

جامعة حمدان بن محمد الذكية
Hamdan Bin Mohammed Smart University

LEARNER HANDBOOK

UNDERGRADUATE AND POSTGRADUATE PROGRAMS



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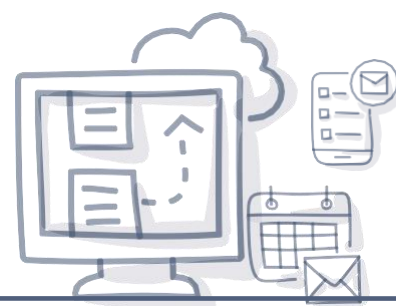
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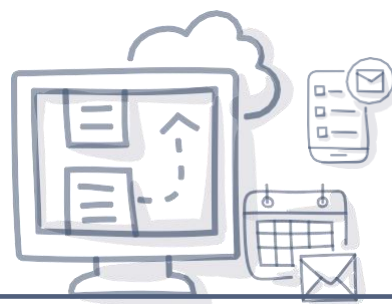
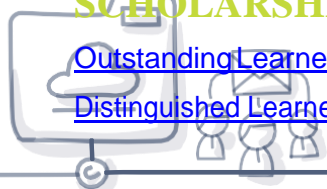
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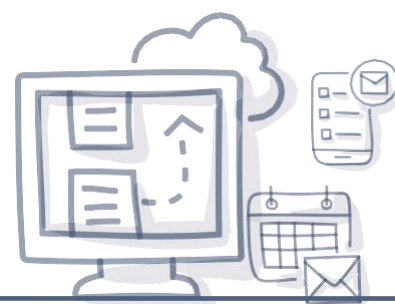
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INTRODUCTION

Thank you for taking the time to read the Learner Handbook of Hamdan Bin Mohammed Smart University (HBMSU).

As a learner at HBMSU, you are highly advised to understand this handbook as it will give you the necessary information and knowledge about your university.

This handbook will help you to understand your rights and responsibilities, the resources available in the university, the academic and non-academic environments and how to interact with each of them (or with each other). Moreover, it will motivate you to be more interactive and to be engaged with the university learning environment.

WE WISH YOU A SUCCESSFUL AND HAPPY LEARNING EXPERIENCE!



01



LEARNERS' RIGHTS AND RESPONSIBILITIES





CODE OF CONDUCT

The Code of Conduct at HBMSU describes learners' rights and responsibilities, standards for academic and nonacademic conduct, and penalties for violating the code of conduct:

1. Academic Freedom

- No disciplinary sanction may be imposed on any learner without giving him/her a written notice explaining the nature of the charges.
- A learner accused of violating any of the terms of the code of conduct is entitled to appeal against a decision as per the procedure and policies set forth in this handbook.

2. Freedom of Inquiry and Expression

Learners and recognized learners' associations and clubs which are part of Hamdan Bin Mohammed Smart University Community are guaranteed the rights of free inquiry and expression in both verbal and written form that do not violate the University and the country laws, policies, regulations and operations. At the same time, it must be made clear that in their public expressions or demonstrations, learners speak only for themselves.

3. Freedom of Assembly

Hamdan Bin Mohammed Smart University recognizes the rights of all learners to gather in groups to seek knowledge, debate ideas and freely express their views while respecting the rights and freedom of others. The University grants its learners the right of freedom of assembly, keeping into account that learner' gatherings must not disrupt or interfere with the operation of the University.

4. Discrimination and Harassment

The University prohibits discrimination based upon a person's race, color, sex, marital and/or parental status, religion, national origin, age, mental or physical disability. Learners who believe they have been discriminated or harassed should immediately report the incident to the Learner Relationship Management Department by submitting a grievance record.





5. Web Presence, Media/social media Relations, Distribution and Posting

Learners may distribute, post or upload printed and/or online published material after obtaining approval from the Learner Relationship Management Department. All free publications not in violation of the University policies and procedures and the UAE laws and culture may be distributed. Using media, social media, institutional resources, trademarks, logos or brands under the name of HBMSU is strictly prohibited unless written approval is obtained from the Chancellor through the Learner Relationship Management Department. Legal actions shall be taken against any learner violating.

6. Commercial Activities and Fund Raising

The use of University grounds or facilities for commercial or private gain purposes is prohibited. Learners shall contact Learner Relationship Management Department to get approval on such activities.

7. Role of Learners in the University-Wide Decision Making

HBMSU considers its learners as an important part of its operations and values their opinions and suggestions; this is why it involves learners in institutional decision-making. Additionally, learners' concerns, propositions, complaints and critiques can be communicated to the University through the Learner's Council or the Learner Relationship Management Department or by posting a complaint on the Smart Campus or by email.

LEARNERS' RESPONSIBILITIES

HBMSU takes the responsibility for providing its learners with a healthy and high quality standard educational environment, rich in resources needed by learners to attain their individual educational goals. In return, learners are responsible for making themselves aware of the resources available, appropriate use of those resources, and the specific behavioral tasks necessary for attaining desired learning outcomes.

Some of the learner's responsibilities are summarized below:

- To become knowledgeable of, and adhere to the University's policies, practices, and procedures;
- Demonstrate respect for all people in the University community-staff, faculty, and other learners;
- To set up their University email accounts, and recognize that emails are the main and only official means of communication with University staff
- To participate actively in the learning process, both in and out of the virtual classroom (in online and offline class activities);
- To attend all class sessions online.
- To develop skills required for learning, e.g., basic skills, computer skills, time management, motivation, study skills and openness to the educational goal.





LEARNERS' DRESS CODE

All learners are expected to follow practices of cleanliness, neatness and to dress in a decent and respectful manner:

- Kandura (Deshdasha)
- Abaya and Sheila
- Formal or Casual attire
- Pants/Trousers below knee
- Skirts below knee
- Blouse/Jackets covering the arm to elbow.
- Sleeveless, Pants/ Trousers and skirts above knee are strictly prohibited

Learners who fail to comply with the dress code may be subject to disciplinary actions.

PENALTIES FOR VIOLATING CODE OF CONDUCT POLICY

Conduct and behavior that violate the University 's code of conduct are within the jurisdiction of the Relationship Management Department.

Penalties that may apply to a learner violating the code of conducts vary according to the nature of the violation made and may include one of the following:

1. Disciplinary Warning:

By sending a written formal warning to the learner informing him/her that his/her conduct is against the University standards. Continued misconduct may result in more serious disciplinary action.

2. Disciplinary Probation:

By sending a written formal notice from the Learners Relationship Management Director. Learner may continue to be enrolled under stated conditions. Violations of the stated conditions will cause more serious disciplinary action.





3. Suspension:

The University Disciplinary Committee may decide to suspend a learner for a fixed period of time, suspension may refer to:

- a) Exclusion of the learner from one or more courses;
- b) Exclusion of the learner from University activities;
- c) Exclusion of the learner from the University for a duration not exceeding two regular semesters. Learners will be required to meet with the Learners Relationship Management Director prior to being allowed to enroll at the University after the suspension period has expired.

4. Expulsion:

The LRM, director usually raises the violations that require such sanctions to the University Disciplinary Committee. Expulsion refers to the termination of the learner status in the university.

5. Supplemental Sanctions:

The LRM, director or the University Disciplinary Committee may impose additional sanctions or requirements which clearly address the issues involved in the misconduct. Any of the following may be imposed in connection with the above, but are not to be limited to:

- a) Work assignments
- b) Fines may be imposed: restitution, i.e., compensation for loss, damage, or injury
- c) Academic sanctions, e.g., revocation of degree, holding transcripts, removal from courses
- d) Failing course
- E) Loss of privileges
- F) Referral to External Authorities: In the case where a learner is in violation of the UAE laws on university or university-sponsored related activities, the university may refer the learner to the public prosecution.

A learner may not withdraw from a course in which an infraction has been found and a penalty applied. No refund or cancellation of tuition fees will be permitted in such cases.





EXAMPLES OF LEARNER'S MISCONDUCT

Any learner violating the code of conduct published in this handbook either as a principal actor, or collaborator shall be subject to disciplinary action.

The following are examples of learner's misconduct:

- Abusing physically or verbally any person on University campus or through University facilities (i.e. SAWTI, online classrooms, forums, through email accounts of the University, etc).
- Humiliating conduct or language based on a person's race, gender, color, religion, nationality, and origin, physical or other disability, age, or political beliefs.
- Being involved in unwelcome sexual advances or physical touching or making sexually-oriented remarks, jokes, comments and/or behavior.
- Interfering by force or by violence (or by threat of force or violence) with any other learner, faculty or University Staff in the University.
- Filing a formal complaint falsely accusing another learner, faculty or University Staff.
- Damaging the reputation of the University through unacceptable actions or behavior.
- Using the name of the University or distributing or posting any materials (including in electronic form) in its name without prior approval.
- Being involved in an academic violation: cheating, plagiarism, violating copyrights, etc.
- Entering or using University campus, offices or any locked or closed University facility in any manner, at any time, without permission of the University.
- Bringing unauthorized visitors to the University.
- Organizing illegal assembly, obstruction or disruption.
- Stealing or damaging of/to property of the University or of a member of the University community, such as visitors, learners, or staff.
- Abuse or unauthorized use of the University's computer equipment, software, passwords, records.
- Using computer resources to produce, view, store, replicate, or transmit harassing, obscene, or offensive materials. Offensive material includes, but is not limited to: pornographic, nude or any other material that is generally understood to be socially or culturally offensive.
- Violating the confidentiality or security of passwords, records, or software, including but not limited to networks, Internet, World Wide Web, and E-mail.





- Using, possessing, or distributing alcoholic beverages, narcotics, or dangerous drugs in the University.
- Smoking within the University campus.
- Possessing or using weapons or any dangerous chemicals, which can be used to inflict bodily harm or damage upon a building or grounds in the University.
- Using SAWTI Page for any purpose or in any manner that violates any local or federal laws, along with any local tradition, disciplines or direction imposed by any competent Authorities in the Country.
- Conducting any process of surveys, commercial massages or advertising any material without the prior written approval of the University.
- Using the SAWTI Page to post or send any material that is infringing, threatening, defamatory, libelous, disreputable or obscene to others.
- Undertaking any action, which may be calculated to disrepute the University and its standing image, or otherwise determined to be abusive or harmful to the University Staff and Faculty.
- Using university email for:
 - Personal gain
 - Chain letters (e.g., any communication which requests or demands the recipient forward the message to one or more individuals)
 - Solicitations for contributions for non-University sponsored entities
 - Deliberate acts associated with denying, interfering with or disrupting service of HBMSU e-mail service or that of any other agency.
 - Attempts to perform mass mailings to the entire University community of a non-official nature
 - Any unlawful activity.

LEARNERS' RECORDS – Privacy Policy

HBMSU takes very seriously learners' rights of privacy and confidentiality with regard to their academic records. This is why it has set up a rigid policy on privacy of learners' records.

How do we use your personal information?

- We collect and process a broad range of personal data about you in order to deliver our services and support you, to manage our operations effectively, and to meet our legal commitments.
- We use your "special categories" of data for activities including equal opportunities monitoring, identifying if you need support (in conjunction with other learning analytics data), informing academic research, providing you with relevant opportunities, and ensuring that views of learners with specific protected characteristics are represented.





Information that you have given us about any disabilities and special requirements you have will also be used to inform the provision of reasonable adjustments and other provisions for your study.

- We are committed to the data protection principles of good practice for handling information. All personal information is held securely, and we will only transfer data within the University on a 'need-to-know' basis so that we can support our academic and other services to you.
- We will contact you in connection with your studies or for administration or support purposes. We may also send you marketing information.

Who do we share your information with?

- We share data with other organizations where we have a legal or regulatory obligation to do this, for example with, the Ministry of Education and some government departments in UAE
- We may also share your data with organizations and government departments so that you can be invited to participate in related surveys, which may be carried out by contractors on their behalf.
- We may disclose your information to our third-party service providers and partners for the purposes of providing services to us, or directly to you on our behalf. This includes educational partners, IT service providers, third party learning environments, etc. We may share information and data with Partner Institution in the provision of offering joint program or courses. When we use third party service providers, we only disclose to them any personal information that is necessary for them to provide their service. We shall have a contract in place that contains data and information protection provisions no less onerous than those implemented by HBMSU.
- If you are studying towards a qualification that leads to professional recognition, we may share some information with the relevant professional body.
- As necessary to comply with our legal obligations: We process your personal data to comply with the legal obligations to which we are subject for the purposes of compliance with applicable laws, regulations, codes of practice, guidelines, or rules applicable to us, and for responses to requests from, and other communications with, competent public, governmental, judicial, or other regulatory authorities. This includes detecting, investigating, preventing, and stopping fraudulent, harmful, unauthorized, or illegal activity ("fraud and abuse detection") and compliance with privacy laws.
- We process certain personal data in order to protect vital interests for the purpose of detecting and preventing illicit activities that impact vital interests and public safety.
- We will take steps to ensure that appropriate security measures are taken to protect your privacy rights as outlined in this policy. This would either be imposing contractual obligations on the recipient of your personal information or ensuring that the recipients are subscribed to international Information Security regulations that aim to ensure adequate protection.





ACADEMIC HONESTY CODE

The University expects and encourages all learners to abide by principles of academic honesty. Academic dishonesty or cheating includes acts of plagiarism, forgery, fabrication or misrepresentation, such as the following:

Originality report and Guidelines for submitting assignments:

An Originality (or Similarity) Report is merely an indication of similarities between a piece of work submitted by a learner and a database of previously submitted work, websites and other sources. If a match between a submitted piece of work and an existing work is found, Turnitin will highlight the matching text and provide a summary in the Originality Report. This means that the accuracy of the Originality Report depends largely on the repository of resources against which the submitted work is compared. The Originality Report helps as a tool that facilitates further investigation of plagiarism, but should not be considered as a “plagiarism report”.

To address the second question, finding matching text does not automatically indicate plagiarism. In order to decide whether a work has been plagiarized very careful examination of both the submitted paper and the suspect sources should be undertaken. In many incidences, learners directly copy from sources but provide the reference, which is bad academic writing, but not plagiarism. Plagiarism is the “wrongful appropriation” and “stealing and publication” of another author’s “language, thoughts, ideas, or expressions” and the representation of them as one’s own original work.

The Originality (Similarity) Report produced by Turnitin can be used as a tool for learners to improve their academic writing and as a tool for faculty to help them decide on plagiarism.

- The threshold of the “Turnitin” similarity score should not exceed 20%.
- In case of dissertations, the similarity percentage should be as close as possible to zero, but to consider 10% similarly as cutoff point.
- In case of dissertations, where there are submissions of many versions of the same dissertation, it is advisable to exclude checking against stored student papers, after the first submission.
- The default assignment setting should be adjusted to exclude quoted material, references/bibliography and small matches up to 5 words in order to gain a more accurate overall percentage.
- In order for the learners to see the report, faculty should make the Originality Report available to learners once the learner uploads his/her submission.
- If the learner submits the assignment prior to one week of the submission deadline, the instructor may ask the learner to resubmit another version pointing out to the learner that he/she has to ensure that his/her work is authentic. This can be done through submission settings, where the instructor can revert the submission manually to the learner after the submission. In that case learners may access, edit and reload their submitted file without any need for faculty intervention as it is still in Draft form
- The onus remains on learners to submit the Assignment file before deadline
- Finally, the Faculty then can download and grade all submissions and see the related final Turnitin scores.





1. Dishonesty in submitted work:

All academic work and materials submitted for assessment must be the original work of the learner or group of learners. Plagiarism and cheating are strictly prohibited at HBMSU.

Plagiarism:

- Quoting another person's actual work without reference.
- Using another person's idea, theory, opinion without reference
- Purchasing readymade work from any source
- Turning in a paper retrieved from an Internet source as one's own
- Using another student's work in whole or part and handing it in as one's own
- Presenting the same work for more than one course
- Using information from an encyclopedia, book, textbook, web site, database, etc., without citing the source
- Using another person's idea, opinion, or theory without citing the source
- Using any facts, statistics, graphs, drawings, pictures, sounds or other piece of information from any source that is not common knowledge, without citing the source
- Using quotations of another person's actual spoken or written word without citing the source
- Paraphrasing (putting into your own words) another person's unique ideas, spoken or written without citing the source
- Using online translators for assignments and assessments to outsmart plagiarism detection tools

Cheating:

- Copying from another learners' exam or work paper;
- Allowing another learner to copy his/her work;
- Using unauthorized material during the exam.
- Receiving non-permitted help during exams and other assessment activities.
- Making an attempt to change the outcome of assessment results.

2. Copyright violations:

Copyright laws must be closely observed. Copying, altering or unauthorized use of course material, University records, or instruments of identification is prohibited. Learners are expected to abide by relevant patents and intellectual property rights.

3. Inappropriate proxy:

Learners must attend their own examinations and classes whether they are virtual (online) or physical. Those impersonated and the impersonators will face dismissal from the University.

4. Work completed for one course and submitted to another:

Learners may not present the same work for more than one course. In some situations, faculty may permit components of a significant piece of work to satisfy requirements in two course





5. Complicity in academic dishonesty:

Complicity in academic dishonesty consists of helping or attempting to help another person commit an act of academic dishonesty or willfully assisting another learner in the violation of the academic code of integrity. Complicity in academic dishonesty can include, but is not limited to:

- Doing the work for another learner;
- Designing or producing a project for another learner;
- Providing answers during an exam test or quiz;
- Calling or texting a learner on a mobile phone while taking an exam and providing information;
- Providing a learner in advance with a copy of a test;
- Leaving inappropriate materials behind at the site of an exam or test
- Altering examination results.

6. The use of AI technology:

At HBMSU, we promote the responsible use of generative AI to enhance educational experiences, stimulate creativity, and facilitate research. It is permissible to use AI technologies for creating educational content, tools to develop educational materials, help with creative projects, or tackle complex data analyses. However, all learners must adhere to our strict ethical guidelines, which prohibit plagiarism, the misrepresentation of AI-assisted work, and any violation of copyright laws. Furthermore, learners are expected to respect privacy, refrain from using AI to unethically manipulate or fabricate data, and remain conscious of potential biases in AI outputs.

By maintaining a culture of integrity and accountability, we ensure that our technological practices at HBMSU enhance our educational community and uphold our core values.





SETTLEMENT OF ACADEMIC HONESTY OFFENSES

- Academic cases resulting from alleged violations of the University's academic honesty code are within the jurisdiction of the relevant faculty and Program Chair, while more serious violations or repetitive violations are brought to the Dean of the School or the Director of General Education for further action. In the case where a learner wishes to bring charges against another learner, he/she should do so through the Faculty member in whose course the violation occurred and the Chair of that Program. In addition to this, he/she must identify himself or herself to the faculty.
- If a faculty is convinced that an alleged offense has resulted from an error in judgment on the learner's part rather than from purposeful dishonesty, the faculty may decide to use the occasion for instructing the learner on acceptable standards for academic work. In such cases, the faculty may, for example, require the learner to rewrite or correct the original assignment or to submit an alternative assignment or to apply a grade penalty.
- In the case of an unintentional academic violation, the faculty shall notify the Dean or the Director of General Education (in case the offense took place in GE courses) and the Registrar, in order to monitor any recurrence of such errors in judgment by the particular learner.
- In the case, where the faculty believes that the offense made by the learner is a serious breach of the university's academic honesty code, or in the cases of repetitive occurrence of such offenses, the faculty must report the violation to the Dean of the school or the Director of General Education within 10 working days of the occurrence of the violation or after the day, in which he/she became aware of the violation. The report submitted must be supported by appropriate documentation or evidence.





- Upon Receiving the Faculty report, the Dean of the school or the Director of General Education will inform the learner of the charges brought against him/her and arrange to discuss the charge with the learner either online or in person as appropriate. The learner will be presented with the charge and the evidence and he/she will be advised of the procedures including his/her rights and will be given the opportunity to respond to the charge either immediately or by writing within 5 working days. The faculty is not to submit grades for the work in question until the case has been settled. If the semester grades are due before the settlement process is complete, a temporary grade of N will be assigned.

After reviewing the charges and the evidence, the Dean of the school in consultation with the Program Chair or the Director of General Education (as applicable) may either:

- Dismiss the case and notify the Registrar of the decision, or
- Refer the case to the Learner Disciplinary Committee (LDC)

A case is referred to LDC when the issue raised cannot be resolved through informal discussion or the learner chooses to bring it to the formal committee. In such a case, the Dean of the school shall notify the LDC Chair to form the committee within 5 working days. Details of the committee is outlined in the Governance manual"

- The Committee, will provide an opportunity for hearing all parties involved in the case (faculty -learners, learner-learner) and based on the evidence provided will make a decision and notify the concerned parties through a formal letter issued by the Chair within three working days from the hearing. The LDC decision may be appealed to the Vice Chancellor for Academic Affairs within 5 working days

Penalty:

Learners must be aware that academic violations will be treated seriously, with special attention given to repeat offenders. Learners who have been found guilty may be suspended or dismissed or expelled after the case is brought to the Learner Disciplinary Committee (LDC):

1- Penalties for an academic offense may vary from a verbal warning to expulsion and could include one or more of the following:

- Verbal or written warning.
- Resubmission of the work in question.
- Submission of additional work for the course in which the offense occurred.
- A lower grade or loss of credit for the work found to be in violation.
- A failing grade of "F" for the course in which the offense occurred. A notation of the academic violation will be entered on the learner's permanent record.
- Suspension for one or more academic semester, including the semester in which the offense occurred. A notation of the academic violation will be entered on the learner's permanent record.
- Dismissal (for a specified semester or permanently) from the University. A notation of the academic violation will be entered on the learner's permanent record.
- Learners on scholarships will lose their scholarship if they were proven to have engaged in academic dishonesty or plagiarism.





ACADEMIC ADVISING

Advisor role:

- Smart Advising provides advice and guidance to support learners with making decisions about their courses selection, every semester by notifying the learner based on her/his academic standing.
- Learners who are in good academic standing will be able to register in offered courses according to their study plan.
- Learners who have the final academic warning will only be able to repeat failed courses and courses with low grades that are offered.
- An advisor monitors the progress of learners including their grades, their enrolment, registration, course choices, conditions to be met, academic standing, and graduation requirements.

The Role of the advisee:

The advisee – advisor relationship is a long-term partnership founded on mutual understanding, respect, receptiveness and initiative, where both parties must actively contribute in order to sustain it and reap the intended benefit from it. In this regard, learners as advisees play a pivotal role in enriching the academic advising process and making it a meaningful lifelong learning experience. This advisee's role is mainly to take ownership of his/ her success and capitalize on the advisor's support, and use other resources available within HBMSU to address any deficiencies in his/her academic performance to achieve his/her goals.

1- General role

- To recognize that advising is a shared responsibility but also realize that they are ultimately responsible for making decisions regarding academic, career, and personal goals.
- To contact academic advisors during the registration period to select/enroll in various courses and maintain regular contact with them.
- To familiarize themselves with the University academic policies, procedures and study plans (including pre-requisites).
- To be aware of the various important dates indicated in the University Academic Calendar.
- To take responsibility for the completion and quality of their education at HBMSU.
- To show willingness to assess their skills, interests and abilities on an on-going basis.
- To notify the academic advisor of any changes in academic plans (i.e. transfer credit, enrolling in summer session, practicum, internship etc.)





- To contact their academic advisor for any issues or problems they may encounter during their study period at the University.
- To regularly communicate with their advisors (at least twice a semester at the beginning and end) and attend any meetings scheduled with the advisor.
- To effectively utilize the full range of learners' services and educational opportunities.
- To provide feedback on their experience with the academic advising process and outcomes achieved for improvement.

2- Specific roles

- discussing their long-range goals with the advisor, including possible job opportunities
- discussing their choice of a major with the advisor
- making final decisions about choices concerning academic matters
- asking intelligent questions about their degree program
- keeping records of the advisor's guidance notes and actions
- Keeping the advisor informed about things like schedule changes, academic problems, etc.
- making regular appointments with the advisor and seeking help from him/ her when needed
- preparing in advance for every meeting with the advisor, including having possible course options outlined for registration advising
- keeping advising appointments and being on time
- gathering all decision making information
- following through on referrals
- asking questions about what they don't understand
- communicating through the tools available in Smart Campus as much as possible





3- Tracking advisee's performance and progress

Learners (advisees) in general are expected to take responsibility for monitoring their progress regularly. The Smart Campus provides a one-stop information and decision support for learners to address any gaps in their performance and seek help anytime and from anywhere. As an advisee you should:

- Review your performance in line with your graduation plan and career goals;
- Visit the Smart Campus regularly to assess where you are and update your status accordingly;
- Be open with your advisor about your performance deficiencies and the challenges you must overcome to succeed;
- Seek your advisor for help in identifying alternative resources to help you close the gap in your performance;
- Follow through with commitment on the actions you agreed with your advisor.

FAQs on making the most out of advising to improve advisee's performance

How do I find my advisor?

An academic advisor is assigned to you as soon as you are admitted. A form containing your ID and name of the advisor assigned to you will be issued to you by the Admissions Office. You should have your initial meeting or communication with your advisor during the orientation period to introduce you to your program of study.

What are the resources I need be familiar with to make advising effective?

As a learner, you need to be familiar with the university policies and procedures, which are clearly outlined in the learners' handbook and program catalogue.





What academic-related policies are the most important to understand?

It is very important to orient yourself on the following policies and procedures:

- Coursework Assessment Policy & Procedure
- Enrollment Policy & Procedure
- Academic Progress Policy & Procedure

Where can I get information on academic policies?

In this Manual you can find all the information on the Academic policies

What do I need to do to make the most of my advising session?

Take responsibility for your own development and decisions. Basically, you are responsible for achieving your own educational, personal and career goals, including program choice, course selection, program planning and successful completion of graduation requirements. The advisor's role is to assist you in fulfilling that responsibility, either by providing the information you need or by referring you to a more appropriate source for the information. Consult your advisor regularly and play an active role in the advising process. Listen carefully and ask questions to ensure a clear understanding of the information provided, and communicate any unique interests or circumstances. Do not be shy - advisors like to know you have understood what they are telling you, so feel free to ask them to clarify anything that confuses you, and do not expect your advisor to know everything about you. Your advisor may have access to your courses and grades, but will not necessarily know about your special interests or activities that impact you as a learner.

I already know what I want to major in and what courses I need to take; what could an advisor do for me?

Consult your academic advisor. Your advisor is here to help you identify your academic and career goals and then to assist in choosing the courses and direct you to more information as needed. He might also advise you on the courses, which will help you improve your performance and select appropriate routes for your degree completion (Courses or Dissertation).

I want to add a course, but I do not have the prerequisites, can I take it anyway?

Prerequisites are established so learners are prepared with the knowledge base needed in order to understand and apply the new information being taught in a class. Prerequisites are outlined in the study plan, which is covered in the undergraduate/postgraduate catalogs, and is accessible to you





as your progress report. The school that offers the course enforces the prerequisite requirement. Therefore, if in doubt about prerequisites for a course, check the study plan of your program.

How do I contact my advisor?

You can reach your advisor via email, phone, and through the Smart Campus. You can also arrange / ask for face-to-face or virtual meetings. These tools of communication will be explained to you on the first day you meet your advisor.

What do GPA and CGPA mean?

Grade Point Average (GPA): The grade point average is the measure of the learner's academic standing during one semester.

Cumulative Grade Point Average (CGPA): is the measure of the learner's level of academic achievement in all semesters attended.

What does academic standing mean?

All learners at HBMSU have academic standing, which is based on their CGPA. The Academic Standing rules are listed as follow.

Good Standing: An undergraduate learner is in good standing whenever the learner's CGPA is at least 2.00 (3.00 for postgraduate learners)

Academic Warning: An academic warning is issued to the undergraduate learner whenever the CGPA for any enrolment period is less than 2.0 (3.00 for postgraduate learners).

What is a mature learner?

A mature learner is one who has at least 2 years work experience after completing his / her qualification and his / her CGPA is between 2.0 and 2.49. For further details, see section 3.5, on advising new postgraduate learners.

What is a conditional learner?

A conditional learner is one who has to fulfill a condition before being regularized through proper admission and registration procedure. For instance, a learner might have a condition to complete or attain the required TOEFL / IELTS score in order to be regularized as a learner in the university system. For further details, see section 3.5, on advising learners with conditional status.





What is a learner study load?

A study load means the maximum or minimum credit hours that a learner must take during a regular semester or summer. Learner study load is outlined here in the Learner's Handbook and described in detail in the Enrollment policy and procedure.

What is "Incomplete"?

The term "Incomplete" refers to the condition of learners who due to extenuating circumstances failed to attend a final examination or to submit a final course work in which case he/she may be given "Incomplete" instead of "F". The extenuating circumstances may include the following:

- Illness that is certified in a medical report approved by a doctor certified by the Government Health Authority in the UAE.
- Death of a first or second-degree relative.
- Being arrested.
- Mandatory courtroom appearance. (This will require a copy of the official court summons with the date of learner's required attendance clearly listed)
- Any other valid reason as

A learner meeting any of these circumstances, should submit to the Registrar "Incomplete Request Form" along with evidence within a maximum of five working days from the examination date. . Learners, who miss the final examination because of a Covid-19 infection (with a positive PCR test for Covid-19), will be exempted from any fees associated with applying for "Incomplete" grade request.

For further details on conditions of "Incomplete" see "Course Work and Assessment Policy and Procedure"

How will I know if I am in academic difficulty? What can I do?

You are in academic difficulty when you receive an academic warning in which case you will be placed under probation. This happens when your CGPA is less than 2.0 for undergraduate and less than 3.0 for postgraduate. In all cases you must contact your advisor on the first instance you receive any academic warning. If your advisor is not able to resolve your concerns, contact the faculty teaching the course in which you are not doing well. If your faculty is not accessible, contact your Program Chair. Otherwise, contact the Dean of your school





What shall I do if there are not enough courses offered for me?

In the case there are not enough courses offered, you should consult your advisor who in turn will discuss the matter to find a solution in accordance with the university regulations.

What shall I do if I am facing problems with my courses?

If you are facing problems with any course you should contact your faculty. If the problem remains unsolved, go to your advisor and explain to him/her in specific terms your concerns. Consulting the Program Chair or even the School Dean (or Director of General Education) is also permitted, if the problem is not resolved.

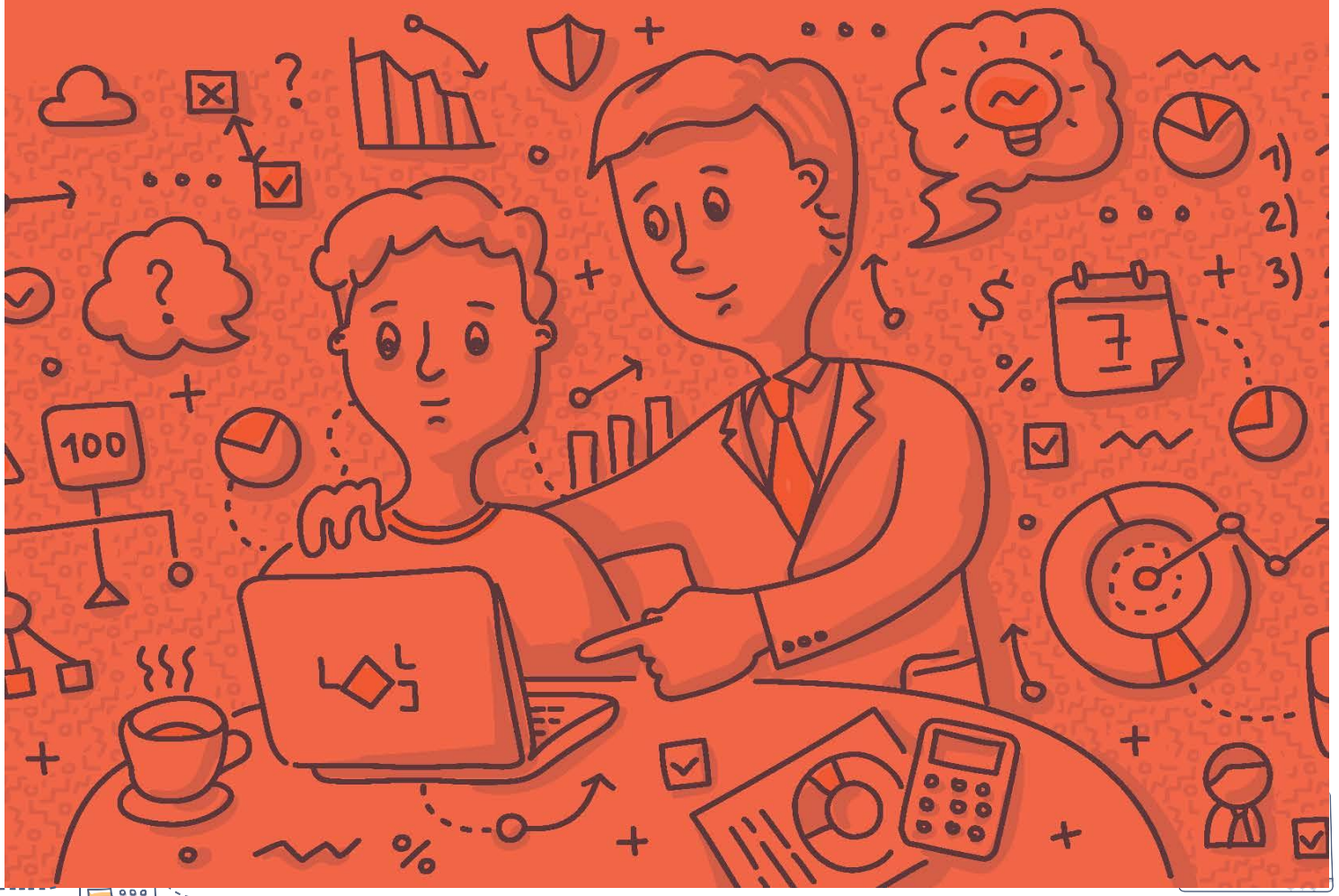
What kinds of careers are available to me based on my major?

For all career-related information, consult Learners Relationship Management Unit (LRM).

Where can I get information on doing an internship / practicum?

You should consult your advisor who will direct you to the concerned officer in AA. The Officer will assist you in finding placement for internship or practicum if you do not have one. This should be done in coordination with the Program Chair within your school. For further details on how to go about internship or practicum, see the internship/practicum manuals.







COMPLAINTS

All University learners may raise complaints expressing their dissatisfaction in the delivery of academic courses, academic support or administrative services offered to them by HBMSU.

For all academic matter, learners should seek the help of their instructors, their academic advisors, the relevant Program Chair or the School Dean. All means of communication may be used for this purpose, but emails (using University email account) are preferred for the sake of monitoring and tracking of the complaints.

SAWTI page on Smart Campus.

SAWTI shall be monitored on a daily basis; complaints and suggestions identified through SAWTI or any other mean are processed according to the Learner Complaint and Suggestion Procedure.

The University is committed to apply fair resolution to learners' complaints by considering all relevant evidences from all concerned parties, investigating root circumstances that caused the complaint, taking unbiased decisions and corrective actions.

Learners' complaints may be lodged against:

- Any member/s of university staff (full-time or part-time)
- Any division or department of the university

Communications related to complaints and suggestions posted on the SAWTI system shall be communicated via SAWTI. Confidential information affecting individual learners, if any, may be communicated via email to the learners.

This procedure does not apply to allegation of discrimination or problems arising between learners and any member of HBMSU community, or appeal against grades.





LEARNER GRIEVANCE

A learner may pursue a grievance if he/she believes that a member of the University community has violated his/her rights through actions like:

- Alleged discrimination on the basis of race, color, religion, sex, age, national origin, or disability;
- Problems arising in the relationship between a learner and any member of the University Community.

Informal Resolution

Prior to invoking the procedures described below, learners are strongly encouraged to discuss his/her grievance with the person alleged to have caused the grievance. The discussion should be held within (10) calendar days from which the learner first became aware of the act or condition that is the basis of the grievance. The learner alternatively may wish to present his/her grievance in writing to the person alleged to have caused the grievance.

Formal Resolution

If a learner decides not to present his/her grievance to the person alleged to have caused the grievance or if the learner is not satisfied with the response, he/she may present the grievance in writing to the LRM. Any such written grievance must be received no later than 30 calendar days after the learner first became aware of the facts which gave rise to the grievance.

The LRM shall conduct an informal investigation to resolve any factual disputes. Whenever, the informal investigation was not successful to address the conflict, a fact-finding panel of no more than three persons shall conduct an investigation. The LRM shall report the facts to the Grievance Committee. The Grievance Committee shall make its decision and shall inform all involved parties. The University Grievance Committee decision is irrevocable.

GRADE APPEAL

Final course grades and final course assessments can be appealed on the basis of one or more of the following:

- An error in calculating the final grade of a course;
- An error in calculating the grade of the final assessment in the course;
- The grade assigned to the final assessment in a course is a substantial departure; from the instructor's established grading criteria.

Learners experiencing any of these incidents may submit a Grade Appeal request to the Registration Unit no later than 5 working days after the final course grade announcements.





03

LEARNERS' COMMUNITIES AND ACTIVITIES





LEARNERS COUNCIL AND SUBCOMMITTEES

HBMSU encourages learners to play a major role in shaping their learning experience at the University. For that purpose, the University has introduced the Learners' Council (LC)

The **Learners Council (LC)** serves as a platform to facilitate communication between learners and various university stakeholders. Its role is to support engagement, promote collaboration, and encourage a sense of community among learners and university constituents, focusing on fostering harmony, understanding, and cooperation rather than representing the learner body.

All HBMSU Learners are considered as voting members of the Learners' Council as long as they are enrolled in any program at Hamdan Bin Mohammed Smart University at the time of the election.

Learners' Council membership:

To stand election to membership of the LC, a learner must:

- Be registered in the University at the time of election.
- Have at least one year till graduation.
- Adhere to the learner code of conduct.
- Only UAE nationals are eligible for the LC President position.

Learners Communities:

The Learners Council can also form learners' **virtual** communities for the purpose of advancing learner skills and making a difference and throughout the **virtual** community. Learners' **virtual** Communities can be formed for activities such as sports, cultural, public relationships, arts, services, social activities and technology enthusiasts and others.

LEARNERS' RELATED EVENTS

The Learners Council along with the LRM Team organizes a variety of learners' events for the benefit of enhancing the learner experience at HBMSU during the academic year.

Activities include HBMSU gatherings, Community Events, National Day celebrations, extra-curricular and skills development workshops and a range of various social networking events.

All learners' related events are announced in SAWTI of Smart Campus, including other communication channels.





HBMSU ALUMNI ASSOCIATION

The Alumni Association is established to operate as a non-profit association under HBMSU. The purpose of the Association is to positively extend the alumni experience beyond graduation and foster a culture of mutual benefit. This is going to be achieved with alumni involvement towards the development of the alumni, learners, and the University. Engagement virtual activities will be carried out through knowledge creation and application in smart learning, quality management, entrepreneurship, and innovation.

ALUMNI COUNCIL

The Alumni Council works with the LRM on a voluntary- basis to achieve Alumni Association's goals and purpose, through planned virtual activities, programs and projects.

To stand for the election for membership of the Council, alumni must be:

- Any Alumni member who completes any academic program or professional diplomas from HBMSU.
- Having a good conduct and academic history as defined by the academic regulations of the University.
- Only UAE nationals are eligible for the Alumni Council President position.
- The LRM responsibility is to ensure eligibility of the nominees before the final declaration.

LRM Role:

- Any Alumni member who completes any academic program or professional diplomas from HBMSU.
Having a good conduct and academic history as defined by the academic regulations of the University.
Only UAE nationals are eligible for the Alumni Council President position.
- All communities and clubs are supervised by LRM to facilitate and support.
- LRM allocates a specific budget to the LC and clubs to facilitate its operations. LRM and LC shall collaborate closely to procure sponsorships for various events and activities, ensuring optimal utilization of resources and fostering mutual support in achieving shared objectives.

Holidays and breaks:

- Fall semester break: Scheduled at the end of fall semester in the month of Dec every year for a duration of 2 weeks.
- Spring semester break: Scheduled in the month of March (mid semester) every year for a duration of 2 weeks.
- National Day holiday: scheduled to be on 2nd and 3rd Dec every year.
- Eid Al fitr holiday: scheduled from 29 Ramadan to 3rd Shawal.
- Eid Al Adha holiday: Scheduled from 9 to 12 Zo Elhejah.

Learner are always advised to view the academic calendar every academic year to be aware for all important dates and activities ([HBMSU Academic Programs Calendar | HBMSU](#))



SERVICES AND FACILITIES





SMART CAMPUS

HBMSU Smart Campus is the main platform through which learners access the various services and resources. It is a central hub of information for learners, through which all important announcements and posting requests can be made. It supports communication tools, which can be used to build learning communities to enhance communication among learners.

Learners' e-mail accounts are one of the HBMSU services and generated to all learners upon admission and after issuance of learner's ID number. The purpose of activating learners email accounts is to allow learners to conduct collaborative work efforts and share information with their fellow learners and faculty members regardless of time and/or geographic boundaries. Accounts are for individual use, and should not be loaned out to family or friends for any reason. Learners are expected to check their emails on a frequent and consistent basis (daily check is advisable) in order to stay connected with the University related communications. Learners must ensure that there is sufficient space in their mailbox. It is the learners' responsibility to empty these folders as needed to prevent the account from reaching its maximum size. Learners need to change their passwords when they first log in. Passwords will be required to be changed every 180 days. HBMSU will have the right to follow up on learners not adhering to the acceptable use of the email as per code of conduct policy.

CAMPUS FACILITIES

The HBMSU campus at Dubai Academic City accommodates:

- 22 state of art classrooms with seating capacities varying from 30 to 75 seat capacities. All classrooms are smart rooms featuring the use of technologies, such as smart boards, live streaming, wireless internet, etc.
- Auditorium with a capacity of more than 190 seats
- 2 computer labs
- 8 meeting rooms are located in various locations of the campus. All meeting rooms are equipped with projector, smart board & audio system.
- 1 multi-purpose sports court is located over a space of 1000 square meters in HBMSU landscape. It is suitable for various sports & activities such as Football, Volleyball & Basketball.
- Outdoor parking is open for HBMSU entire community members and visitors. In addition, there is parking space reserved for the special needs with a special path from the parking to University entrance.
- Food court, which is located in the ground floor, has three different catering outlets.
- Tennis tables, chess and video games are available in recreation area in the ground floor. It can be used by both learners and staff.
- Prayer rooms for both males and females located at the Mezzanine floor.
- Toilets are available on all floors for both male and female.





LEARNERS RELATIONSHIP MANAGEMENT

The Learners Relationship Management (LRM) plays an important role in enriching learners' university experience while providing the necessary support needed in their learning cycle. Some functions of the LRM department include:

- **Academic Development:** Build learners' capabilities so they can acquire skills and improve their learning. These activities include academic training programs, and educational field trips/visits.
- **Career Development:** Provide learners and Alumni with a wide range of career-related guidance, resources and services. These include career planning, counseling and advising, career services and career placement.
- **Learners Support Services:** Provide support to learners during their learning journey by attending to their inquiries and concerns, hold e-orientation programs, attend to suggestions and complaints (SAWTI), support activities and plans related to the Learners' Council in line with HBMSU directions and strategic goals.
- **Alumni Relationship:** Enhance the links connecting HBMSU with the alumni and foster alumni involvement and contribution to the development of HBMSU.

Career Services

The primary aim of the e-Career Services is to build bridges connecting learners, alumni, and fresh graduates with employers and career opportunities providing them with a range of services. The e-Career services provides a range of services through Career planning, counseling and advising services, virtual workshops, career opportunities and placement services. E-Counseling services intend to help learners to develop improved coping skills in order to address interpersonal and career concerns. Among the most common concerns, which learners may bring to counseling Services are:

- Low self-confidence;
- Getting along with others;
- Puzzling or distressing emotional states;
- Self-defeating behaviors;
- Struggling to study more effectively;
- Define life purpose and direction;
- Make better decisions.

All the information between the Counselor and the learner is strictly confidential and will be treated with the utmost discretion. The Counselor has the right to break the confidentiality rule if there is a direct threat to the safety of the learner or to others.





The Counselor provides consultations upon request. Appointments can be taken through the Learners Relationship Management Department.

Surveys

If the learner wants to post the survey on smart campus, he/she should send a request to the Learners Relationship Management Department. The Learners Relationship Management Department shall post the learner survey on smart campus after obtaining a written approval from the learner's instructor.

LEARNING RESOURCE CENTER (LRC)

HBMSU Learning Resource Center provides learners, alumni, faculty members and other University Employees with a vast collection of learning resources and research materials, which can be accessible 24/7/365 from anywhere. Through the internet, users can access the University (LRC) portal, which provides access to electronic books, journals, articles, databases and other websites in just few seconds. HBMSU LRC also provide it's community with "ask a librarian service" as a reference service which you can chat with the librarian during the library working hours from 9:00am to 9:00pm.

IT SUPPORT

The Technical Support and Training Unit is providing computer-related technical support to all HBMSU learners. The kind of support provided includes, but is not limited to:

- Access problems (such as access to Smart Campus, VLE, Virtual classroom, etc), logging to email, forgetting passwords. Technical support will be limited for applications and services provided by HBMSU. Personal laptop, software or network issues are not covered.
- The Technical Support and Training Unit provides technical assistance based on the following support models:
 1. e-Mail Support via email ITSupport@hbmsu.ac.ae
 4. Web-based Live Support: Our live on-demand support can be accessed to avail the facility of remote live assistance and screen sharing. This allows the IT Specialist to work directly on your device from the web for troubleshooting purposes. Learners can report technical issues by submitting support ticket through links provided in Smart Campus or by sending an email to itsupport@hbmsu.ac.ae.

The minimum recommended requirements to enable acceptable delivery of e-learning content and activities include the following:

- Internet connection with a minimum speed of 8Mbps
- A laptop or a desktop computer with minimum Intel i3 or similar processor 4 GB RAM and SSD hard drive
- Microsoft Windows 10 or above or Mac OS 13 or above
- High quality headphone with microphone
- A good quality webcam"





LEARNERS' EMERGENCY GUIDELINES

HBMSU ability to address emergencies depends on the cooperation and participation of all members of the community.

Evacuation

- a) During certain emergency conditions, which require building evacuation, fire alarms sound/flash should be activated.
- b) The maps, diagrams or postings that clearly show the emergency escapes routes are permanently posted throughout the building to provide guidance in an emergency.
- c) The stairways are the primary means for evacuation.
- d) Elevators are never to be used as means of evacuation during an emergency.
- e) No staff, learner or visitor is permitted to re-enter the building until it is advised by the Services Department.
- f) The designated assembly areas will be identified to ensure that occupants can be accounted for in the case of an emergency.
- g) Disabled persons will be assisted in evacuating the building.

Special Needs Evacuation Facilities:

Learner who requires special evacuation assistance in the event of an alarm should evacuate according to the terms of their plan and by following the directives of on-site emergency personnel:

The Five General Categories of Disabilities:

- a) Mobility impairments
- b) Visual impairments
- c) Hearing impairments
- d) Speech impairments
- e) Cognitive impairments

Learner with special needs and/or disabilities have the following basic Evacuation options:

- Using steps to reach ground level exits from the building
- Stay in place unless danger is imminent, remaining in a room with an exterior window, a telephone and a solid or fire-resistant door.
- In case of requiring special evacuation assistance, learner should remain in place, and dial 999 immediately to report his/her location to emergency services, who will in turn relay that information to on-site emergency personnel. If phone lines fail, the individual can signal from the window by waving a cloth or other visible object.





Elevators

Each elevator is equipped with an emergency telephone, which is directly connected to University security. If a learner is trapped in an elevator, he/she should use the emergency telephone which will ring automatically at University security. L earner should notify University security and tell them the number of the elevator cab or describe the location as clearly as possible.

For emergency problems, call University security, and they will page the engineer on duty.

Theft and Missing Property

Theft or missing property should be reported immediately to University Security. The Facilities Section will take a report of the loss and of the circumstances surrounding the loss.

HEALTH SERVICES

In case of any incident and illness, HBMSU provides on-site First Aiders (Security Guards) who are qualified on the usage of First Aid Kit and have been trained.

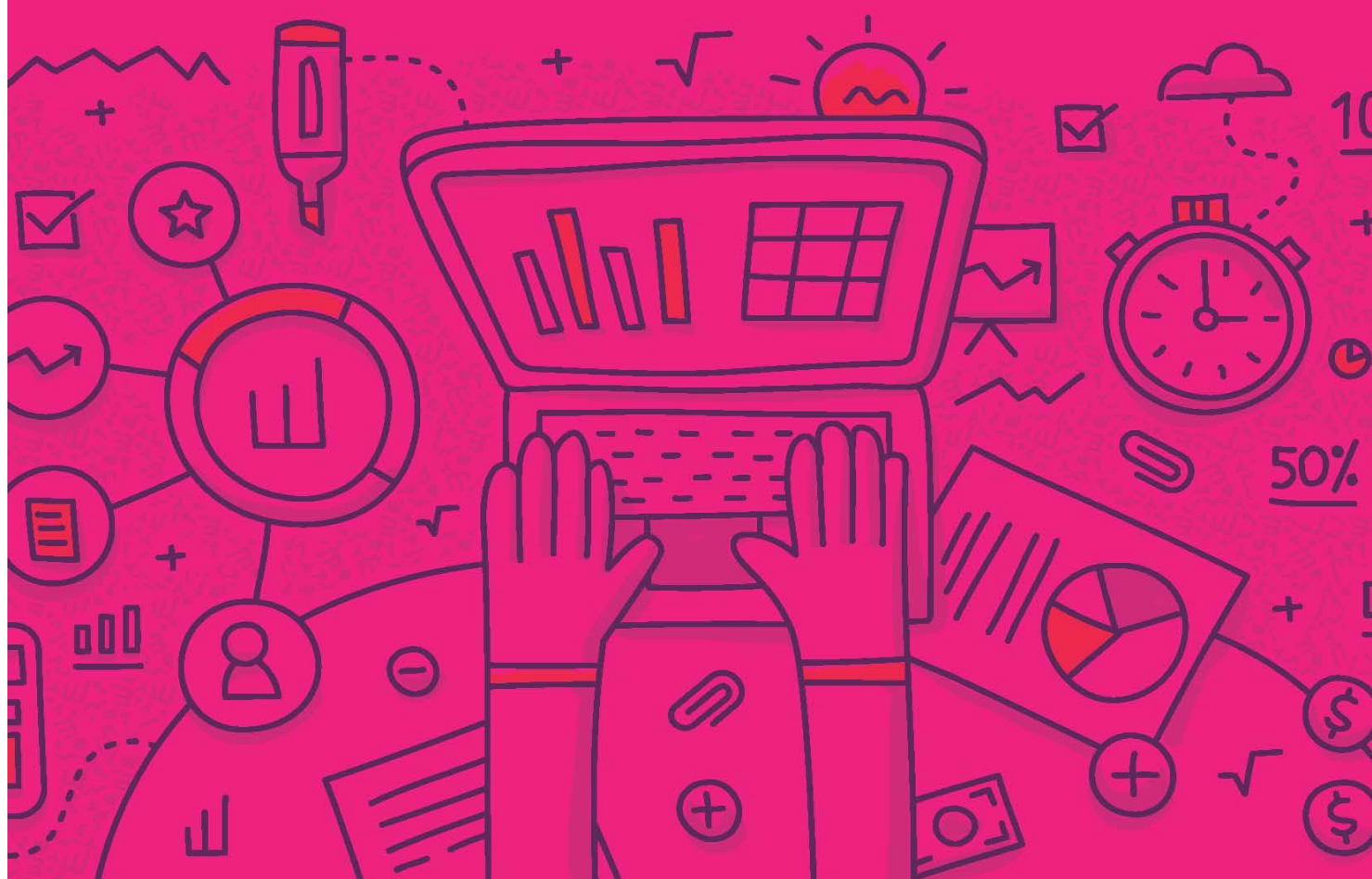
The Security Guards in the University are available to provide an immediate assistance in case of any incidents/ accidents on-site; if the issue needs an assistance from the Dubai Corporation for Ambulance Services, the Security Guard will be responsible for contacting and coordinating with them.

Below are the Emergency numbers:

Facilities Section - HBMSU	+971 4 424 1146
Security Office - HBMSU	+971 4 424 1070



ACADEMIC TERMS AND REGULATIONS





DEFINITIONS

HBMSU: Hamdan Bin Mohammed Smart University

VCAA: Vice Chancellor for Academic Affairs

VCLD: Vice Chancellor for Learners Development

CGPA: Cumulative grade point average

VLE: Virtual Learning Environment

CREDIT HOUR DEFINITION

A semester credit hour is the total number of hours a learner commits to per week in one semester to complete the requirements of a particular course.

ACADEMIC LOAD

Undergraduate Programs:

- Study load for a learner regularly admitted per semester is no more than 18 credit hours.
- Study load for conditionally admitted learners' is mentioned under the admission section in this handbook.
- In exceptional cases, a learner can register for up to 21 credit hours after obtaining permission from the Dean of the School or the VCAA who can recommend more load if:
 1. The learner's CGPA is 3.60 or greater
 2. This additional load enables the learner to graduate in the current semester.
- Study load in a summer semester is maximum 6 credit hours.
- Learners on academic probation will not register for more than 12 credit hours for the first semester and if a learner fails to remove the academic warning by the end of the next consecutive semester, his/her load will be decreased to 9 credit hours.
- Undergraduate learners registered in summer semester and their CGPA dropped below 2.00 for the first time in that summer semester, their study load will be reduced to 12.

Postgraduate Programs:

- Study load for a learner regularly admitted per semester is not more than 9 credit hours.
- Maximum study load in a summer semester is 6 credit hours.
- A retained learner may register for 12 credit hours in a regular semester if his/her CGPA is 3.5 or higher.
- Study load for conditionally admitted learners' is mentioned under the admission section in this handbook.





COURSES DESCRIPTIONS AND SYLLABI

Faculty members will provide a copy of the course syllabus to each learner in his/her class during the first week of the semester and preferably during the first class. The syllabus is also available on the course Virtual Learning Environment (VLE).

TRANSCRIPTS

Learners can have official signed transcripts of their academic records by applying for the official transcript. Learners can also access their grade records and print unofficial transcripts from the system.

Transcripts will only be handed to other parties who have the learner's own authorization. However, learner's sponsor, if any, can access the learner's academic profile and can apply for an official transcript.

ATTENDING CLASSES

Regular attendance and punctuality are required for all courses. Learners must attend and participate in all online classes, practical sessions, seminars, and exams for the courses in which they are registered.

Attendance Policy

Attendance at HBMSU is compulsory and is governed by the attendance policy.

The maximum number of absences in any course should not exceed 25%, as explained in the following table.

Attendance Warning / Notification	Number of sessions missed	
	In regular semesters (Fall / Spring) after the add & drop period (2 weeks)	In Summer semesters (no add & drop period)
1st warning	2 Synchronous/Virtual Sessions	2 Synchronous/Virtual Sessions
2nd warning	3 Synchronous/Virtual Sessions	3 Synchronous/Virtual Sessions
Dismissal	4 Synchronous/Virtual Sessions	4 Synchronous/Virtual Sessions

- No attendance is taken during the add and drop period (first 2 weeks of the semester).
- Any absence beyond the above will result in dismissal from the course.
- Excused absence is still counted as absence, not as presence! In case of dismissal, if the learner has excused.





- absences, he/she will be dismissed with a grade “W”, but if no absences were excused, then the learner will be dismissed with a grade “F”.
- If the reason for absence is due to a medical condition or other compelling circumstance that might justify the learner’s absence, the learner should submit medical certificates and/or other supporting documentation by uploading the documents to the attendance system. If the reason for absence is valid, the excuse will be accepted by the Course Instructor.
- A learner must have a minimum of one excused absence to receive a dismissal with a “W” grade. If all absences are unexcused, then the learner will be dismissed with a fail and receive the grade “F”. In both cases, the learner will not be permitted to sit for the final examination of the course or submit any work towards the final assessment.
- Learners’ attendance in a synchronous session will be recorded automatically by the system based on the learners’ presence for at least 50% of the total duration of the session.
- The 50% of the total duration of the 90 minutes [1 hour and a half] synchronous sessions in regular semesters amounts to 45 minutes.
- The 50% of the total duration of the 112.5 minutes’ synchronous sessions in summer semesters amounts to 56.25 minutes.
- In case a final dismissal is issued up until the end of week 14 in a regular semester (week 5 in a summer semester), the learner can appeal it formally (to the program chair/GE director) within seven (7) calendar days after receiving the final dismissal notification.
- In case a final dismissal is issued in the last week in the semester, the learner can appeal it formally (to the program chair/GE director) within two (2) calendar days only after receiving the final dismissal notification.
- Any appeals after the aforementioned time frames will not be considered. Dismissal appeal requests must include compelling and strong reasons for absence supported by valid documents or else they will not be accepted.
- A learner who receives a dismissal notification can still attend the classes regularly, will continue to have full access to the course VLE, and can participate in all formative assessments. However, unless the learner appeals the dismissal and the dismissal appeal is accepted, the learner will not be able to take the final summative assessment and will not receive the final course grades.





LEARNERS' ENGAGEMENT IN RESEARCH

Hamdan Bin Mohammed Smart University (HBMSU) has carved a research strategy to guide and drive research actions across the university in line with its vision, mission and the strategic goal 'to encourage growth of scientific research and scholarly pursuits through publication and knowledge dissemination.

One of the three orientations of the HBMSU research strategy is to engage learners in research. HBMSU brings together a prominent group of diverse faculty who are committed to produce leading-edge research. The supportive atmosphere and inclusive open-door policy encourages learners to engage in informal research-based discussions. HBMSU is careful in recruiting faculty members that have a prior track record of research and scholarly activities so as to mentor and collegially support learners in their research.

HBMSU encourages learners to conduct research and publish papers in internationally or local conferences and journals. HBMSU embedded various courses related to research in all its programs to build research capacity within the community of learners. The final product of such courses is usually presented in Innovation Arabia, which is the annual conference organized by HBMSU.

The university expects integrity on the part of researchers. The University expects the highest standards in the conduct of all research undertaken in its name and on its premises using its facilities. HBMSU provides internationally used learning resources in the library, software packages (such as SPSS), and state-of-the-art smart learning technology to support the learners to undertake research and scholarly activities in line with the mission of the university.

FULL TIME FACULTY / LEARNER RATIO

The learner to full time faculty ratio is calculated annually based on the course offering and enrollment figures.

The ration for the year 2023:

Year	L : F ratio
2023	15.9 : 1





GRADING SYSTEM

HBMSU measures Learner's performance on a semester basis using letter-grading system. Each letter grade corresponds to numerical points as shown in the following table:

Undergraduate Grading System:

Scores (%)	Letter Grade	Points
90 – 100	A	4.0
85 - 89.99	B+	3.5
80 - 84.99	B	3.0
75 - 79.99	C+	2.5
70 - 74.99	C	2.0
65 - 69.99	D+	1.5
60 - 64.99	D	1.0
Less than 60	F	0.0

Postgraduate Grading System:

Scores (%)	Letter Grade	Points
90 - 100	A	4.0
85 - 89.99	B+	3.5
80 - 84.99	B	3.0
75 - 79.99	C+	2.5
70 - 74.99	C	2.0
Less than 70	F	0.0

The Grade Point Average (GPA)

The quality points are used in the University to calculate the Grade Point Average (GPA) per semester by summing the quality points of individual courses taken at a specific semester multiplied by the credit weight of each course and dividing by the total number of credit at that semester.

The Cumulative Grade Point Average (CGPA)

The quality of a learner performance is measured in terms of his/her Cumulative Grade Point Average (CGPA) which is calculated by summing the quality points of the individual courses as per the related study plan multiplied by the credit weight of each course and dividing by the total number of credits.





HONORS, ACADEMIC EXCELLENCE & DEAN'S LIST

HBMSU encourages learners' high performance. At the end of each semester, the Registration Unit prepares a Dean's List of honoured learners.

Dean's List (Undergraduates)

To be placed on the Dean's List, learner should:

- have completed a minimum of 15 credit hours by the end of the semester in which he/she is being considered for the Dean's List
- have at least a 3.70 semester GPA
- be in a good academic standing
- have no incomplete grades
- not be under disciplinary action

HBMSU grants its outstanding graduate, the following honors at graduation:

Performance	CGPA
Excellent with Honours	3.95 – 4.00
Excellent	3.70 – 3.94
Very Good	3.00 - 3.69
Good	2.50 - 2.99
Pass	2.00 - 2.49

Dean's List (Postgraduates)

To be placed on the Dean's List, learner should:

- have completed a minimum of 9 credit hours
- have at least a 3.70 semester GPA
- be in a good academic standing
- have no incomplete grades
- not be under disciplinary action

HBMSU grants its outstanding graduate, the following honors at graduation:

Performance	CGPA
Excellent with Honors	3.95 – 4.00
Excellent	3.85 - 3.94
Very Good	3.70 - 3.84
Good	3.30 - 3.69
Pass	3.00 - 3.29





COURSEWORK ASSESSMENT

Assessments mean all examinations including (physical and online), tests, assignments, projects, practicum, presentation, internship reports, LLB, terms papers and practical sessions. Online participation through discussion forums, blogs and wikis, performances, or a combination of any of these tools used to measure a learner's performance in a particular course or academic activity.

Delay in submitting an ongoing assessment without previous approval from the course faculty may result in a zero mark for that specific assessment component. However, if the faculty decides that the reason for not submitting that assessment component is valid, the learner may have another opportunity to submit.

When submitting an assessment component, learners will respect the guidelines of such components as prescribed by the course faculty. The guidelines may include length of paper, specific writing style, font size, etc. Failure to respect such guidelines may result in deduction of marks or a request to resubmit the assignment by the relevant faculty.

Faculty members will provide learners with feedback on their performance on each piece of ongoing assessment within two weeks from the deadline date for submitting the work. Such feedback helps learners to improve subsequent coursework. Learners should keep a copy of all coursework submitted for assessment and should be prepared to submit the copy if requested by the relevant faculty or the program chair.

ASSESSMENT

Different ongoing assessments can take place during the semester. Online exams or quizzes that carry a weight of 10% or more of the course marks should be linked to an online proctoring tool (e.g. Respondus Monitor and Lockdown Browser), and all assignments are authenticated by plagiarism detection tools, including the final projects and Dissertation.

Learners must open the Microphone and camera and show their ID for authentication purposes during any assessment. In courses, where a midterm exam is required, the midterm exam will be conducted physically on Campus, and will be properly invigilated. Learners must bring their Laptop and HBMSU IDs to the exam room and must abide by all examination guidelines as shared by registration.

In courses, where a final project is required (not a final exam), a virtual viva and online presentation will be necessary to allow the course instructor to authenticate the learner's work and to ask questions related to the course and the final project. Learners must open their cameras and show their HBMSU IDs to the course instructor for verification. Failing to do so would be considered a major breach of examination guidelines that necessitates reporting to the Learners' Disciplinary Committee.

In courses, where a final exam is required, the final exam will be conducted physically on Campus, and will be properly invigilated. Learners must bring their Laptop and HBMSU IDs to the exam room and must abide by all examination guidelines as shared by registration.





COURSE/ PROGRAM EVALUATION

One of the pillars of continuous improvement at HBMSU is based on getting feedback from all learners about each course taught as part of the program curriculum, and about the whole program.

In some cases, HBMSU may temporarily withhold midterm or final grades and stop the process of issuing official transcripts and/or printing of unofficial transcripts until complying with certain requirements, which are identified as crucial. Such cases could be, but are not limited to delays in filling the course/program evaluation.





ACADEMIC PROBATION & DISMISSAL

Undergraduate Programs:

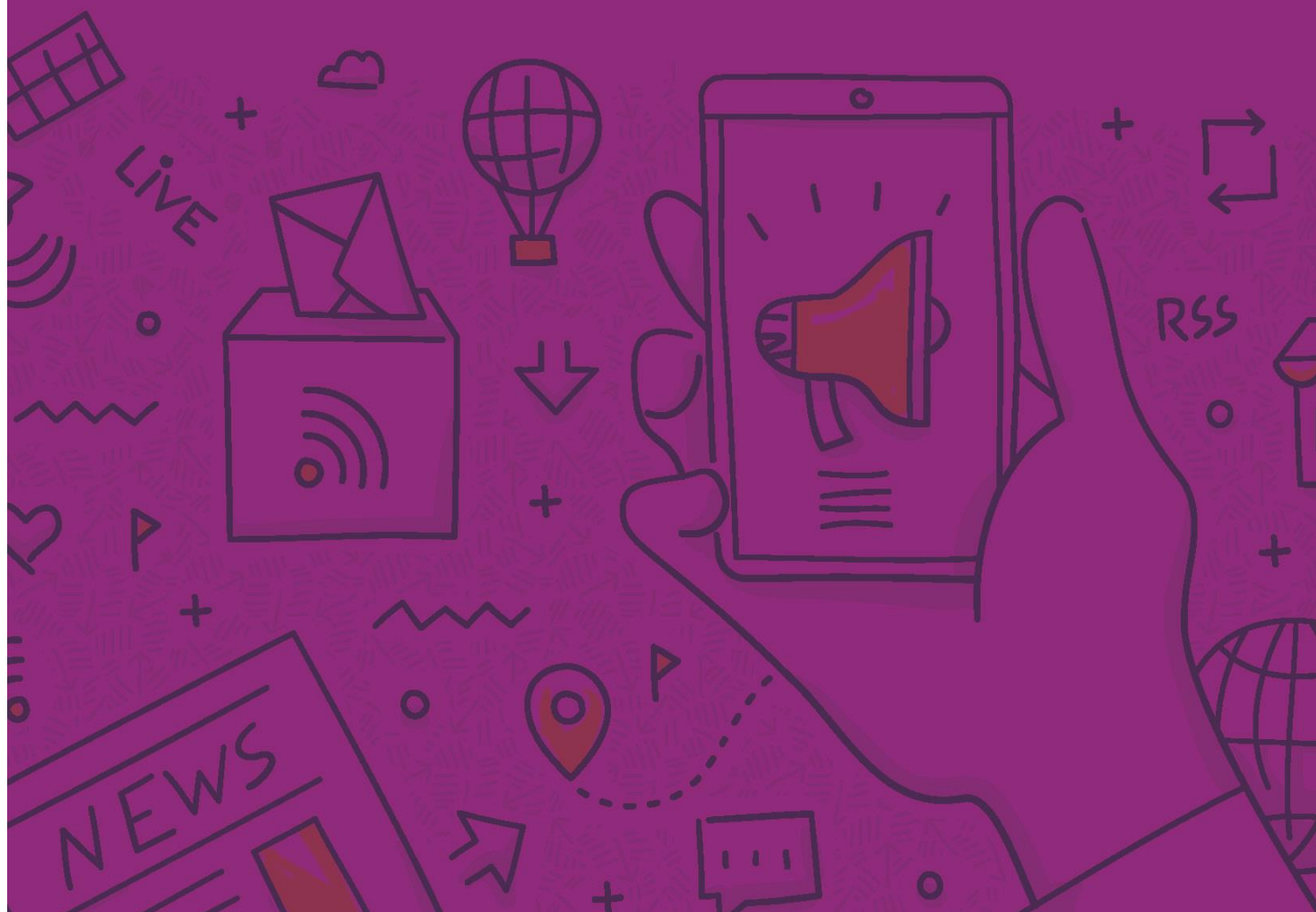
- A learner is considered in satisfactory academic standing if he/she maintains a minimum cumulative grade point average (CGPA) of 2.00.
- If a learner achieves less than 2.00 CGPA in any given semester (excluding summer semesters); he/she will receive the first academic warning. The “first academic warning” will be mentioned on his/her transcript.
- If a learner fails to remove the academic warning by the end of the next completed regular semester, he/she will receive a second warning. The “second academic warning” will be mentioned on his/her transcript.
- The academic warning is removed if the learner achieves a CGPA of 2.00 or above at the end of the next completed semester.
- If a learner fails to remove the academic warning by the end of the next completed semester, the learner’s case will be reviewed by the related School. The Dean of School, after reviewing the case with the related Program Chair, may either approve the dismissal or grant the learner one more semester with specific courses in which the learner shall register. The School decision shall be final in this regard and the dismissal status will be mentioned on the learner’s transcript.
- Undergraduate learners registered in summer semester will have no change in their Academic standing except in case where the learner’s CGPA drops below 2.00 for the first time in that summer semester. In that case, the learner shall be on a special standing called summer standing that will affect the next semester load and will have no other effect. The Summer Standing will be mentioned on his/her transcript.

Postgraduate Programs:

- A learner is considered in satisfactory academic standing if he/she maintains a minimum cumulative grade point average (CGPA) of (3.00). If a learner achieves less than 3.00 CGPA in any given semester including summer semester, he/she will receive an academic warning. The “academic warning” will be mentioned on his/her transcript.
- The academic warning is removed by the end of the next completed semester if the learner has achieved a CGPA of 3.00.
- If a learner fails to remove the academic warning by the end of the next completed semester, the learner’s case shall be reviewed by the related School. The Dean of School after reviewing the case with the related Program Chair may either approve the dismissal or grant the learner one more semester with specific courses in which the learner shall register. The School decision shall be final in this regard and the dismissal status will be mentioned on the learner’s transcript.



ADMISSION REQUIREMENTS





Undergraduate required documents:

To be considered for admission to HBMSU undergraduate programs, applicants must complete the online application through the HBMSU website and submit all required documents by the deadlines specified in the Academic Calendar.

The required documents are as follows:

- Secondary school grades and certificate (attested as required)
- Equivalency certificate for foreign high school credentials issued by the UAE Ministry of Education (if applicable)
- Standardized test scores (e.g., SAT, TOEFL, or IELTS), if available
- Valid passport copy, including a valid visa (for non-UAE nationals)
- Emirates ID or National ID (front and back)
- One recent passport-size photograph
- Police clearance certificate
- Letter of employment, if currently employed

Applicants are advised to ensure that all documents are accurate, complete, and submitted on time as per the HBMSU Academic Calendar.

Admission Requirements by Curriculum

American Curriculum

- Graduation diploma.
- Transcripts from Grades 10, 11, and 12.
- Pass five approved subjects (Arabic and Islamic Studies excluded).
- English Test: IELTS score of 5.0 or TOEFL iBT score of 61.
- Math Test: SAT 1 Math score of 450 or higher. If English or Math requirements are unmet, a limited equivalency outcome will be issued.

British Curriculum (Advanced Subsidiary/Advanced Level)

- Advanced Level or Advanced Subsidiary Level certificate.
- Complete one approved Advanced Level subject or two approved Advanced Subsidiary Level subjects with a minimum grade of E.
- Five approved GCSE/IGCSE subjects with a minimum grade of E or better. (Arabic and Islamic Studies are not included.)

British Curriculum (BTEC Level 3 Diploma)

- BTEC Level 3 Diploma with at least 120 credits and a PP grade or higher.
- Five approved GCSE/IGCSE subjects with a minimum grade of E or 3.





English Proficiency

Applicants must demonstrate English proficiency through one of the following options:

- Achieve a score of 80% or higher in the high school English subject.
- Learners who have completed secondary education in an English-medium curriculum are considered to have met the English proficiency requirement. However, submission of an equivalency certificate issued by the Ministry of Education is required to complete the admission process.
- If the "English 1" course has been successfully transferred from another accredited university, the submission of an English proficiency certificate will no longer be required.
- Undergraduate transfer learners who have successfully completed an English Foundation Course at an accredited university may be exempted from the English language proficiency test requirement.
- Learners from non-English-medium curricula must fulfil the English proficiency requirement by:
 - Achieving one of the following standardized test scores:
 - TOEFL: 500 (paper-based), 173 (computer-based), or 61 (internet-based)
 - IELTS Academic: 5.0 or above
 - Successfully completing an English program designed by HBMSU.
- Applicants who do not meet the required English proficiency standards may be conditionally admitted and may register for up to 21 semester credits while completing the English proficiency requirements.

1.4.4 Mathematics Requirement

- A minimum score of 70% in high school Mathematics (or its equivalent) is required for admission to all undergraduate programs.
- Applicants who score below 70% must enroll in a non-credit remedial Mathematics course. Admission will remain conditional until the course is successfully completed.

1.4.5 Conditions for Continuation

- Learners must enroll in non-credit remedial courses, as required.
- All submitted credentials are subject to verification by HBMSU.
- Learners must maintain satisfactory academic progress throughout their studies.

POSTGRADUATE ADMISSION

Postgraduate required documents:

To be considered for admission to HBMSU postgraduate programs, applicants must complete the online application through the HBMSU website and submit all required documents by the deadlines specified in the Academic Calendar.

The required documents are as follows:

- Bachelor's degree certificate
- Official transcript
- TOEFL, IELTS score reports (if available)
- One photograph
- A valid passport copy with a valid visa
- Emirates ID / National ID
- Police clearance certificate
- Equivalency certificate issued by the UAE Ministry of Education





English Proficiency

A. Standard Requirements:

- TOEFL: 550 (PBT) / 79 (iBT), or
- IELTS Academic: 6.0
- Exemption: Applicants who have completed a degree where English was the medium of instruction.

B. Conditional English Admission:

- TOEFL: 530 (PBT)/197 (CBT)/71 (iBT), or
- IELTS Academic: 5.5
- Learners conditionally admitted to a master's program based on English language proficiency must obtain a standard English proficiency test in parallel with their first-semester master's courses in order to remain eligible for continued registration in subsequent academic courses.
- Learners may register for up to 9-semester credits while meeting the English proficiency requirements.

Conditional CGPA Admission

CGPA 2.50 to 2.99

- Learners must maintain a minimum CGPA of 3.00 within the first 9 credit hours.
- Courses must be successfully completed on the first attempt.





PHD Program

Admission to the PhD program is highly competitive and well-structured. Learners in the program are selected on a merit basis through evidence of their academic performance, ability, research aptitude and program fit.

Applicants may be admitted to a PhD program upon meeting the following requirements:

- completion of a Master's degree in a discipline appropriate for the doctoral degree, or academic distinction at the baccalaureate degree with a CGPA above 3.7 on a 4.0 scale as assessed by the Dean of the School.
- A minimum cumulative grade point average CGPA of 3.00 on a 4.00 scale, or its established equivalent, in the applicant's Master's degree program.
- Attested copy of Master's degree certificate by the Ministry of Education in UAE or from the relevant body in the country where the Masters' degree was obtained.
- Attested copy of official transcripts of all qualifications by the Ministry of Education in UAE.
- Equivalency letter by the Ministry of Education in UAE if the Master's degree was obtained out of the UAE.
- Letter of Intention (explaining why the applicant is interested in the PhD program)
- Outline of a research interest linked to professional/academic area of interest.
- Proof of work experience (if available)
- A copy of a valid passport with a valid visa.
- A copy of curriculum vitae (CV)
- Two original letters of recommendation.
- Letter of employment (if employed).
- Copy of English language Test results (An Overall Score of 80 in TOEFL- iBT / 6.0 Bands in IELTS AND a score of 24 in TOEFL- iBT / 6.5 Bands in IELTS in the writing component). Note: IELTS certificates are normally valid for only 2 years and must be current or updated.
- A copy of a valid Emirates ID card.
- 1 Personal Photo.

Admission requirements:

Requirement	Weight
CGPA	30%
English Language Requirement	30%
Evaluation Interview and Presentation	40%
Total	100%





MANAGEMENT APPRECIATION PROGRAM (MAP)

- The MAP is mandatory for applicants with academic backgrounds outside management.
- It must be completed before the start of the first semester.
- The program provides essential management foundations to ensure the successful completion of the degree

RE-ADMISSION

A Learner who interrupts his/her studies for two consecutive semesters during his/her program of study is required to apply for re-admission.

New admission requirements in the academic policies and regulations at the time of re- admission shall be applicable.

CREDIT TRANSFER AND PARALLEL ENROLMENT

Credit transfer

Credit transfer is the award of credit in recognition of studies from a previously completed or partially completed program. HBMSU may admit students transferring from other federal or licensed institution in the UAE, or a foreign institution of higher learning based outside the UAE and accredited UAE Ministry of Education.

Requirements	Postgraduate	Undergraduate
CGPA	≥ 3.0	≥ 2.0
English Proficiency	Valid IELTS or TOEFL or EmSat	Valid IELTS or TOEFL or EmSat
Required Documents	<ol style="list-style-type: none"> 1. Attested Bachelor Degree or Master Degree; 2. Official attested Transcript; 3. Full course syllabi; and 4. All other documents requested for HBMSU Admission (refer to the admission page). 	<ol style="list-style-type: none"> 1. Attested Diploma Degree or Higher Diploma or Bachelor degree (un-earned); 2. Official attested Transcript; 3. Full course syllabi; 4. All other documents requested for HBMSU Admission (refer to the admission page).
	Learners should apply for transfer at the time of admission providing all required documents No credit transfer for a capstone course, project or dissertation shall be allowed.	Learners should apply for transfer at the time of admission providing all required documents No credit transfer for any final year course, specialized elective course, capstone, internship or graduation project shall be allowed.



ADMISSION REQUIREMENT

Notes	The number of transferred credits must not exceed 25% of the total number of credits, which are required to complete the program.	The number of transferred credits must not exceed 50% of the total number of credits, which are required to complete the program.
	Permit students who are not in good academic standing to transfer to a program in a field different from the one from which the student is transferring.	Permit students who are not in good academic standing to transfer to a program in a field different from the one from which the student is transferring. Only General Education courses are eligible for transfer.

Recognition of Prior Learning (RPL)

HBMSU recognizes prior learning to facilitate and support the movement of learners from one level to the subsequent one in its lifelong learning model. By doing so, HBMSU opens access to wide range of individuals to acquire a formal qualification that matches their knowledge and skills, and thus lead to improving their employability, social inclusion and self-esteem.

The RPL process at HBMSU includes:

1. Awareness and support for learners
2. Application submission and evidence
3. Application assessment
4. Application feedback and decision
5. Appeal process

1. RPL – Awareness

1.1. Support on RPL principles, assessment, and application processes are available to learners through the admission office, registrar office and schools.

1.2. In addition, to the Learner Handbook, information to RPL Processes and other related documents are available to and provided in several formats:

- HBMSU website
- Undergraduate Catalogue
- RPL information pack
- Information sessions
- Marketing materials and program brochures
- Individual interviews
- Advising sessions

1.3 Information includes:

- Information and advice to learners about the courses for which RPL credit can be earned;
- Information for learners about how to apply for RPL, who to contact for further information concerning the process, who to contact for support in preparing their application, and information about timelines, appeals processes and fees;
- An outline of the learning or competency outcomes against which learners will be assessed;





- Advice to learners as to the nature of the RPL assessment process, the kind of evidence that can be used, the forms in which it can be presented, and, where appropriate, guidelines as to what is considered sufficient and valid evidence.

2. RPL - Application Submission and evidence:

- 2.1. An application for the RPL should be completed and submitted by the learner to the admission office during admission application submission.
- 2.2. Requests for RPL should be directed by the admission office to the Registrar for coordination with the schools on whether the applicant should proceed.
- 2.3. In order to grant credits on the basis of informal or non-formal learning a challenge exam will be required in all cases prior to the awarding of credit for RPL.
- 2.4. Applications for RPL should be accompanied by appropriate evidence and supporting statements from the applicant.
- 2.5. Evidences provided shall be:
 - **Relevant:** Evidence must be directly related to the course for which credit is sought and appropriate to the content being considered for RPL. there is an appropriate match between the evidence presented and the learning claimed, and the learning relates directly to the learning outcomes of the program or courses for which credit is being claimed.
 - **Sufficient:** Evidence must show that the learner has the knowledge, skill or competency for which recognition and credit is sought.
 - **Whole:** Evidence must demonstrate that the learner has achieved all of the learning outcomes of the course for which credit is sought. Partial recognition is not acceptable.
 - **Current:** Evidence must meet the requirements of the current assessment criteria of the course being considered for RPL. that the learning is sufficiently recent to allow the applicant to fulfil the aims of the program. Where experience from more than five years prior to the claim is referred to in a substantial way, the applicant should provide evidence of having kept up to date with recent developments in the intended area of study
 - **Authentic:** Evidence must prove conclusively that RPL is based upon the learner's own work. the applicant has provided reliable evidence of having personally completed what is claimed, and the evidence clearly relates to the applicant's own efforts and achievements
- 2.6. The application will then be assessed by the committee members which includes School Dean as a Chair, the Registrar and two Faculty members nominated by the School Dean specialized in the area.
- 2.7. Applications for RPL should normally be made at the same time an application to study at HBMSU and before the Learner enrolls on their intended program of study.
- 2.8. Late applications will be considered in exceptional circumstances, in which case an additional fee will be charged.
- 2.9. It is the Learner's responsibility in applying for RPL to:
 - state clearly what course (s) credit are being applied for
 - provide evidence in the required format with the requisite components.
 - demonstrate how the learning outcomes of the relevant component of the qualification have been achieved.
- 2.10. When considering claims for RPL, HBMSU reserves the right to request those samples of evidence scrutinized which underpin the claimed achievement through RPL. If the validity of any evidence is held in doubt (for example, it is deemed superficial, insufficient, or irrelevant), HBMSU may reject the evidence or request an assessment to test and verify the veracity of a learner's RPL claim
- 2.11. To apply for RPL, a learner shall fill the RPL application at least 15 working days before the beginning of classes.
- 2.12. The learner must submit and pay fees for RPL application to be assessed.





3. RPL - Application Assessment:

- 3.1 RPL application and the associated evidence are assessed before assessment decisions are made and confirmed.
- 3.2 The process of assessment of RPL is undertaken in accordance with CAA 2019 standards of which all HBMSU undergraduate programs are part.
- 3.3 The Committee will invite the applicant to demonstrate that he or she has reached the appropriate level of achievement.

4. Application Feedback and Decision:

- 4.1. Following the application assessment of the applicant, the committee will communicate its decision to the applicant.
- 4.2. If the application fulfils all needed requirements and accepted, the learner will receive an award for course credit which describes recognition for his experiences.
- 4.3. If evidence is not sufficient, the committee will ask the applicant to sit for a challenging exam. If the applicant completed the exam and passed it successfully, the committee will grant the applicant the required award course credit which describes recognition for his experiences.
- 4.4. In case the applicant didn't pass the challenging exam, he will not be awarded any credits.

5. RPL appeal process:

- HBMSU deploys a process to allow learners to appeal a decision regarding awarding of RPL credit.
- All appeals regarding RPL assessments must be in writing and lodged at the registrar office within 5 working days from decision obtained.
- The RPL committee will determine the outcome of an appeal against an RPL application outcome. If an appeal against an RPL outcome is allowed, the registrar will inform the applicant of the reasons and provide advice regarding any additional information which may be required for re-processing of the application and what additional tasks, if any, need to be undertaken.
- Decision concerning an appeal shall be taken before add and drop period.
- The RPL appeal decisions are deemed final and cannot be appealed further. RPL appeals may result in a change in the credit granted or in no change to the original appealed RPL credit.

Visiting enrolment at other accredited institution

Learners from HBMSU may consider taking courses at other accredited institution by the UAE Ministry of Education, inside or outside the UAE, upon obtaining an official letter of permission from the Dean of the respective School. If the letter of permission is not on file prior to registration in a course at another institution, no credit transfer will be granted for the completed courses.

Such learners shall be in good academic standing and the reason for such enrolment shall be approved by the Dean of School and the University Registrar. Courses previously attended at HBMSU shall not be taken within this transfer.





Parallel Enrolment (PE)

PE is available to HBMSU learners interested in concurrently enrolling at HBMSU and another accredited institution recognized by the UAE Ministry of Education.

Conditions for parallel enrollment include: learners are in good academic standing, and the course is not offered at HBMSU. Courses previously attended at HBMSU shall not be taken within this transfer.

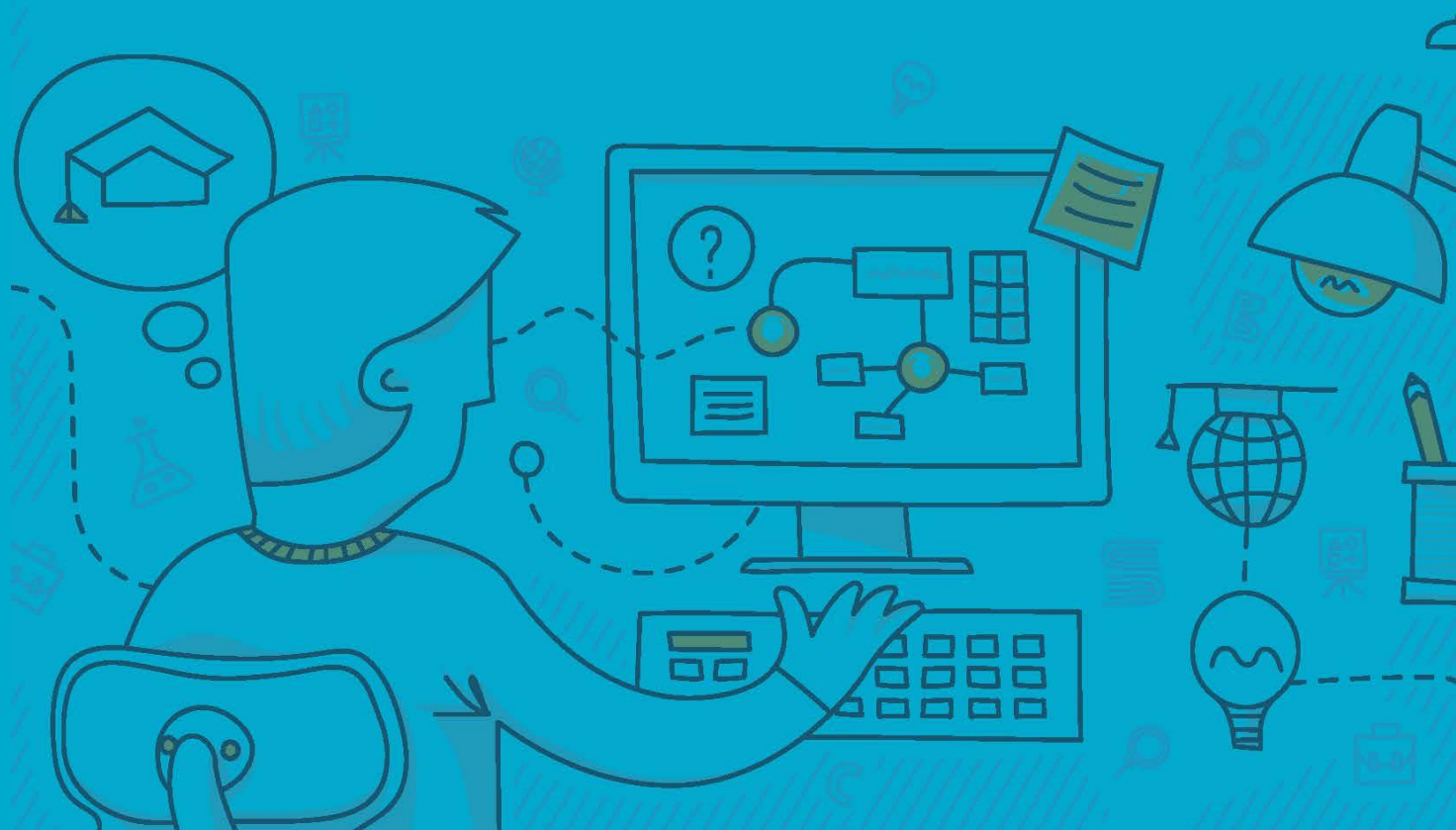
The learner is required to apply for transfer credit request and submit course syllabi. All rules and regulations governing such enrolment should be adhered to.

Articulated Agreements

Transfer of credit shall be granted to learners who are in programs where HBMSU has articulated an agreement for transfer of credit between the University and another recognized post-secondary institution. Transfer of credit will be granted as per the articulated agreement, transfer credit, enrolment and continuation policies of this University. Learners are not required to apply for the transfer credit. Transfer of credit will be granted upon direct receipt of the Official Transcript from the sending institution as per the agreement(s).



REGISTRATION REQUIREMENTS





REGISTRATION

- Learners can choose courses through smart campus as per their study plan from Smart Advising option, then Add the selected courses to the basket to complete the registration process..
- Graduating Learners should consult the advisor (or Dean of School) regarding courses registration.
- Payment for all registered courses should be finalized before the semester starts. Courses will be automatically dropped from the learner's record if the payment has not been received before the announced payment deadline. Payment should be for all registered courses, otherwise the courses will be dropped at the last day of the pre-enrollment period (partial payment is not allowed).

ADD AND DROP

- Learners may add or drop a course or more after he/she registered for that (those) course(s) up to the last day of Add/Drop period as per the University Academic Calendar.
- Add/Drop period will take place in the first two weeks of the Fall and Spring semesters.
- If the learner dropped a course within Add/Drop period, the course paid fees will be refunded to e-wallet and the course will not be recorded in the learner academic history
- Final auto drop will take place in the last day of add/drop period (refer to the academic calendar page for the add/drop deadline).
- Late registration fees will be applicable for the first week after the add/drop period.

COURSE WITHDRAWAL & REFUND

- If a learner drops a course after the Add/Drop period, he/she will be considered withdrawing from the course and the withdrawal policy will be applied.
- If a learner withdraws starting from the first working day of the 3rd week and no later than the last working day of the 4th week of a regular semester, a grade of "W" will NOT be recorded in his/her Academic History but the refund policy will be applied.
- If a learner withdraws starting from the first working day of the 5th week and no later than the last working day of the 11th week of a regular semester, the grade "W" will be recorded in the learner's transcript but not considered in program and CGPA calculations and the refund policy will be applied.
- If a learner withdraws after the end of the 11th week of a regular semester, a grade of "WF" will be recorded in his/her academic record and this grade will be considered in calculating the learners' program GPA and CGPA.





- Summer sessions are NOT considered as regular semesters, therefore there is NO add/drop of courses during summer sessions. However, if a learner registers for a course(s) during a summer session and decides not to continue, he/she may withdraw from course(s) within the first week of the start of the session. In such circumstances, the grade “W” shall be entered in the learner’s Transcript. If the learner wishes to withdraw from a course/courses after the last working day of the 2nd week of a summer session, the grade “WF” shall be entered against the course(s) cancelled in the learner’s transcript. The grade “WF” will be considered in calculating the learner’s CGPA. There is No Refund for courses registered during summer sessions.

The following table summarizes the courses Add/Drop & withdrawal and refund cases during regular semesters (Fall and Spring):

Action	Deadline	Grade	Remarks
Add/Drop	Up to the last working day of the 2 nd week from the start of a regular semester (as per the add/drop period mentioned in the academic calendar)	–	The fees paid for the dropped course will be transferred to the learner’s account and the course will not be recorded in the learner’s transcript.
Withdrawal	Starting from the first working day of the 3 rd week up to the last working day of the 4 th week from the start of a regular semester	–	Starting from the first working day of the 2nd week up to the last working day of the 3rd week from the start of a regular semester
Withdrawal	Starting from the first working day of the 5 th week up to the last working day of the 11 th week from the start of a regular semester	W	The grade “W” will appear in the learner’s academic record but will not be considered in calculating the CGPA and program GPA of the learner, and the refund policy will be applied.
Withdrawal	After the last working day of the 11th week from the start of a regular semester.	WF	The grade “WF” will be recorded in the learner’s academic record and this grade will be calculated in the learners’ program GPA and CGPA and the refund policy will be applied.

The following table summarize the course Add/Drop & withdrawal and its refund cases during Summer Semester:

Action	Deadline	Grade	Remarks
Withdrawal	For summer sessions: up to the last working day of the 1 st week from the start of a summer semester.	W	The grade “W” will appear in the learner’s academic record but will not be considered in calculating the CGPA of the learner. No refund for the fees
Withdrawal	For summer sessions: after the last working day of the 1 st week from the start of a summer semester.	WF	The grade “WF” will be recorded in the learner’s academic record and this grade will be calculated in the learners’ CGPA. No refund for the fees





TIME ALLOWED FOR DEGREE COMPLETION

Program	Minimum allowed study period to complete the graduation requirements	Maximum allowed period to remain registered
Diploma	3 semesters	7 semesters
Bachelor	7 regular semesters	14 semesters not including Summer semesters
Master	3 regular semesters	8 semesters not including the summer semesters.
PhD full time	6 regular semesters	10 semesters not including the summer semesters
PhD part time	8 regular semesters	12 semesters not including the summer semesters

IMPORTANT NOTES:

- Transferred credits shall be considered in proportion to the total program credit hours.
- The request for extension of the maximum study period must be made at least three weeks before expiry of the initial permissible study period.

REGISTRATION SUSPENSION

- A continuing learner may suspend his/her registration for two consecutive regular semesters given that he/she does not exceed the maximum allowed study period. The registration of the learner will be considered as cancelled if he/she fails to register after two consecutive suspended semesters.
- Learners called for the UAE National Service program shall be granted a maximum of two extra semesters not counted in the suspended semesters and the maximum allowed study period of Diploma, UG or PG. Summer semesters are not included in the maximum allowed study period.
- Learners whose registration is cancelled are required to re-apply to the University when considering returning to their previous program of enrollment, such learners need to fulfil admission requirements at the date of readmission.
- Areinstated learner will use the same university ID number and proceed with the same academic status (i.e. status of academic warning... etc.)





REPEATING AND REPLACING COURSES

- In order to improve the CGPA or meet graduation requirements, a learner may repeat courses (core or elective). If a course is repeated (core or elective), the highest grade obtained by the learner shall be recorded in the learner's transcript and will be included in the calculation of the CGPA (the lower grade will be included in the transcript but excluded from the calculation of the CGPA).
- In all cases, all courses taken and grades obtained by a learner shall be included in his/her Transcript.
- When a course is repeated, the credit hours allocated to it are calculated only once for the purpose of graduation and calculation of CGPA.

GRADUATION REQUIREMENTS

Upon satisfactory completion of all requirements of a program, learners will be awarded the related Degree. To be eligible for the award of the degree, a learner must:

- Successfully complete all the courses and requirements of the program of study as mentioned in the program study plan given that the last semester shall be completed at the University.
- Maintain a CGPA of not less than 2.00 for Diploma and Bachelor programs and not less than 3.00 for Postgraduate programs.
- Publish at least one (1) academic paper based on research undertaken at HBMSU in a local or international journal or conference.
- Spend the minimum study period stipulated for the award of the program and not exceed the maximum period as specified in each program. Learners transferred from other universities/colleges must earn at least 50% of the required credits for graduation at HBMSU.
- Settle all financial obligations towards the University through the clearance process after completing the end of program evaluation survey, which will be sent to graduates through their email address.

All learners eligible for graduation are required to submit an "Application for Graduation" request during the registration period of the last expected semester of study.

Graduation attestation shall be issued two months after completion of all graduation requirements. An official letter stating the completion of program requirements and the qualification to graduation can be requested online through Smart Campus after declaration of semester result.





CHANGE OF PROGRAM

In line with its philosophy of academic flexibility, HBMSU allows learners to transfer from one program of study to another, either within the same school or to another school. Transferring learners **must** fulfil the admission requirements of the new program/school to which they are transferring and pay the related fees at least two weeks before the beginning of the semester, in which he/she wants the change to take effect.

- Learners are responsible for seeking information pertinent to requirements of the new program/school and the credits, which can be transferred.
- Sponsored learners shall submit an official letter from their sponsor directed to the University Registrar approving the change of program and all the financial implications.
- The Scholarship Committee will take the decision in case the applicant is awarded any HBMSU scholarship; and in case the change does not include any financial implications, the University Registrar could approve the change.
- A learner seeking to change his/her program of study shall fulfil all extra program requirements for the new program if any. In addition, a learner who satisfies the English Language competency and MAP (Management Appreciation Program) during his/her enrolment in the first program is exempted from this requirement in the second program.
- The request shall be forwarded to the related Program Chair who will communicate with the learner to find out the reasons for the change. The Program Chair or the Dean of the new program shall approve or reject the request with justification related to previous recommendations and the new program status.
- All courses obtained at HBMSU shall be considered in the learner's academic record, where only common courses between both programs shall be considered in calculating the learner's CGPA.
- The learner shall receive a response for his/her request detailing reasons for approving or rejecting his/her request, after which he/she should accept the change conditions or cancel the request for change.
- All financial obligations of this learner shall be transferred to the learner's new account.
- The new program regulations including fees shall be applicable.

WITHDRAW FROM HBMSU

During their studies at HBMSU, learners may wish to withdraw completely from the University for one reason or another. A "Request for Withdrawal" from the University must be submitted and all financial obligations of the learner towards the University must be settled through the clearance process.

A learner who withdraws from the University and wishes later to re-join must apply as a new learner and satisfy all admission requirements prevailing at the time of the re-admission. The re-joining learner will use the same university ID number and proceed with the same academic status (i.e. status of academic warning... etc.).



LEARNERS' SCHOLARSHIP





OUTSTANDING LEARNERS

Scholarships and Grants schemes	Requirements	Entitlement
Undergraduate Newly admitted learners	Minimum High school score of 90%.	20% of the tuition fee of the program for the first semester they are enrolled in (transferred learners are excluded from this discount).
Undergraduate Continuing learners	Minimum GPA of 3.60 out of 4.00; academic load is 15 C/hrs. minimum	15 % of the tuition fees for the following semester
Postgraduate Newly admitted learners	Minimum GPA of 3.60 out of 4.00 in the undergraduate degree	20% of the tuition fee of the program for the first semester they are enrolled in (transferred learners are excluded from this discount).
Postgraduate Continuing learners	Minimum GPA of 3.70 out of 4.00; academic load is 9 C/hrs. minimum	15% of the tuition fees for the following semester (Not applicable for PhD dissertation)

Summer semester is not included in the above scheme

DISTINGUISHED LEARNERS' SCHOLARSHIP

This scholarship is granted for learners on the Dean's List who wish to continue their postgraduate studies (Master or PhD) at HBMSU.

Requirements:

- Be on the Dean's List at least twice during their study period;
- Achieve a minimum CGPA of 3.70 as of the last semester academic record.
- Must join any HBMSU postgraduate programs within a maximum of two semesters after their graduating semester.

Entitlement

Partial scholarship of 20%





H.H. SHEIKH HAMDAN BIN MOHAMMED SCHOLARSHIP

This scholarship is offered on merit and competitive bases to applicants who recently graduated from high school and wish to enroll in any undergraduate program at HBMSU in the same academic year of high school graduation.

Requirements:

- Fresh high school graduates or fresh graduates from the UAE National Service program with a minimum of 90% score in high school average.
- Meeting the admission requirements as per HBMSU admission policies.

Entitlement

100% (Services fees are not covered and must be paid by the learner)

Conditions:

- Learner must register in the semester that he/she has been admitted to.
- The scholarship requires continuous active enrolment.
- Learner should maintain a minimum (CGPA) of 2.50 out of 4.00. If the CGPA falls below 2.50 out of 4.00 at the end of any semester the scholarship will be automatically suspended for one semester; shall he/she improve his/her CGPA to maintain the accepted minimum in the next semester, he/she will benefit from the scholarship for the following semesters. This rule applies only once otherwise the scholarship will be discontinued.
- Changing the program shall result in discontinuation of the scholarship.

UNIVERSITY PARTNERSHIP GRANT

This scholarship is for employees of government, semi government and private departments, civil and business organizations in the UAE and the region. Learners, who have one or both of their parents or a spouse working in government sectors shall be entitled for this scholarship as well.

Requirements:

- The learner's organization (employer) should be listed on HBMSU approved list. Learners can check with the Registration Unit if his/her workplace is listed.
- Learners shall apply for this scholarship through the Smart Campus and attach the required documents at the beginning of each semester.

Entitlement

10% of tuition fees





STAFF SCHOLARSHIP

This scholarship is granted for full-time staff of HBMSU.

Requirements

Successful completion of the staff probation period.

Entitlement

20% scholarship, as long as the full-time staff is employed at HBMSU.

SPONSORED LEARNERS

Some learners are sponsored by government bodies, public organizations, private organizations, or individuals.

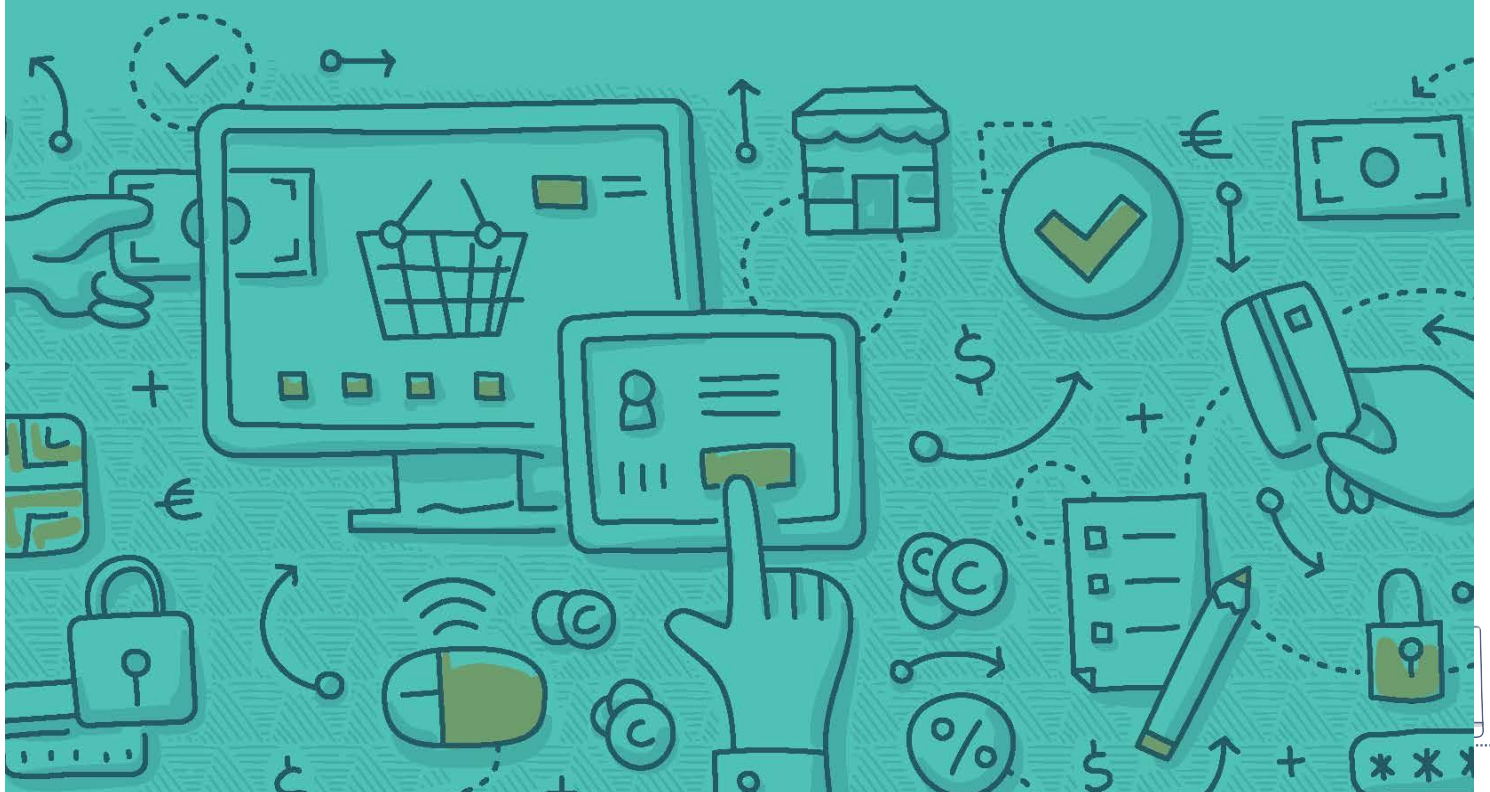
Such learners shall:

- Submit an official letter from their sponsor directed to the University Registrar, clarifying the conditions governing the sponsorship.
- Pay all fees not covered by sponsorship letter.
- Be responsible for any outstanding payment, in case the sponsor wishes to cancel the sponsorship.
- Discount will not be granted to any sponsored learner.

IMPORTANT NOTES:

- **In the case, where a learner is eligible for more than one discount scheme, the one with the highest benefit to the learner will be applicable. Learner cannot be granted more than one scheme at a time.**
- **All scholarships and grant schemes are available during regular semesters.**
- **Discounts for outstanding learners, staff scholarships and HBMSU partners do not apply in summer semester.**







PAYMENT CHANNELS

All tuition fees are due at the beginning of each semester upon courses registration. The total amount of fees to be paid depends on the number of credit hours the learner decides to take in that particular semester.

Payment for courses can be made via one of the following payment channels:

Online Credit or Debit Cards:

Via the use of credit or debit cards through HBMSU University secure payment gateways.

e-Wallet:

- e-Wallet at HBMSU is a secured method of fee payment that allows learners to pay for any online services.
- Learners can top-up their e-Wallet accounts by using any of Emirates NBD cash deposit machine across UAE..
- The minimum e-Wallet top up amount per transaction is AED 100.
- To use the e-Wallet, a learner must have a valid HBMSU learner ID.
- After topping-up the e-Wallet account, learners can use the available e-Wallet balance to make payments towards any online service or tuition fees.
- The excess amount in learners accounts is transferred to the e-wallet on a daily basis. E-wallet balance for concentrated learners can be refunded using the refund request form.
- Refund for the amount paid through cheques or credit cards will be initiated only after the amount is credited to HBMSU's bank account.
- The refund is processed within 60 days of the application date.
- The University has the right to adjust the e-Wallet balance against the outstanding fees due from the learners.
- Terms and conditions of HBMSU are applied.





Easy Payment Plans:

- Learners have the option to convert their payments into easy payment plan with 0% interest with our partner banks.
- Learners have the option to pay through Tabby with options for 4-month, 6-month, or 8-month installments.
- The installment plans depend on the learner's financial history with the bank and tabby.

TUITION FEES

PhD

Program	Credit Hours	Fees (AED)
Doctor of Philosophy in Quality Management	60	300,000





Master

Program	Credit Hours	Fees
Master of Arts in Online Curriculum and Instruction	36	72,000
Master of Science in Innovation and Change Management	36	84,960
Master of Human Resource Management	36	72,000
Master of Project Management	36	84,960
Master of Management in Entrepreneurial Leadership	36	72,000
Master of Science in Organizational Excellence	36	84,960
Master of Arts in Online Education Leadership and Management	36	72,000
Master of Science in Public Health	45	90,000
Master of Science: Excellence in Environmental Management	36	72,000
Master of Science in Hospital Management	36	72,000

Undergraduates

Program	Credit Hours	Fees
Bachelor of Business in Accounting	123	104,280
Bachelor of Business and Human Resource Management	129	109,032
Bachelor of Business and Quality Management	123	141,000
Bachelor of Science in Health Administration	120	120,000
Bachelor of Science in Sustainability and Green Economy	123	123,000





Programs Related Fees

Description	Fee (inclusive of VAT)
ADMISSION FEE - MASTER	1,500.00
ADMISSION FEE - PHD	2,000.00
ADMISSION FEE - BACHELOR	1000.00
ADMISSION APPLICATION	315.00
SERVICES FEE (REGULAR SEMESTER)	1000.00
SERVICES FEE (SUMMER SEMESTER)	500.00
CHANGE OF PROGRAM	200.00
GRADE APPEAL	300.00 / course
INCOMPLETE COURSE GRADE	500.00 / course
LATE REGISTRATION FEE	525.00
MAP (AS PART OF ACADEMIC PROGRAMS)	5,000.00
MATH PLACEMENT TEST	100.00
TRANSFER CREDIT APPLICATION	315.00
Transfer of Credit Per Undergraduate Course	550 / course
Transfer of Credit Per Graduate Course	750 / course
ATTESTATION	367.50
DEGREE / CERTIFICATE	210.00
ENGLISH PLACEMENT TEST	157.50
GOWN FOR GRADUATION	1050.00
LETTER FEE	52.50
OFFICIAL TRANSCRIPT	105.00





SERVICES FEES

Fixed amount of fees to be paid in addition to the Learner's tuition fees:

- AED 1000 in any regular semester
- AED 500 in summer semester.

Services include:

- e-books
- Application for graduation
- Unofficial transcript (stamped)
- Admission acceptance letter (hard copy)
- "To whom it may concern" letters (Maximum 2 letters / semester)
- ENBD transaction fee AED 10 /transaction.

FINANCIAL REGULATIONS AND REFUND POLICY (DIPLOMA, UG AND PG)

Learners who wish to drop courses, withdraw courses or withdraw from program for any reason during the regular semesters (Fall and Spring) are entitled to a refund of their paid tuition fee as per the following specified deadlines, terms and conditions.

Type	Deadline	Refund amount*
Application Fee	N/A	Non Refundable
Admission Fees	N/A	Non Refundable
Add/Drop courses	<p>Regular Semesters</p> <p>Up to the last working day of the 2nd week from the start of a regular semester (refer to the Add/Drop period in the academiccalendar)</p> <p>Summer Semesters:</p> <p>There is no add/drop period in the summer session.</p>	TRANSFER 100% OF PAID course fees to the learner's account.





Auto Financial Drop (if the applicants did not pay)	Regular Semesters: Auto Financial drop will be generated for learners accounts before the first day of add and drop period. It is the responsibility of learners to drop the courses during Add /Drop period if they wish to do so. Otherwise, they are responsible to pay the outstanding amount. Courses will be dropped for learners with outstanding balance in the last day of add/drop period.	All registered courses will be dropped
	Summer Semesters: Auto Financial Drop will be generated for learners' accounts for all registered courses one day before the start of classes	
Course Withdrawal (Applicable only for regular semesters, Summer semesters excluded from this option)	Starting from the first working day of the 3 rd week Up to the last working day of the 4 th week from the start of a regular semester.	70% of the course fees will be refunded.
	Starting from the first working day of the 5 th week onwards	No refund or transfer
Withdraw from the whole program (Applicable only for regular semesters, Summer semesters excluded from this option)	Starting from the first working day of the 3 rd week Up to the last working day of the 4 th week from the start of a regular semester.	70% of the course fees will be refunded.
	Starting from the first working day of the 5 th week onwards	No refund or transfer

- Services fee is non-refundable if the courses are dropped after the last day of add / drop period.
- 100% of tuition fee will be refunded if the cancellation of courses / programs is initiated by HBMSU for any reason.
- Any learner who is being called to join the National Service during the semester and will not be able to continue with his studies is eligible for 100% refund of the semester tuition and service fees upon providing the formal joining letter.
- MAP fee is not refundable.
- Terms & Conditions of HBMSU are applied.
- Learners will be charged a late registration fees of AED525 for the first week after add/drop period subject to concerned department's approval.



USEFUL CONTACT NUMBERS





CONTACT US:

For matters related to Admission:

- SAWTI on Smart Campus by tagging **@admission**
- E-mail: Admission@hbmsu.ac.ae
- Phone number: 00971 4 4241040

For matter related to Registration

- SAWTI on Smart Campus by tagging **@registration**
- E-mail: Registration@hbmsu.ac.ae
- Phone number: 00971 4 4241030

For matter related to Finance

- SAWTI on Smart Campus by tagging **@Finance**
- E-mail: Finance@hbmsu.ac.ae
- Phone number: 00971 4 4241155

For suggestions and/or complaints:

- SAWTI on Smart Campus by tagging **@LRM**
- E-mail: LRM@hbmsu.ac.ae
- Phone number: 00971 4 4241060





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