: 473 copies

Library Borrowing Rules

College Library Patrons:

- Faculty
- Staff
- Enrolled Students

Reference Material

The following materials cannot be borrowed these include:

- Dictionaries
- Encyclopedias
- Journals
- Periodicals
- Textbooks
- Legal Reference Works
- Research Archives

Borrowing Limits

PATRON	QUANTITY	DURATION
Faculty	10	90 days
Staff	5	30 days
Students	2	7 days

Borrowing Procedure

1. Patrons must renew borrowed books at the library circulation desk.
2. The fine for overdue books is **AED 5.00** per day for each book overdue
3. The College Library does not have inter-library loans
4. Guests must have proper authorization to use the library on temporary basis
5. Books that are not returned for more than one year are classified as *lost*. A replacement fee for a lost book must be paid to restore library privileges
6. Patrons may not borrow additional books until overdue books have been returned and fines paid
7. A patron who loses or severely damages borrowed library materials may either provide a suitable replacement or pay for the item.

IT Services

Department of Information technology is providing technology excellence that advances learning, teaching, research, and student formation in alignment with City university college of Ajman mission and vision. Information Technology department provides students with IT services to connect to the campus network and to use various resources such as Student portal, Email, on-campus printing and scanning, physical and virtual computer labs, academic software as well as the classrooms, and meeting room technologies.

It Department is located in the ground floor. For Communication, students can email them on: itsupport@cuca.ae

List of IT services

- Email Activation
- Student profile portal (UMS)
- Mobile Application for Students
- Campus wide Wi-Fi Facility
- Laboratories
- Online Library
- Printer and scanner
- Computer Resource

Email Activation:

- i. Students will receive orientation on the use of IT facilities during the Orientation and the IT Department will provide students with their CUCA email ID.
- ii. Students are required to activate their CUCA emails in order to receive information from the College

- iii. Students are responsible for checking their emails as faculty may send important announcements or course related materials

Mobile Application for student and Student profile portal (UMS):

City university college of Ajman has an In-house University management system and Mobile Application (iOS and Android) for providing various e-services for CUCA students. The registration department creates the login for the student in the student portal / mobile application to use the below services.

The portal / Mobile app facilitates the students with the following services:

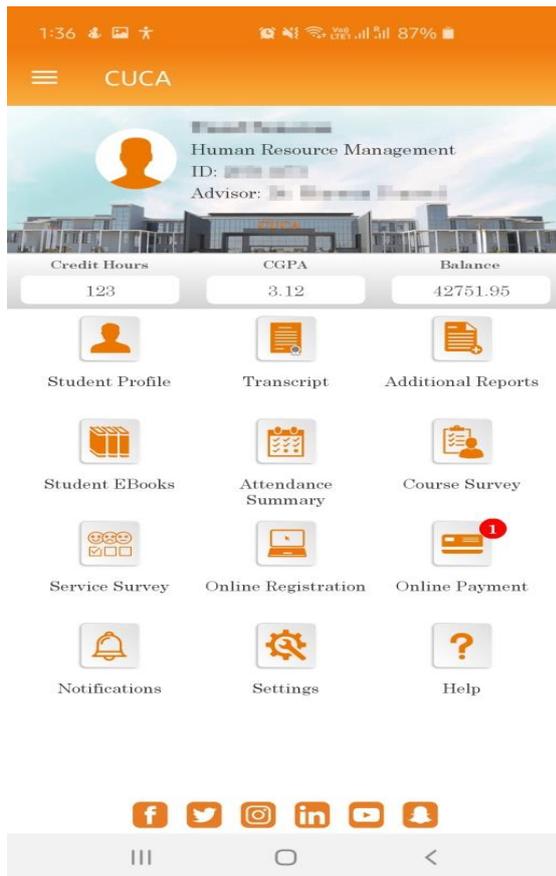
- View and update their profile and contact information
- Generate reports and documents such as student transcript, class schedule, exam schedule, Academic calendar, study plan, attendance warnings etc.
- Single sign-on access to EBooks
- Participate in course and services surveys
- Make online course bookings
- Pay fees online through secure payment gateway
- Apply for transportation services
- Access In-house library system

UMS and mobile application are frequently updated and new services and improvements are being implemented to providing high quality service for CUCA students.

Web Interface

Activity	Date
Deadline to withdraw from courses ...	15-Mar-2020
Spring semester recess...	04-Apr-2020
Last week of classes...	09-May-2020
Final exam period...	19-May-2020
Summer semester recess...	23-May-2020
Examination Board meeting...	24-May-2020
Announcement of grades...	24-May-2020

Mobile Interface



Student Affairs Department

The Student Affairs Department in City University College of Ajman is committed to supporting and engaging students. We mold our students to be responsible citizens and college ambassadors who are empowered, socially responsible with boundless potential.

Key Deliverables

1. Effective means of interface between the students and college faculty, administration and senior leadership.
2. Support the academic mission of the college, including the enrollment and retention of students.
3. Student Learning and Development.
4. Enhance and develop smart services for students.
5. Further Increase Student Engagement.

The services provided by the students' affairs department are as follows:

1. Campus Orientation and Induction
2. Career Advising
3. Counseling
4. Student Placements & Internships
5. Student Activities
 - Sports
 - Social
 - Cultural
 - Recreational
 - others
6. Redress of Grievance and Appeals
7. Student's Services
 - Parking
 - Transportation
 - Accommodation
 -

Contact information for the Student Affairs Department:

Location: First Floor

Email : Studentaffairs@cuca.ae

Student Services and Facilities

Academic Advising

1. Every student is assigned an Academic Advisor for the duration of their degree program. Assignment of Academic Supervisor is system-generated at the Office of the Head of Enrollment which are reflected in the Faculty and Students' UMS.
2. The Advisor assists students in selecting courses for each semester. In addition, the Advisor is available to the student on a daily basis by appointment or, in emergency cases, non-scheduled sessions.
3. Advisors discuss professional goal-setting, answer questions about academic programs, review student registration forms for classes, and make referrals to College and off-campus resources as needed.
4. The optimum advisor-to-student ratio is 1 advisor to 35 students.

Counseling Services

The purpose of counseling is to assist students in understanding and resolving their educational, vocational, and personal problems. The Student Affairs Department conducts basic counseling for students.

The Student Affairs Department provides confidential counseling services and advising to CUCA students. The goal is to help students reduce stress, maximize opportunities for academic and personal success, enhance personal development, and make important life changes.

All administrators, faculty, and staff should refer students to the Student Affairs Department for counselling services when necessary.

Career Advising

Career Advising is a process that focuses on supporting students to recognize their skills and potentials as well as study work trends, to provide knowledge-based and well-rounded advice to students who are about to enter into various industries.

Career Advising helps manage a diverse range of problems such as low concentration levels to poor time management, trust issues, etc.

We offer advising for our alumni and current students in which they can make appointments for the following services (Career Advice, CV Review, Job opportunities to enhance the career path and general inquiries).

Student Placement Services

The Student Placement Office (SPO) at CUCA provides advice and information to students and alumni as a unit of the Student Affairs Department. It accomplishes its mission by supporting students in terms of internship, student development programs, and job search by acquiring MoU's with companies for job placements which are part of the curriculum, and the alumni through collaborating with employers.

The SPO offers the best possible suggestions and advice with access to the most current employment information and career resources available. They also offer on-line interaction for clients who are off-campus.

SPO services as follows:

4. Internship Opportunities
5. Job Search Techniques
6. CVs and Cover Letters

7. Employment Interviews
8. Alumni Engagement (activities, Career Fairs & workshops)
9. Career Advising

Internship

Students shall be allowed to take internship course after completion of 90 credit hours and a CGPA of 2.0. Refer to Internship Manual for more details about internship.

Internship Hours by Major

1. Law: 40 hours
2. HRM: 120 hours (Arabic & English)
3. Finance & Accounting: 120 hours
4. Marketing: 120 hours
5. Management Information System: 120 hours
6. Public Relations in Arabic: 120 hours
7. Advertising in Arabic: 120 hours
8. Hospitality Travel and Tourism: 375 hours
9. PDT: Full semester per school year.
10. Pharmacy 600 hours
11. Dentistry 180 hours

Social and Cultural Activities

The Student Affairs Department organizes, implements, and supervises all social, cultural, and entertainment programs for CUCA students. Its main objective is to help students to develop their interests and abilities, and to practice their hobbies through a variety of programs and activities. The College places great emphasis on these extracurricular activities. It seeks to help students to develop their many talents and abilities plus make good use of their leisure time by forming student cultural and scientific societies.

The College also encourages students to meet each other in the friendly atmosphere of its surroundings. Almost every academic department has a student society or club, the purpose of which is to unite students and have them participate to accomplish a set of academic objectives that enrich student life. To this end, the academic departments organize lectures, present book and cultural exhibits, celebrate national occasions, and support intramural sports activities.

CUCA emphasizes that participating in organizations and clubs is an effective means of establishing interpersonal relationships, developing leadership skills, and generally enhancing the overall academic programs.

Each active club has the right to present a plan and request for a budget that will be controlled through the student affairs departments.

Club types can be changed based on the club members. The college has the right to cancel any club with less than 3 members.

Sports Activities

Indoor recreation area is available at the College campus. In addition, the Student Affairs Department organizes, implements, and supervises athletic events at the college, and develops collaboration with other institutions in Ajman and the surrounding area for various student competitions. Sports grounds are rented for students' outdoor activities such as football, basketball, volleyball and the likes – pending the establishment of the sports facilities at the campus which is part of the CUCA infrastructure development.

Health Services

The CUCA Health Care Clinic is located near the reception area on the ground floor of the campus available for use by all students, faculty, and staff.

The operating hours are Sunday through Thursday from 9:00 am to 3:00 pm, and 6:30 to 9:30 pm.

Accommodation

CUCA does not currently have its own student housing. Instead, it has an agreement with the Ajman University of Science and Technology (AUST) to accommodate CUCA students.

The Student Affairs Office manages this student housing program. Information on fees and services provided are posted on the CUCA website: <http://cuca.ae>

Recreational Facilities

To create a more engaging and comfortable atmosphere among students; the management allocated three halls for the purpose of recreation as mentioned below:

- Student Center
- Female Students Lounge.
- Master Lounge

Prayer Rooms

The College has male and female prayer rooms conveniently located inside the campus.

Food Services

All CUCA students may use the food service facilities provided at the campus.

Transportation

CUCA provides student transportation with shuttle buses to and from the campus.

Parking Space

CUCA provides parking slots in and around the Campus. The ample parking space is spread among three main areas, ground floor at the Colleges' main entrance, basement level, and the extension at the ground floor.

Orientation

The primary purpose of the CUCA orientation program is to help students understand the nature of the College, the educational opportunities available to them, the values and functions of the College community, and the central objectives of CUCA as an academic enterprise.

It is also intended to permit students to participate in the testing program, participate in academic advising, and to inform them about matters relating to student registration, campus activities, and other aspects of life at CUCA.

Appropriate Use of Technology Resources

Policy Statement

This policy applies to all users including faculty, staff, students, and guest users of CUCA computer networks, equipment, or internet-connecting resources.

Inspection of personal electronic information on College networks or equipment email and files are subject to College examination when:

1. It is necessary to maintain or improve the functioning of College computing resources
2. It is necessary to comply with or verify compliance with law

Appropriate Use

Responsibilities for users of College computer resources:

1. Respect the intellectual property rights of authors, contributors, and publishers
2. Protect user ID, password, and system from unauthorized use
3. Adhere to the terms of software licenses and other contracts.

4. Persons installing software on College computers must follow software EULAs
5. Copying software licensed to the College for personal use is prohibited
6. Users must adhere to data access policies and those established by law
7. Use computer resources in compliance with College policies and regulations

Prohibited use of College Computing resources:

1. Unauthorized or excessive personal use (Use is excessive if it overburdens a network, results in substantial use of system capacity, or otherwise subjects the institution to increased costs or risks)
2. Use that interferes with the proper functioning of College IT resources
3. Use that unreasonably interferes with the use of College IT resources by others
4. Attempting unauthorized access to the computer system or files of other users
5. Use of College IT resources to infringe on the intellectual property rights of others

Enforcement

Violation of this policy results in the denial of access to College computer resources and disciplinary action as appropriate.

Safety

The College believes that safety is paramount and makes every effort to provide all faculty, staff, and students with a safe and healthy place to work and study. It also determines the type of safety training required for employees and students to increase safety awareness and follow safety rules.

Employees and students are expected to comply with all Civil Defense safety rules and regulations, and to practice safe conduct whenever on College property.

Students must report all accidents or injuries immediately to a College faculty or staff member. Security Officers are available and are roving with the campus premises to keep the students, faculty and guests safe. There are two guard houses with permanent guards outside the entrance of the college who can also assist in any safety issues. CCTV cameras are installed for additional safety.

Make sure you attend the health and safety orientation

- Safe working methods will be maintained at all times in CUCA campus.
- Corridors shall be posted with emergency numbers and emergency response team to contact in case something goes wrong.
- Practical jokes or other behaviors which might confuse or distract people are prohibited.

- Be alert of any unsafe conditions and report them immediately to the Campus Supervisor or Student Affairs Department.
- All emergency lanes, corridors, fire doors, emergency exits or standard exits, firefighting equipment, first aid kits and other emergency equipment shall be easily accessed at all times and without hindrance. This easy access shall be maintained in all workplaces.
- Personal protective equipment that meets the specified requirements shall be available in all locations.
- Smoking is prohibited, except in those areas designated for smoking. Smokers are liable to find that designated smoking areas will be outside. If in doubt, do not smoke.
- All flammable materials must not be placed close to areas of operation, especially oils, solvents and waste.
- Fire Safety Mock-Drill Training in Health and Occupational Safety shall be given to all students, faculty, staff.
- CUCA ensures to conduct mock drills once in every 6 months.
- For health Science Programs; a special orientation will be given in the first semester contains safety process and regulations for the use of labs and chemicals

Laboratories

The IT Department operates and maintains computer labs in various locations throughout the campus. Additionally, IT maintains following departmental labs operated by the various academic programs.

Computer Labs

There are a total of six General (6) labs. The computer labs are all located on the ground floor

- Computer Lab 1-BL001
- Computer Lab 2-BL002
- Computer Lab 3-CI001
- Computer Lab 4- CL002
- Computer Lab 5-AL001
- Computer Lab 6 – AL002

Health Science Labs

The Department of Dentistry manages four (4) labs for preclinical and other science subjects

- Histology 1st Floor –AC104
- Anatomy and physiology 1st Floor - AC110

- Working benches 1st Floor - AC107
- Oral Radiology 1st Floor- AC109

The Department of Pharmacy manages five (5) labs for science subjects:

- Chemistry 1st Floor - CC107
- pharmaceuticals 1st Floor- CC102
- pharmacology 1st Floor- CC110
- instrumental analysis- CC109
- microbiology 1st Floor- CC102

Other Academic Labs and Studios

Diploma of Teaching program:

- Microteaching Lab 1st Floor - B114

Public Relation & Advisement:

- TV Studio 1st Floor- AL102
- Media Lab 1st Floor - B116
- Photography Studio 1st Floor- B115

Law Program:

- Moot Court 1st Floor- CC204

General Classroom Laboratory Rules

1. Users are strictly prohibited from downloading, accessing or distributing any offensive websites (for example torrents, profane language, etc.) Internet facility is only for educational / study purpose.
2. Users are not allowed to bring food and beverages inside the computer labs.
3. Users are not allowed to turning off the lights inside computer labs.
4. Music, Videos and Computer games are not to be played in computer labs.
5. Users are strictly prohibited to attach or detach computer power sockets, Network devices, and any IT peripherals.
6. Users must use their usernames and passwords to log-in the computers (students can use their Wi-Fi Id to login computers in computer labs).
7. You are responsible If your ID is misused by others so make sure you log-out the computer while leaving the labs.
8. Users are recommended to back up their work. IT Department will not be responsible for any data loss on the systems.
9. Messages sent from the provided email account will be the responsibility of the account holder therefore vital that all users keep their passwords absolutely confidential.

10. Eating, drinking, chewing gum and littering is prohibited inside the computer labs.
11. Users are not allowed to use the projector except Faculties.

Health Science General Laboratories Rules

Usage of Labs:

The following conditions should be maintained to ensure safe environment in the labs:

- The laboratory facility will have an appropriate general ventilation system to avoid intake of contaminated air.
- The stockrooms and storerooms will be well ventilated.
- The laboratory will have available working hoods and laboratory sinks.
- Other safety equipment in the laboratory will include fire extinguishers, safety showers, and eyewash fountains.
- Emergency signs shall be properly labelled on the doors of all laboratory and rooms containing all hazardous materials areas.

General Guidelines for Handling Hazardous Chemicals

Working with Allergens and Embryo Toxins:

- Wear suitable gloves to prevent hand contact with allergens or substances of unknown allergic activity.
- In the case of a pregnant student additional precautions should be in place base on the approval of their physician and course supervisor Course Supervisor.
- For Health Science Programs; a special orientation will be given in the first semester contains safety guidelines for handling Hazards Chemicals. for the use of labs and chemicals

For Emergency

The following numbers shall be contacted in case of emergency:

S/NO	Name	Contact details
1	For First Aid : College Clinic,	06-7315000 Ext :1205 Mobile : 055-7160880
2	Chief Engineer –CUCA	06-7315000 Ext 1196 Mobile : 055-4257936
3	Ambulance	998
4	Fire Department (Civil Defense)	997
5	Civil Defense (Ajman)	06-703-5500
6	Police	999

7	Saudi German hospital (Nearby Hospital)	06-800-2211

Guidelines for Student Run Media

Student Media Policy

City University College of Ajman (CUCA) uses digital media channels as valuable communication, engagement, and promotional tools.

To ensure the highest standards of use, CUCA Public Relations and Marketing department abides by a set of policies for digital media, which reflect the College’s vision and values, and ensures effective communication and extended outreach for students, employees, partners, stakeholders and the community.

- All of CUCA’s social media channels must adhere to UAE laws and regulations, and College policies.
- Only public information may be posted through the College’s social media channels, business related or confidential information about CUCA should be avoided.
- Information posted on digital media platforms should be transparent, accurate, updated, and unbiased.
- Posts about issues that are of a sensitive nature, such as those which are political or religious in nature, or which can hurt a specific ethnic group, should be avoided.
- Posts which may be considered false, threatening or abusive should be avoided.
- All posts must respect Intellectual Property Rights and Copyright laws. All materials which are not rightfully owned by College should be avoided and proper references when using other’s work after receiving their approval should be provided.
- While replying to comments and queries, accurate and updated information should be provided and verified by the concerned department.
- If the administrator intends to publish a student photo through social media channels, then a signed consent form is needed.

Student Podcast Policy

The purpose of the Student Podcast Policy is to establish appropriate procedures and guidelines for delivering quality and meaningful podcasts to a worldwide audience via resources supported by City University College of Ajman. The guidelines and policies outlined in this document are valid for all podcasts that are produced as communication for/from CUCA—by its employees and students.

In addition to the ‘Student Media Policies’, student must also abide by the following when using Podcasts:

- CUCA’s podcasting resources cannot be used in a manner that violates the law, for political campaigning, personal private gain, or activities that are not approved by the College.
- While creating your podcasts, please ensure that all necessary rights and permissions have been obtained for the material you plan to include in your podcast.
- If a podcast involves recording students, guest lecturers, community members, and so forth, the academic program or administrative unit will need to have their interviewee(s) sign a consent release form.
- If you plan to include pre-existing sound recording in you podcast, please ensure that you have the necessary permission to use the recording.

Guidelines and Limitations

Primary administrative responsibilities for CUCA’s digital media channels and Podcasts are assigned to the Public Relations and Marketing department. All content submissions must be sent to the Head of Public Relations and Marketing and approved before posting.

All posts must be checked for spelling, grammatical and factual accuracy before publishing.

CUCA reserves the right to decline or reject to post a podcast.

Material shared electronically must:

- Comply with UAE laws
- Comply with relevant College policy
- Comply with the guidelines set and maintained by the Public Relations and Marketing Department.

Enforcement

A Digital Media or Podcast Administrator which is found to have violated this policy may be subject to disciplinary action, up to and including termination.

CUCA Management reserves the right to amend, edit or delete any post which violates the College guidelines or policies without prior notice.

Code of Conduct:

This policy applies to all students enrolled at CUCA to ensure that they receive equal protection and that all practices and actions are applied equally and in a non-discriminatory manner.

CUCA is composed of individuals interacting with others for the mutual benefit of all, thereby developing a culture with standards of conduct and distinguishable aims. The College is a

system based on the concept of freedom of choice that creates the educational and cultural conditions for the full development of students and members of the community.

It is the right of students attending CUCA to retain their individualism, personal freedom, autonomy, and dignity, while respecting at the same time the rights of others. Students attending the College should be provided with the opportunity to learn, to develop to their fullest potential, and to grow as individuals. All students are individuals and display different abilities, skills, interests, appreciations, attitudes, beliefs, and values.

Students who enroll neither lose their personal freedom nor rights, nor do they escape the duties of a legal UAE resident or citizen while enjoying significant educational opportunities at CUCA. Students have a responsibility to themselves, to their fellow students, to the laws of the UAE, and to policies of the College in which they enroll by their own choice.

Discrimination and Harassment

On campus, CUCA provides its students with a secure environment for learning. The College stands for the provision of equal opportunities in education and employment and will not condone any behavior that is in any way discriminatory or that constitutes harassment on the grounds of race, belief, color, national origin, religion, age, gender, or disability.

Harassment or bullying is a type of discrimination. It is defined as an act or verbal expression intended against a person's race, belief, color, national origin, religion, age, gender, or disability with the aim of interfering with the ability of that person to find employment or study, or with the aim of frightening or creating a threatening or harmful environment.

Any person engaging in discrimination or harassment is subject to disciplinary measures.

Misconduct

The following are types of misconduct which, if committed, will result in appropriate disciplinary action:

1. Academic cheating or plagiarism of any kind.
2. Furnishing false information to the College or filing or making known false charges against the College or a member of its faculty or staff.
3. Destruction, damage, unauthorized possession, or misuse of College property, including Library and Laboratory materials and equipment, or of private property on the campus.
4. Forgery, alteration, unauthorized possession, or misuse of College documents, records, or identification cards.

5. Physical or verbal abuse of another person in the College community.
6. Any verbal threat, abuse, harassment or physical action against any CUCA employee or student is considered sufficient grounds for suspension from the College pending a disciplinary hearing.
7. Any act considered offensive or unauthorized by UAE law.
8. Use, distribution, or possession of alcoholic beverages, dangerous drugs, or controlled substances while on CUCA property or at any authorized activity sponsored by or for any CUCA-related organization, whether on- or off-campus, are prohibited by law and will be reported to the authorities.
9. Disorderly conduct that inhibits or interferes with the educational responsibility of the College community.
10. Disorderly conduct that disrupts the administrative or service functions of the College to include social or educational activities.
11. Malfeasance or misuse of an elected or appointed office in a student organization, endangering its members, or the welfare of the College community.
12. Incurable or persistently irresponsible behavior.
13. Gambling on-campus or on College property.
14. Possession of any weapon that can harm others.
15. Inappropriate behavior that disrupts lectures and misbehaving in libraries and other college facilities.
16. Committing any dishonorable deed, or any deed that breaches good conduct and behavior, or defames CUCA or its affiliates, whether it is committed within CUCA premises, outside, or in any activity or event in which CUCA is participating.
17. Establishing or participating in any group inside CUCA without obtaining a prior official permission whether from CUCA authorities or from the concerned official departments in the UAE.
18. Abusing CUCA premises, facilities, or property for purposes other than what they were designed for without obtaining prior permission from the concerned departments; or abusing given permissions.
19. Distributing pamphlets, issuing newspapers, putting advertisements, or collecting signatures or donations without obtaining official permission from the concerned department in CUCA; or abusing the given permissions.
20. Violating the UAE dress code inside CUCA premises.
21. Misbehaving during educational or administrative functions including CUCA social and educational activities.
22. Sharing personal problems that obstruct the education of other students.
23. Sexual harassment of any employee, student, or applicant; retaliation for a complaint of sexual harassment; or non-cooperation in an investigation on a sexual harassment complaint.

Dress Code

Faculty, staff, and students at CUCA are required to dress appropriately and respect the cultural and religious principles of the United Arab Emirates. This means dressing in a professional, respectful, and modest way. Inappropriate dress for males and females is completely unsuitable and prohibited at the College. Additionally, obscene, lewd, or offensive words or pictures must never be displayed on articles of clothing.

Report faculty or staff dress code violations to the Department Chair or Unit Manager of the offender. Similarly, report student dress code violations to the Student Affairs Department. Anyone who violates the CUCA dress code is subject to disciplinary action.

For Male Students

- Wearing shorts above the knee is not allowed.
- Wearing slippers with pants or jeans is not allowed.
- Wearing sleeveless clothes is not allowed.

For Females Students

- Wearing short clothes above the knee is not allowed.
- Wearing sleeveless clothes is not allowed.
- Wearing clothes that reveal different parts of the body is not allowed.
- Wearing torn trousers that reveal different parts of the body is not allowed.

Smoking

To protect and promote the health, safety, and welfare of its employees, students, and the public, CUCA will provide an environment free from exposure to tobacco smoke. Smoking or the use of tobacco products is not permitted inside the College facilities.

The College ensures No Smoking signs are appropriately placed and visible throughout the College.

Disciplinary Regulations

Penalties on students may include:

1. Written warning.
2. Dismissal from a lecture.
3. Prevention from attending some classes (not more than 20% of the total number of lectures) of the course where disorder was caused.

4. Temporary denial of the services offered by one or more of the facilities where the violation occurred.
5. Temporary denial of one or more of the activities where the violation occurred.
6. Warning: first, second and final.
7. Fine of no less than twice the value of what the student has destroyed.
8. Cancellation of a student's registration in one or more courses and receiving an F in the courses where his or her exams were cancelled.
9. Temporary suspension for a semester or more.
10. Final suspension with the right to transfer to another College.
11. Final suspension with deprivation from benefiting from the student's academic record.
12. Cancellation of a degree if a forgery or falsification occurred in the its procedures.
13. In case the violation was recurrent, the more severe penalty is imposed.

Penalties documents are saved in the student's file in the Students Affairs Department. A copy of the decision is sent to the student's parent, guardian or sponsor if applicable.

The Registration Department keeps all penalties issued against a student in his or her file. These penalties are mentioned in a student's academic transcript and are clearly mentioned when providing the student with any document.

Penalties can be authorized as follows:

1. A faculty or an instructor has the right to impose the penalties stated in points number 1,2 and 3.
2. The Vice- Chancellor has the right to impose any of the penalties based on his or her discretion and following the necessary investigation.

Academic Integrity

One of the main objectives of CUCA is to provide quality undergraduate education. All members of the College community are required to show commitment to this objective, including an obligation to promote the highest standards of integrity in study, instruction, and evaluation.

Dishonesty or unethical behavior has no place at CUCA. The integrity of the academic process requires fair and impartial evaluation by the faculty and honest academic conduct and effort by its students.

Therefore, students are expected to conduct themselves at the highest levels of responsibility while fulfilling the requirements of their studies. Similarly, the faculty has a responsibility to

make clear to students the evaluation standards that apply and the resources that students may use in a given course.

Definitions

Plagiarism

This violation occurs when a student takes the words or ideas of another and uses them as if they were their own. This can happen in three ways:

- A student copies the words of another person without using quotation marks and without giving reference to the source
- A student puts the ideas of another person into the student's own words but does not give reference to the source
- A student duplicates the structure of thought or organization of another person but does not give reference to the source

When students make use of concepts or words from an outside source, whether in the form of a direct quotation or of paraphrase, they must give credit to the original source for each idea by footnote, parenthetical reference, or other bibliographic technique acceptable to the instructor.

Academic integrity presumes that all work submitted as a part of academic requirements is the product of the student submitting it unless credit is given with proper bibliographic techniques as prescribed by the course instructor.

Collusion

Collusion occurs when someone else writes all or any part of a student's paper.

Cheating

Cheating includes, but is not limited to, a student looking at another's work or using unauthorized materials during a test or written assignment.

Cheating, plagiarizing, or otherwise falsifying the results of study is prohibited. These policies apply not only to examinations, but to all work handed-in, such as papers, reports, solutions to problems, tapes, films, and computer programs, unless authorized by the instructor.

Plagiarism Detection Software

CUCA uses TurnItIn plagiarism detection software to verify the originality of student work. This software provides an important first step for instructors in their evaluation of student work. The process for the use of TurnItIn is as follows:

- a. The CUCA IT staff conducts initial training on the use of TurnItIn for all faculty members in the computer labs. They are also available to assist with any questions or technical problems encountered.
- b. Instructors provide brief instructions to students on how they use Turnitin to verify the originality of written work.

Faculty members are responsible for providing students with an explanation of the freedom they may exercise in collaboration with other students or in the use of outside sources.

This includes the student's own work prepared and submitted for another course, during group study sessions, and in take-home examinations.

Any doubts on the part of students about what constitutes academic dishonesty should be discussed with and will be resolved by the course instructor.

Academic Dishonesty

The policy for academic dishonesty is outlined below.

All academic work and materials submitted for assessment must be the work of the student.

Cheating is not only limited to copying from the work of others and providing unauthorized assistance, but also includes the use of devices or other surreptitious means for the purpose of obtaining falsely-derived passing scores on examinations.

Students are prohibited from submitting any material prepared by or purchased from another person or company.

All students are expected to take the process of advanced education seriously and act responsibly. Students who violate examination or assignment rules are subject disciplinary action.

Penalties for Academic Dishonesty

A student who commits and act of Academic Dishonesty shall be subject to the following penalties:

First Attempt

Penalties

- Letter of warning
- Resubmission with mark penalty (50% marks for the submitted exam or assignment)
- Zero marks for the work submitted (exam or assignment)

Second Attempt

Penalties

- Letter of warning
- Zero marks for the work submitted (exam or assignment)
- A grade of F for the course

Third Attempt

Penalties

- Letter of warning
- A grade of F for the course
- Suspension or dismissal from the College

Procedure

- Students shall be given orientation about the College rules, regulations and procedures of Academic Dishonesty
- The faculty member who discovers the academic integrity violation completes a report describing the disciplinary infraction incident
- Submit the report to the Department Chair
- After review, the Department Chair decides on the appropriate action to take based on the particular case (as shown in the options listed in the preceding section)
- Distribute copies of the violation report to the student, concerned faculty member, Department Chair, and the Registrar.
- The Registrar places a copy of the report in the student file.
- Concerned Faculty shall have access to the electronic version of the Record of Misconduct.

Plagiarism

Policy Objective

Plagiarism is defined as using the work and ideas of others as your own, without proper citations. The aim of this policy is to uphold intellectual property rights by ensuring that works submitted by students are original, and that suitable actions are in place to deal with cases of Plagiarism. This policy provides a formal procedure for verifying the authenticity of students written work, the maximum acceptable similarity index, and disciplinary actions.

Policy Scope

The policy applies to all assessments (written assignments, internship reports, graduation projects, and thesis) at the graduate and undergraduate levels.

Policy Statement

1. Faculty shall inform students about the policy on Plagiarism at the beginning of each semester.
2. All assessments (written assignments, internship reports, graduation projects, and thesis) shall be uploaded into Turnitin software for similarity checks.
3. The similarity report generated by Turnitin shall be attached to the written assignment, internship report, graduation project and thesis **by the student during submission of the course work.**
4. The maximum acceptable total similarity percentage for any coursework shall be 10%, from all sources.
5. Documents with similarity percentage of more than 10% shall be automatically considered plagiarized and will be subject to penalties as stipulated in this policy statement,
6. The similarity percentage for individual sources shall not be more than 5%,
7. Subject to empirical data on the succeeding 2 semesters, the similarity index threshold shall be reviewed and revised.

Procedures

A. Setting the Similarity Index Threshold

1. Small matches of up to 6 words shall be excluded from similarity checks,
2. Bibliographies, sources, figures, equations, formulas, shall be excluded from the similarity checks.

B. Penalties for Plagiarism (10% or higher similarity index)

Penalties for plagiarism may be any or a combination of the following as decided by the Student Disciplinary Committee

Penalties shall be the same as the Academic Dishonesty.

C. Reporting

1. Allegation of plagiarism shall be submitted by the faculty to the HoD with the following attachments:
 - 1.1 Plagiarism Allegation Form (*see appendix 1: PL-Form-01*)
 - 1.2 A copy of the submitted coursework
 - 1.3 A copy of the Turnitin similarity report

D. Investigation:

The faculty and HoD shall determine if the student is a first time or perennial offender. Investigation shall be completed within 7 days from receipt of the allegations.

E. Decision

1. For first time offender, with a similarity report of less than 10%, the student may be asked to re-submit the coursework
2. For perennial offender and similarity index of 10% or higher, the faculty and HoD may choose to apply Section B.
3. Decision shall be communicated to students within 14 days from the receipt of allegations of plagiarism.
4. Use *PL-Form-02: Decision on Allegations of Plagiarism (see appendix 2)*

F. Appeal

1. Students have the right to appeal on decisions through filling up *PL-Form-03: Appeal on Decision on Plagiarism (see appendix 3)* within 10 days from receipt of the decision.
2. Decision on the Appeal shall be made within 7 days from receipt of the appeal.
3. No further appeal can be made on the decisions on the Appeal.

Grievance & Appeals:

Academic Grievance

1. Academic grievances will be received by the Student Affairs Department.
2. Grade appeals will be received by registration department

General Academic Grievance

1. A student general academic grievance is any dissatisfaction or feelings of injustice a student or prospective student may have while associated with CUCA. A grievance may result from any academic disagreement.
2. The grievant is encouraged to resolve problems where they arise and with the parties involved. Only when the problems cannot be solved informally in conference with the teacher or staff member should the student resort to the formal grievance procedure. At this point the student should seek the advice of Student Affairs Department about the proper procedure. The Office of Student Affairs may not interfere with academic-related grievances, except when such academic issues affect the welfare of the students.

The Office of the Students Affairs facilitates all complaints and grievances of the students. A student grievance and appeals policy, applicable to all students of CUCA, is used to provide reasonable assurance that all practices and actions are pertinent and realistic and are applied in a nondiscriminatory manner. The policy is designed to help maintain good student relations, to handle grievances efficiently at the level closest to the problem, and to establish a problem-solving academic and non-academic environment with full student participation. Grievance and appeals shall be handled based on the following principles:

1. *Confidentiality*. All grievances and complaints are confidential.
2. *Reprisal*. A student may enter a complaint or grievance without fear of interference, retaliation, or harassment from faculty or administration.
3. *Student Governance in Grievance*. The Elected Student Council President may receive complaints from students and open communication with Student Affairs department to address student issues.

Filing a Non- Academic Complaint:

The Complaint form- available at the Students Affairs Department- should contain one subject, written in clear, condensed sentences, with clear reference to the alleged fault, the exact date it happened, all relevant matters, and the required solution.

1. The student approaches the Students Affairs Department directly or by referral from other departments.
2. The complaint is discussed with the student.
3. The complaint is handled with extreme confidentiality. The student has the right to withhold his or her personal information. This information will only be revealed to the College President and Vice Chancellor.

4. The student may choose to direct his complaint as a grievance or as an official complaint that is followed by an investigation.
5. The student fills out a form with his or her grievance or complaint.
6. The complaint is taken for discussion with the CUCA President, Vice Chancellor or the concerned department.
7. Amicable solutions can be considered with the plaintiff's agreement. The complaint is filed in the records of the Students Affairs Department.
8. Official complaints are taken to the President or the Vice- Chancellor for their approval on forming a committee for conduct control.
9. Investigation starts with Student Affairs Department discussing the complaint with the defendant
10. The Investigation Committee refers its decision to the President or the Vice Chancellor for their approval.
11. All parties involved are notified with the Committee's decision.
12. A copy of the decision is sent to the concerned departments (Registration or HR) to be filed.

Filing a Non- Academic Grievances:

The grievances form- available at the Students Affairs Department- should contain one subject, written in clear, condensed sentences, with clear reference to the alleged fault, the exact date it happened, all relevant matters, and the required solution.

The following steps will be followed in an attempt to solve the grievance:

Step 1: The aggrieved party should discuss with the source of the grievance within 5 days before launching a complaint.

Step 2: If the aggrieved party is not satisfied with the results of their discourse they can escalate it with the Head of the department within 5 days. In the case the aggrieved is not satisfied with the decision of the department head an appeal can be made. The objection should be written and made within five days.

Step 3: If the aggrieved party is still not satisfied, he or she can object at the Students Affairs Department within five days of receiving the written decision in Step 2. The committee formed by the CUCA management or the concerned department

should call for a hearing, review all facts and procedures, and present a written recommendation to the office of CUCA President or Vice- Chancellor.

Step 4: The aggrieved party can file a written objection to the Program Director on the decision taken in Step 3 within five days. The Program Director or his/ her deputy will review the case, meet with the aggrieved party and send a written decision within seven days of receiving the objection.

Time limitation:

In case the aggrieved party doesn't commit to the deadline in each step, the grievance will be automatically cancelled unless an exception was issued by the office of the President or the Vice- Chancellor. In case CUCA or one of its affiliates doesn't commit to the deadline, the aggrieved party will be automatically moved to the next step.

The President and the Vice- Chancellor can delegate the extension of any step when approached in writing.

Grade Appeals

Students are entitled to objective evaluation of their academic work and to fair, equitable treatment in the course of their academic relationships with the faculty members. These criteria are observed by the members of the CUCA faculty as a part of their professional responsibilities. A student who believes that he/she has a legitimate concern regarding a final course grade must inform the professor responsible for the course in writing and then discuss the matter with the professor. If a resolution cannot be reached, the student should contact the registration department in writing to file a formal grade appeal no later than 15 days after the grades announcement as per the academic calendar. If the matter cannot be resolved at the department level, a grade appeal review will be conducted by a college/department committee appointed by the Vice-chancellor. Based on the committee's formal recommendation, the VC may grant or deny the appeal and notify the student and the professor responsible for the course of the decision. If a change of grade is warranted, the VC (or appointed designee) will inform the Registrar of the grade change using an official grade change form.

Procedures:

1. Complete and submit an appeal form (*RM-07-Grade Appeal Form*) to the Registrar within 15 calendar days of final grade posting.
2. The Registrar submits the appeal form to the responsible academic department.
3. The responsible department will then respond within 7 calendar days.
4. A Committee for Grades Appeal shall review the application subject to the approval of the Vice Chancellor.
5. The decision of the Vice Chancellor is final.

Student Records:

Student File

1. Each Student Permanent Record maintained at CUCA includes. – (*Student Information Checklist*):
 - Basic student identification information
 - Listing of all coursework accepted by CUCA for transfer
 - Current listing of CUCA courses attempted and completed
 - Grades, credits, and GPAs earned each semester
 - Required entries for academic probation, suspension, or dismissal
 - Notation of degree completion for a student who has graduated
2. This student record is considered to be permanent in that it will be kept as an active record perpetually, i.e., it will never be disposed of by the institution. It is the permanent and official record of all grades, credits, and diplomas earned by the student at CUCA.
3. Back-up (scanned) copies of student records are maintained electronically through the network server system at the College and on CD-ROMs which are safely stored at an off-site location.
4. Permanent student records are kept in fireproof file cabinets on the CUCA campus.
5. Students must notify the Registration Department on changes related to address, status, or contact numbers.

Academic Transcripts

Transcripts created from a student's permanent record are either official or unofficial.

1. An official transcript is a copy of the student's permanent record, printed on an CUCA transcript form, bearing its official seal or stamp, and signature of the Registrar.
2. The official transcript is mailed directly to the individual who needs official confirmation of the student's academic achievements at CUCA.

3. Official transcripts are typically sent to a college or College, a state authority, an employer, or to an organization providing financial aid. Only in extraordinary circumstances will an official copy be sent directly to a student.

Degree Certificates

A student who has fulfilled all of the academic requirements of the program and has settled all of monetary and administrative obligations with CUCA will receive a student copy of their Academic Transcript together with an official Diploma from the College. This will occur only after all scores and relevant material for graduation have been provided to the Registrar's Office.

4. An unofficial transcript is a copy of the permanent record made for the personal use of the student which does not bear the College's stamp or seal and is sent directly to the student.

Student Information Release Policy

1. No one shall have access to, nor will the institution disclose, any information from a student's permanent academic record without the written consent of the concerned student.
2. Student record access is granted only to authorized individuals at CUCA who have an official requirement to view information about courses completed and grades earned by the student in order to fulfil their administrative responsibilities and assist students with registration, advising, degree completion, and career counselling.
3. Students who would like to request for documents (i.e. Diploma, Transcripts) shall submit the request to the Office of the Registrar using a *Request Form*.

Academic Policies

Admission Requirements

Detailed information regarding Undergraduate and Graduate admission requirements can be found in the University Catalog pages 33 to 46.

Course Registration

Detailed information regarding course registration, add/drop and withdrawal procedures can be found in the University Catalog pages 47 to 50.

Degree Completion Requirements

Detailed information regarding Undergraduate and Graduate degree completion requirements can be found in the University Catalog pages 70 to 72.

Academic Progress Policy

Students at CUCA are expected to meet the satisfactory academic standard. The Academic Progress Policy is intended to provide a benchmark for students of minimal academic achievement and a transparent and equitable process for students with weak academic performance

Students who are not achieving satisfactorily across their course of study will receive specifically-targeted advice and assistance at an early stage, and the opportunity to be involved in planning their future study carefully with a Designated Adviser. However, if they fail to show improvement over a specified period of time, they will not be dismissed.

Academic Probation

Undergraduate Programs

1. A student whose CGPA falls below 2.0 by the end of the second semester and after studying 10 courses (30 credit hours), or in any subsequent semester, is placed on first academic probation.
2. Students on first academic probation are expected to raise their CGPA to at least 2.0 in the following semester and may not register for more than 12 credit hours, and they will be asked to repeat one or two courses with D or F marks in order to improve the CGPA.
3. Students who fail to raise their CGPA to 2.00 and remove the first probation by the end of the following semester, will receive the second academic probation, and they may not register for more than 12 credit hours, and they will be asked to repeat two courses with D or F marks in order to improve the CGPA.
4. Students who fail to raise their CGPA to 2.00 and remove the second academic probation by the end of the following semester, will receive the third academic probation, and they will be requested to change their specializations, and if they don't agree, they will be dismissed from the College.

5. The college academic council may grant a final chance for the students with third academic probation by allowing them to repeat 4 courses (12 credit hours) with D, and F marks.
6. Students with a CGPA of at least 1.9 and with at least 75% of the credit hours required for graduation, will not be dismissed from the College but permitted to continue in the same major until they exceed the maximum period of study. Summer sessions do not count in the probation period calculation.
7. A student who begins the semester on academic probation and whose CGPA at the end of that semester is not at least 1.5 after 18 attempted semester credits (or at least 1.7 after 33 attempted semester credits, or at least 1.9 after 48 attempted semester credits) will be academically suspended from registering at CUCA for at least one semester.
8. Students on academic probation are allowed only to repeat courses with F or D marks during the summer session in order to improve the CGPA. He/she is not allowed to register new course.
9. If the students raise their CGPA after receiving an academic probation, and their CGPA dropped down below 2.00 in any of the consecutive semesters, the academic probation will recount.

Graduate Programs

1. A student whose CGPA falls below 3.0 by the end of the first semester and after studying 3 courses (9 credit hours), or in any subsequent semester, is placed on academic probation.
2. Students on academic probation are expected to raise their CGPA to at least 3.0 in the following semester and may not register for more than 9 credit hours, and they will be asked to repeat one or two courses with C or F marks in order to improve the CGPA.
3. Students who fail to raise their CGPA to 3.00 and remove the academic probation by the end of the following semester, they will be dismissed from the program.
4. The college academic council may grant a final chance for the students who fail to raise their GGPA to 3.00 after the academic probation by allowing them to repeat 3 courses (9 credit hours) with C, or F marks.

MBA Program

5. A student whose CGPA falls below 3.0 by the end of the second term and after studying 4 courses (12 credit hours), or in any subsequent semester, is placed on academic probation.
6. Students on academic probation are expected to raise their CGPA to at least 3.0 in the following term and may not register for more than 3 credit hours, and they will be asked to repeat one course with C or F marks in order to improve the CGPA.

7. Students who fail to raise their CGPA to 3.00 and remove the academic probation by the end of the following term, they will be dismissed from the program.
8. The college academic council may grant a final chance for the students who fail to raise their GGPA to 3.00 after the academic probation by allowing them to repeat 1 course (3 credit hours) with C, or F marks.

Good Academic Standing

Undergraduate Programs

A student is considered to be in good academic standing if they maintain at least a 2.0 CGPA for all degree credit courses attempted at CUCA. A CGPA of 2.0 or above is required for graduation.

Graduate Programs

A student is considered to be in good academic standing if they maintain at least a 3.0 CGPA for all degree credit courses attempted at CUCA. A CGPA of 3.0 or above is required for graduation.

Academic Honors

The Registrar issues the Student Academic Honors List at the end of each semester. To be placed on this list, a student must have:

1. Registered for at least 15 credit hours for undergraduate, 9 credit hours for graduate, and 12 credit hours in the last two terms for MBA program and receive no failing grades
2. A minimum semester/term GPA of 3.6
3. No recorded or pending disciplinary action Academic Suspension

Award of Degrees

A student who has fulfilled all of the academic requirements of the program and has settled all of monetary and administrative obligations with CUCA will receive a student copy of their Academic Transcript together with an official Diploma from the College. This will occur only after all scores and relevant material for graduation have been provided to the Registrar's Office.

Honorary degrees and degrees in course which the College is authorized to grant, and rewards, shall be conferred only pursuant to the approval of the Board of Trustees granting the same.

Advanced Standing

CUCA does not offer advanced academic standing or award credits for the completion of portfolios, challenge examinations, completion of advanced secondary school courses such as A-Level or International Baccalaureate, etc.

Recognition of Prior Learning

CUCA does not grant credit for life experience or for study at non-collegiate or non-accredited post-secondary institutions.

Academic Honors

The Registrar issues the Student Academic Honors List at the end of each semester. To be placed on this list, a student must have:

4. Registered for at least 15 credits and receive no failing grades
5. A minimum semester GPA of 3.6
6. No recorded or pending disciplinary action Academic Suspension

Re-admission after Academic Suspension

1. Suspended students may apply to the Registrar for one-time readmission by submitting a letter detailing their activities since the suspension took effect and providing rationale for why they believe their academic performance will improve in the future using the Application for Readmission Form.
2. The Registrar will refer the application to the appropriate Department Chair. If the Department Chair is convinced of the student's potential to succeed, they will advise the Registrar to grant the student one-time readmission for the next semester's registration. Students in this category will be reinstated on academic probation.

Final Academic Suspension

If, after one-time readmission, a student who is on academic probation at the beginning of a semester completes that semester with a cumulative GPA less than 1.5 after 18 attempted semester credits (or less than 1.7 after 33 attempted semester credits, or less than 1.9 after 48 attempted semester credits), that student receives final academic dismissal and will not be readmitted to CUCA in the future.

Academic Year

1. The academic year consists of two 16-week semesters including time for holidays and examinations. One or two summer sessions may also be offered. In each semester or session, classes begin with the first instructional period of the first day.
2. The fall semester begins in September of each year.
3. The spring semester begins in January of each year.
4. The summer sessions take place between June and August each year.
5. The Registrar publishes the academic calendar for the next academic year shortly before the final exam period of the spring semester.
6. All religious and national holidays in the United Arab Emirates are official holidays for CUCA.

Student Time Limitation

The minimum and maximum periods of study at the College are as follows:

1. The minimum study period is 8 regular semesters. However, it is possible for a student to graduate with a minimum time period of 7 regular semesters by attending summer sessions.
2. The maximum period is 14 regular semesters for all degree programs which normally require 8 regular semesters for graduation.
3. The minimum study period for transfer students is 4 regular semesters for all degree programs which normally require 8 regular semesters for graduation.
4. The maximum study period for the transferred student depends on the number of approved transfer credits.

Grading System

1. Students are awarded letter grades for each course in which they have enrolled. The letter grade reflects student performance in a particular course.
2. The minimum passing grade in an undergraduate course is D; for a graduate course the minimum passing grade is C.
3. Grades are awarded as shown in Table 15:

Table 1: Grading System

Grade Range	Symbol	Grade Points	Description
90-100	A	4.0	
85-89	B+	3.5	
80-84	B	3.0	

75-79	C+	2.5	
70-74	C	2.0	
65-69	D+	1.5	
60-64	D	1.0	
Below 60	F	0.0	Failed
N/A	W	N/A	Withdrawal
N/A	EW	N/A	Enforced Withdrawal
N/A	I	N/A	Incomplete

Credit Hours

Courses are calculated in credit-hours. Each course carries a certain number of credits which are awarded after its successful completion. Credit hours usually equal the number of hours spent in class per week. One credit hour is typically 50 minutes of lecture given weekly for a minimum of fifteen weeks. Two or three hours of tutorial or laboratory work per week is the equivalent of one credit hour.

The Grade Point Average (GPA)

The grade point average (GPA) reflects student achievement in one semester. The cumulative point average (CGPA) reflects student achievement in all semesters of coursework attempted. GPA and CGPA are evaluated as shown in Table 6:

Table 2: Grade Point Average

Grade Points	Evaluation
4.00	Excellent with Highest Honors
3.80-3.90	Excellent with Honors
3.50-3.79	Excellent
3.00-3.49	Very Good
2.50-2.99	Good
2.00-2.49	Satisfactory
Less than 2.00	Unsatisfactory

The Cumulative Grade Point Average (CGPA)

The GPA is calculated by multiplying the grade of each course by the number of its credit hours and dividing the total by the number of total credit hours taken in the semester. The

CGPA is calculated by multiplying the grade of each course by the number of its credit hours and dividing the total of all courses by the number of total credit hours taken for all semesters. By contrast, the GPA is the average of grade points for all courses in one semester, whether the course was passed or failed. As mentioned earlier, the CGPA is the average of grade points for all courses in all semesters. Both GPA and CGPA are rounded to the nearest decimal units. Calculate the GPA and CGPA using the following formula:

$$\text{GPA} = \frac{\text{Total credit hours per course} \times \text{Grades received per course}}{\text{Total credit hours per semester}}$$

$$\text{CGPA} = \frac{\text{Total credit hours per course} \times \text{Grades received per course}}{\text{Total credit hours taken during all semesters}}$$

Table 3: Example GPA and CGPA Computation

Semester 1			
Course	Number of Credits	Grade	Grade Points
College Mathematics	3	4.00	12
English 1	3	4.00	12
UAE Studies	3	2.00	6
Islamic Studies	3	3.00	9
Computer Fundamentals	3	3.00	9
Introduction to Sociology	3	2.00	6
Total	18		54
Semester 2			
Course	Number of Credits	Grade	Grade Points
Critical Thinking	3	3.00	9
Environmental Science	3	4.00	12
English II	3	3.00	9
Study Skills	3	4.00	12
Accounting 1	3	3.00	9

Total	15		51
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$$\text{GPA}_{(S1)} = \frac{(12) + (12) + (6) + (9) + (9) + (6)}{3 + 3 + 3 + 3 + 3 + 3} = \frac{54}{18} = 3.00$$

$$\text{GPA}_{(S2)} = \frac{(9) + (12) + (9) + (12) + (9)}{3 + 3 + 3 + 3 + 3} = \frac{51}{15} = 3.40$$

$$\text{CGPA} = \frac{54 + 51}{18 + 15} = \frac{105}{33} = 3.18$$

Assessment and Evaluation

1. Student performance will be assessed continuously through
 - Coursework
 - Assignments
 - Seminars
 - Tests/Examinations
 - Quizzes
 - Case studies
 - Presentations
 - Projects
 - Others
2. The continuous assessment components for each course will count toward 60-70% of the marks.
3. End-of-semester final examinations count for the remaining 30-40% of the marks.
4. Failure to complete a final examination without authorization results in a grade of F. Students who fail a course must re-register and pay the appropriate fees.

Releasing of Grades

Faculty submits the students' marks 2 days after the last day of examination. Grade marks are submitted to the Vice Chancellor for approval. The signed copies of students' marks are

submitted to the Head of Enrolment and the marks are released by the office to the students through the UMS.

Change in Grades

The following procedure will be followed by all faculty members when it becomes necessary to change a student grade previously submitted to the Registrar's Office:

1. Grades for a course must be based only on work performed before the end of each semester. Grade changes are permitted only in cases of errors in calculating or recording grades.
2. The change of grade desired, together with adequate explanation, will be submitted by the faculty member concerned to the Department Chair.
3. If the Department Chair approves the request for change of grade, the request will be submitted to the QA&IE Director and then to the Dean, then the Vice Chancellor for final approval.
4. If the request is approved by the Dean, the change of grade will be reported to the Registrar to make the appropriate change on the student record and notify both the student and the faculty member.

Incomplete Coursework

An instructor may award a grade of I (Incomplete) for a class during the semester in accordance with the following procedures:

1. When the reason for non-completion of the course is illness, accident, etc., the student must provide the appropriate certificates which will then be attached to the application for award of an I grade.
2. An I grade is awarded only if a student has the possibility of passing the course.
3. An instructor who awards an I grade will write a "Memorandum for the Record" (MFR) and issue one copy to the student and one copy to the Registrar for placement in the student file. The MFR will explain:
 - Reasons for awarding the I grade
 - Assignments or other coursework required to complete the course
 - Method for submitting the coursework to the instructor
 - Both the faculty member and student must sign and date the MFR
4. Responsibility for submitting the required work to complete the course falls on the student. If the work is not completed within eight weeks of the last day of the semester or the mutually-agreed upon date, the student's grade in the course will automatically be changed to F.

Attendance

1. Students must attend each class meeting. Absence never exempts a student from the work required for satisfactory completion of courses. Excessive absences from any course will result in a:
 - First Warning - for absence in 10% of the total class hours (i.e. 4.5 hours for a 45 credit hour course)
 - Second Warning - for absence in 20% of the total class hours (i.e. 9.0 hours for a 45 credit hour course)
 - Final Warning - for absence in 25% of the total class hours (the student is subject to forced withdrawal from the course) (i.e. 11.25 hours for a 45 credit hour course)
2. An Official Warning Letter shall be issued to the student through the UMS
3. Any exception to the policy shown above must be approved by the Department Chair by submitting the Absence Excuse Form) detailing the justification for the absence subject to the approval of the Department Chair.
4. Students will be marked absent but allowed into the classroom if they are:
 - More than 10 minutes late from the start of the class. He/she will be marked “Late” but will be allowed to sit inside the class for the remaining lessons.
 - The teacher should mark the student Absent on the 3rd time the student is “Late”. This should be reflected in the UMS.
 - Students who remain absent on the pretext of attending rehearsals for College or intercollegiate programs, etc., will be marked absent unless they obtain written permission from the appropriate faculty member or the Student Counselor.
5. Leaving the classroom to answer telephone calls is not allowed.

Financial Information

Tuition and Fees

Application♦Admission♦Registration Fees		
Admission Fee (Graduate Programs)	AED 3,000	One-time fee submitted with application, non-refundable
Admission Fee (Undergraduate Programs)	AED 1,500	One-time fee submitted with application, non-refundable

Admission Fee (International Students) For Graduate and Undergraduate programs	AED 3,000	One-time fee submitted with application, non- refundable
Registration Fee (Regular Semester)	AED 500	Per Semester, non- refundable
Registration Fee (MBA)	AED 250	Per Term, non-refundable
Registration Fee (Summer)	AED 300	Per Session, non-refundable
Tuition Fees		
Dental Surgery	AED 2,000	Per credit hour
Pharmacy	AED 1,500	Per credit hour
MBA (TQM, HRM)	AED 1,650	Per credit hour
Master in Law	AED 2,200	Per credit hour
BBA (FIN, HRM, MIS, MKT)	AED 908	Per credit hour
Hospitality and Tourism Management	AED 825	Per credit hour
B.Law and HRM (Arabic)	AED 935	Per credit hour
Public Relations and Advertising	AED 908	Per credit hour
Professional Diploma in Teaching	AED 900	Per credit hour
Other Fees		
Student Activity Fee (Regular Semester)	AED 250	Per Semester
Student Activity Fee (Summer)	AED 100	Per Session
Credit Transfer Fee	AED 300	
Late Registration Fee	AED 200	Per Course
Computer Lab and Internet Fee	AED 300	Per Semester (Fall and Spring)

Computer Lab and Internet Fee (Pharmacy and Dental Surgery)	AED 650	When registering in the Computer Course
Laboratory and Clinic Fee (Dental Surgery)	AED 4,000	1 st – 3 rd years Every Semester
	AED 6,000	4 th – 5 th years
Productive Lab Fee (Dental Surgery)	AED 3,000	4 th – 5 th years
Training Fee	AED 4,000	Year 5 Summer I and Summer II
Laboratory and Clinic Fee (Pharmacy)	AED 2,600	Every Semester
Tutorial Fees (Pharmacy)	AED 550	Student per Course (3 rd and 4 th Year). There are 3 courses in 3 rd year and 1 course in 4 th year
Training Fees (Pharmacy) for Community Pharmacy Training	AED 500	Student per Course (4 th Year) There are 2 courses in 4 th year
Training Fees (Pharmacy) for Training in Hospital	AED 500	Student per Course (4 th Year) There are 2 courses in 4 th year
Training Fees (Pharmacy) for Pharmaceutical Technology (Julphar)	AED 1,500	Student per Course (4 th Year) There is 1 courses in 4 th year
Visa Deposit	AED 5,000	Refundable at the time of visa cancellation and after completing one year of study at CUCA
Visa Processing Fee	AED 2,000	

Add/Drop Processing Fee	AED 30	For each request form
Re-Test Fee (Graduate)	AED 500	
Re-Test Fee (Undergraduate)	AED 300	
Supplementary Exam Fee (Graduate)	AED 1,500	
Supplementary Exam Fee (Undergraduate)	AED 1,000	
Graduation Fee	AED 1,250	
Transcript Fee	AED 75	
ID Replacement Fee	AED 50	
Diploma Replacement Fee	AED 500	
Change of Major Fee	AED 500	
Grade Appeal Fee	AED 200	
Foundation Program		
Contact Hour Fee	AED 825	
English Communications I	AED 4400	9 Contact Hours
Intensive English Program ♦ Consists of 3 Levels		
Level 1	AED 5,500	Duration is one semester (180 study hours)
Level 2	AED 4,400	Duration is one semester (135 study hours)
Level 3	AED 3,850	Duration is one semester (90 study hours)
Intensive English Program for HRM (Arabic) and PRA ♦ Consists of 2 Levels		
Level 1	AED 4,125	Duration is one semester (112 study hours)
Level 2	AED 3,850	Duration is one semester (90 study hours)

Note: CUCA may charge fees for additional services and facilities as required and may increase fees at any time without prior notice.

Payment Schemes

Students must pay at least one-third of the total semester fees in cash and submit two post-dated checks. The date of the second check should be payable before the beginning of the final exams as shown on the academic calendar.

Refund Policy

1. Student shall apply for refund by submitting the specified form (*RM-09-Request for Refund Form*)
2. Application and Admission Fees are non-refundable.
3. Students who withdraw before semester commencement will be refunded 100% of the paid tuition fees.
4. Students who withdraw within one week of semester commencement will forfeit the 1/3 of the tuition fees. The College will return 2/3 of the tuition fees.
5. The entire first semester tuition fee is non-refundable for students who withdraw after one week from semester commencement. This includes the PDC.
6. A student who is suspended or expelled from the College for disciplinary reasons forfeits all rights to any refunds.

Scholarship and Financial Aids

Students can apply for Scholarships and Financial Aids using the *RM-08 Scholarship/Financial Aid Application Form*. CUCA offers the following discounts and scholarships for students:

1. A partial scholarship for undergraduate programs of 20%, and graduate programs of 15% on the tuition fees for brothers, sisters, or spouses studying at CUCA. (Both family members must register in the same semester/term in order to take advantage of this discount).
2. The *Individual Needs Scholarship* is a reduction of the tuition fee. (This type of scholarship is awarded on a case-by-case basis. Students must present evidence of financial hardship to the Scholarship Committee for approval).
3. The *Merit Scholarship* is a reduction of the tuition fees for undergraduate programs only. CUCA awards this scholarship to new students with a secondary school score of 90% and above. Existing students who earn a CGPA of 3.60 and above in the previous semester also qualify for this award, which is available for one semester only. Approval is required to continue this scholarship in subsequent semesters. Students cannot combine two scholarships at a time.
4. For *Individual Needs* and *Merit Scholarships* to remain in effect, students must maintain class attendance of not less than 80% and a CGPA of not less than 3.60 in each semester.

5. Additional scholarships are announced by the Director of Enrolment Office before the beginning of every semester.
6. Students are not eligible to combine two scholarships.

For more information on Scholarship and Financial Aids, visit the Office of the Registrar or email registrar@cuca.ae, or call +971-6-711-0000, or visit www.cuca.ae.

APPENDICES

Appendix 1: ALLEGATIONS OF PLAGIARISM (PL-Form-01)

Academic Year	
Student Name	
Program/Department	
Course Name/Course Title	
Faculty Name	
Faculty's Signature	
Assessment Title	
Date of Issue	
Date of Submission	

Use this form if you want to file an Allegations of Plagiarism against student's coursework.

Tick the appropriate box

- Similarity index below threshold (5%individual, 10% total), first time offender
- Similarity index below threshold (5%individual, 10% total), perennial offender
- Similarity index of 10%, first time offender
- Similarity index of 10%, perennial offender
- Similarity index above 10%

Note: If the above are not relevant, and if you have not ticked a box, you do not have grounds for Allegations of Plagiarism.

(Attach copy of the submitted coursework and the Turnitin similarity report with this form to the HoD).

Appendix 2: DECISION ON ALLEGATIONS OF PLAGIARISM (PL-Form-02)

Academic Year	
Student Name	
Student's Signature	
Program/Department	
Course Name/Course Title	
Faculty Name	
Assessment Title	
Date of Issue	
Date of Submission	

Following a thorough investigation on the Allegations of Plagiarism, the following has been decided:

Tick the appropriate box

- Student shall re-submit the work, deadline to be decided by the Faculty
- Student shall receive a Zero Mark in the Assessment
- Student is excluded from the Course
- Student is suspended for one semester
- Student is suspended for one Academic Year
- Student is expelled from the Program
- Student is expelled from the College

Approvals:

HoD's Name and Signature

Date

Vice Chancellor's Signature

Date

Student Attestations:

I hereby receive the decision and penalties. I understand that I can make an appeal on the decision within 10 days from receipt of this document.

Student's Name and Signature

Date

Appendix 3: APPEAL ON DECISION ON PLAGIARISM (PL-Form-03)

Academic Year	
Student Name	
Student's Signature	
Course Name/Course Title	
Faculty Name	
Assessment Title	
Date of Issue	
Date of Submission	

Use this form if you want to appeal against the decision on Allegations of Plagiarism. Appeals shall be submitted within 10 days from receipt of the Decision in order for the appeal to be valid.

The following are the only grounds for appeal. Before you write anything, consider whether your appeal is a valid one. Tick the box which relates to your circumstance.

Tick the appropriate box

There was an error in the submission of the coursework

The assessment procedure and/or examinations was not conducted in accordance with the approved regulations.

Other reasons, use the space below

Note: If the above are not relevant, and if you have not ticked a box, you do not have grounds for appeal.

Instructions

Write the nature of your appeal (to be completed by the Student). (Use separate sheet if necessary)

Decision (to be completed by HoD)

HoD's Name and Signature

Date

Approval (to be completed by the Vice Chancellor)

Vice Chancellor's Signature

Date

Student Services Contact Information:

S/NO	Department	Email ID
1	Library	library@cuca.ae
2	Registration Department	registrar@cuca.ae
3	IT Department	itsupport@cuca.ae
4	Student Affairs Department	studentaffairs@cuca.ae
5	Students Placement Office	spo@cuca.ae