

STUDENT HANDBOOK

2025 - 2026

MESSAGE FROM THE PRESIDENT

Welcome to Mohammed Bin Rashid University of Medicine and Health Sciences (MBRU), and congratulations on beginning a new chapter of your life.

Your acceptance into MBRU is a testament to your academic achievements, leadership potential, and outstanding qualifications.

MBRU today is proud to be part of an integrated academic health system, the Dubai Health. At MBRU, we work towards our shared vision to advance health for humanity and our mission to impact lives and shape the future of health by integrating care, learning, and discovery.

We're driven by our primary value of Patient First and our values of respect, excellence, teamwork, integrity, and empathy. Our values are central to everything we do and set the standards of performance across the university. We aim to create an environment where our students can exhibit a passion for learning, personal growth, character development, and leadership skills.

As a student at MBRU, you will have a multitude of opportunities to benefit from. From Year 1, undergraduates are eligible to participate in the Summer Scholars Program. Offered in the UAE and internationally, the MBRU Summer Scholars Program immerses students in real-world research and medical environments at academic and healthcare institutions. Postgraduate students are exposed to a plethora of experiences within the healthcare ecosystem through our local and international partnerships.

Studying medicine is both a privilege and a responsibility. Being a medical student means you are an ambassador of MBRU, Dubai Health, and the future of healthcare in Dubai. Your performance, attitude, and behavior shape the quality of care for generations to come. Your success is our success.

I wish you well in the journey that lies ahead. I look forward to celebrating your achievements as a student, as an individual, and now, as a member of our family at MBRU.

Sincerely,

Amer Ahmad Sharif

CEO, Dubai Health

President, MBRU



MESSAGE FROM THE PROVOST

Dear Students,

On behalf of all my colleagues, I am delighted that you have chosen to pursue your academic journey with us. We are committed to providing you with a learning experience that will equip you with a meaningful and impactful career in the field of medicine and health sciences.

As part of Dubai Health, the UAE's first integrated academic health system, MBRU is uniquely positioned to offer you an education that is closely connected to both clinical practice and research. Our learners benefit from training opportunities across a broad network of public and private healthcare facilities in Dubai, gaining hands-on experience in real-world settings.

Our campus is home to a range of advanced learning resources, including the Al Maktoum Medical Library, Khalaf Ahmed Al Habtoor Medical Simulation Center, the Digital Learning Lab, and specialized research centers, all designed to support your academic development and practical training.

As a student, you will engage with faculty and peers who share a deep commitment to excellence, innovation, and collaboration. Together, we foster a culture of continuous learning designed to empower the next generation of healthcare leaders.

This handbook has been prepared to introduce you to the policies, services, and support systems available to you as a student. I encourage you to read it carefully and refer to it often. It reflects the standards and values that guide our university.

We look forward to supporting your academic and personal growth throughout your time at MBRU. I wish you a rewarding and enriching journey ahead.

Sincerely,

Hanan Alsuwaidi

Chief Business Officer and Acting Chief Academic Officer, Dubai Health

Acting Provost, MBRU



Table of Contents

MESSAGE FROM THE PRESIDENT	2
MESSAGE FROM THE PROVOST	3
ABOUT MOHAMMED BIN RASHID UNIVERSITY OF MEDICINE AND HEALTH SCIENCES (MBRU).....	7
ABOUT HAMDAN BIN MOHAMMED COLLEGE OF DENTAL MEDICINE	8
ABOUT THE COLLEGE OF MEDICINE	9
ABOUT HIND BINT MAKTOUM COLLEGE OF NURSING AND MIDWIFERY	10
ABOUT THE DEANSHIP OF RESEARCH & GRADUATE STUDIES	11
ABOUT THE DEANSHIP OF STUDENT AFFAIRS.....	12
ABOUT THE STUDENT HANDBOOK	12
STUDENTS' RIGHTS & RESPONSIBILITIES	13
YOUR RIGHTS AS A STUDENT AT MBRU	14
YOUR RESPONSIBILITIES AS A STUDENT AT MBRU	15
1. STUDENT LIFE	18
1.1 Orientation.....	18
1.2 Counseling Services	18
1.3 Special Needs Resources	19
1.4 Career Guidance and Alumni Relations	19
1.5 Accommodation	20
1.6 Visa and Residency Permit.....	20
1.7 Recreational Facilities.....	20
1.8 Student Council.....	20
1.8.1 Representation in Committees	21
1.8.2 Student Clubs	21
1.8.3 Dining Facilities.....	22
1.9 Health Services.....	22
1.10 Emergency Services	22
1.11 Student Identification Cards	22
2. OTHER SERVICES	24
2.1 Academic Advisor Support	24
2.2 Teaching and Learning Methods	25
2.3 Student-Centered Learning	27
2.4 Professional Development	27
2.5 Library Facilities	27
2.5.1 Library Resources	27
2.5.2 Library Services:	28
3. POLICIES & PROCEDURES	30
3.1 Student Records.....	30
3.1.1 Definition of a Student Record	30
3.1.2 Maintenance of Student Records	30
3.1.3 Access to Student Records	30
3.2 General Advice on Safe Working in Laboratories	31

3.2.1	Introduction	31
3.2.2	General Laboratory Working Precautions.....	31
3.2.3	Personal Protection Precautions	33
3.2.3.1	Lab Coats:.....	33
3.2.3.2	Safety Glasses:.....	33
3.2.3.3	Footwear:	34
3.2.3.4	Protective Gloves:.....	34
3.2.3.5	Ear Protection	35
3.2.3.6	Face Masks/Respiratory Protection.....	35
3.2.3.7	Inhalation Exposure Control Precautions.....	35
3.2.3.8	Ingestion Exposure Control Precautions	36
3.2.3.9	Absorption Exposure Control Precautions.....	36
3.2.3.10	Direct Inoculation Standards Precautions	37
3.2.3.11	Storage Precautions	37
3.2.3.12	Transport Precautions	37
3.2.3.13	Disposal.....	38
3.2.3.14	Machinery	38
3.2.3.15	Cryogenic Liquids	38
3.2.3.16	Storerooms and Refrigerators	38
3.2.3.17	Passenger Lifts	39
3.2.3.18	Spillage and Emergencies	39
3.2.3.19	Emergency Evacuation During Fire and Other Natural Calamities	39
3.2.3.20	Reporting Injuries and Near-miss Incidents.....	39
3.3	Student Attendance Policy	40
3.3.1	The Purpose of Attendance Monitoring	40
3.3.2	Attendance Evaluation	40
3.3.3	Absences Due to Delivery and Maternity	43
3.4	Guidelines Governing the Use of the Library	43
3.4.1	Introduction	43
3.4.2	Access to the Library.....	44
3.4.3	Conduct in the Library	44
3.4.4	Guidelines for Orderly Conduct in the Library	44
3.4.5	Other Services and Resources	45
3.4.6	Borrowing from the Library.....	45
3.4.7	Closed Access Collections.....	46
3.4.8	Restricted Circulation.....	47
3.5	Guidelines - Student Clubs	47
3.5.1	General Guidelines for Operation of Clubs	47
3.5.2	Starting a New Club.....	48
3.5.3	University Support for Clubs	48
3.5.4	Clubs Activities Plan	48
3.6	Policy for Non-Academic Publications and Use of Media Platforms.....	49
3.6.1	Protocols Relating to Non-Academic Publications/Media	49

3.6.2	Guidelines for Non-Academic Publications Design.....	50
3.6.3	Use of Social Networking Sites.....	51
3.7	Computing Support and the Use of Computing Facilities.....	52
3.7.1	Use of Information Technology (IT) Facilities.....	52
3.7.2	Guidelines for Computer Usage.....	53
3.7.3	Emails.....	54
3.7.4	Violation of the Rules Governing the Use of the Computing Facilities.....	54
3.8	Code of Conduct.....	54
3.8.1	General Conduct.....	54
3.8.2	Co-education Conduct.....	56
3.8.3	Conduct in the Classroom.....	56
3.9	Intellectual Property Rights of PhD Students.....	57
3.10	Academic Policies.....	57
4.	STUDENT DISCIPLINARY AND APPEALS PROCEDURE.....	59
4.1	General.....	59
4.2	Disciplinary and Appeals Procedure – Academic Offence.....	60
4.2.1	What Constitutes as an Academic Offence.....	60
4.2.2	Procedure for Investigating a Suspected Academic Offence.....	61
4.2.3	Disciplinary Process for Academic Offence.....	61
4.2.4	Possible Outcomes of the Disciplinary Process for Academic Offence.....	62
4.2.5	Appeals Process for Academic Offence.....	62
4.2.6	Academic Offences Appeals Committee.....	63
4.2.7	Possible Outcomes of the Appeals Process.....	63
4.3	Disciplinary and Appeals Procedure – Non-Academic Offences.....	64
4.3.1	What Constitutes as a Non-Academic Offence.....	64
4.3.2	Investigatory Process for Non-Academic Offence.....	65
4.3.3	Appeals Process for Non-Academic Offence.....	67
4.3.4	Non-Academic Offences Appeals Committee.....	67
4.3.5	Possible Outcomes Resulting from Non-Academic Disciplinary Action.....	68
4.3.6	Suspension or Permanent Dismissal from the University.....	68
4.3.7	Disciplinary Records and Confidentiality.....	68
5.	STUDENT GRIEVANCE AND APPEALS.....	71
5.1	General.....	71
5.2	Student Grievance and Appeals.....	73
5.3	Potential Outcomes of the Grievance Process.....	76
5.4	Timeframes.....	76
5.5	Central Monitoring of Student Grievances.....	76
5.6	Further Information.....	77
6.	ACADEMIC APPEAL.....	79
6.1	Appeal on Any Assessment Score During the Semester.....	79
6.2	Appeal on Final Course Grades.....	80
6.3	PhD Students.....	80
7.	GENERAL CONTACT INFORMATION.....	83

ABOUT MOHAMMED BIN RASHID UNIVERSITY OF MEDICINE AND HEALTH SCIENCES (MBRU)

Named after His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE, and Ruler of Dubai, Mohammed Bin Rashid University of Medicine and Health Sciences (MBRU) leads the Learning mission of Dubai Health, the first integrated academic health system in Dubai.

At Dubai Health, MBRU provides a comprehensive educational environment featuring a diverse range of academic programs, hands-on clinical practice, and robust research opportunities. These programs are further enhanced through strategic collaborations with leading academic and industry partners. Learners at all stages from undergraduates to postgraduates, including interns, residents, and fellows have the opportunity to gain knowledge from esteemed experts in one of the most dynamic cities in the world.

MBRU offers accredited undergraduate and postgraduate degrees through its three colleges: Hamdan Bin Mohammed College of Dental Medicine, the College of Medicine, and Hind Bint Maktoum College of Nursing and Midwifery. Continuous learning is further supported by three additional academic departments: the Institute of Learning, the Deanship of Graduate Medical Education (GME), and the Deanship of Research and Graduate Studies.

Through a meticulously structured curriculum, learners are empowered through research activities, medical simulation, and the development of essential soft skills. In parallel, the Deanship of Research and Graduate Studies fosters an environment conducive to innovation and intellectual growth, fueling advancements in healthcare both locally in the UAE and on a global scale. This Deanship is committed to delivering high-impact translational research underpinned by a clear objective to elevate clinical practice, influence health policy, and ultimately improve the well-being of our community. By synergizing expertise, resources, and knowledge. Learning at MBRU stands as a beacon of progress, dedicated to the betterment of healthcare education, research, and ultimately, the health of individuals and societies.

MBRU is the academic arm of Dubai Health, Dubai's first integrated academic health system. Dubai Health strives to advance health for humanity through its mission to impact lives and shape the future of health through the integration of care, learning, and discovery. By living its core value of Patient First, Dubai Health aims to set the global standard of patient outcomes for generations to come.



ABOUT HAMDAN BIN MOHAMMED COLLEGE OF DENTAL MEDICINE

Hamdan Bin Mohammed College of Dental Medicine (HBMCDM) is MBRU's first college and home to five internationally recognized postgraduate dental programs. The postgraduate programs at HBMCDM satisfy the eligibility criteria to sit the Royal College of Surgeons of Edinburgh (RCSEd) and Ireland (RCSI) specialty membership examinations. Students who successfully complete a Master of Science in Periodontology from MBRU, pass the conjoint examination and obtain specialist registration in the United Arab Emirates are eligible to apply for Membership of the Royal Australasian College of Dental Surgeons (MRACDS) in Periodontics without further examination.

Students who successfully complete a Master of Science in Endodontics, Orthodontics in Pediatric Dentistry from MBRU are eligible to sit the Emirati Board examination.

Dental program graduates are recognized as specialists in the UAE. Non-UAE nationals will be required to take the specialist license exam.

Our postgraduate students benefit from clinically intensive programs led by international faculty and practice in the Dental Hospital, the largest dental hospital in Dubai, and other clinical facilities of Dubai Health to provide the highest standards of oral healthcare to the community.

HBMCDM alumni are making their mark in prevention, practice, science, and leadership as they work to improve the oral health of local and global populations.

Programs:

- Endodontics
- Pediatric Dentistry
- Orthodontics
- Prosthodontics
- Periodontology

ABOUT THE COLLEGE OF MEDICINE

At the College of Medicine, we train the next generation of healthcare leaders. We aim to inspire the brightest minds to live by our core value of Patient First and shape the future of health through the integration of care, learning, and discovery.

The mission of the College of Medicine is to provide integrated medical education and research that are nationally responsive and globally connected, serving individuals and communities.

The College offers students a learner-centered and outcomes-based curriculum that fosters critical thinking, professional competence, and a culture of scientific inquiry.

Programs:

- Doctor of Medicine
- Master of Science in Biomedical Sciences
- PhD in Biomedical Sciences
- Master of Science in Health Professions Education
- Postgraduate Diploma in Health Professions Education

All programs are accredited by the UAE Ministry of Education.

The College of Medicine is listed in the World Health Organization Directory of Medical Schools. Students and graduates of the MD program at MBRU are eligible to apply to the United States Educational Commission for Foreign Medical Graduates (ECFMG) for ECFMG Certification and examination. Also, MD graduates are eligible to apply to General Medical Council (United Kingdom) for the registration examination. Medical degrees obtained from MBRU are acceptable to the provincial/territorial medical regulatory authorities in Canada and therefore accepted at all medical organizations in Canada.

MBRU's Foundation for Advancement of International Medical Education and Research (FAIMER) ID is F0004132.



ABOUT HIND BINT MAKTOUM COLLEGE OF NURSING AND MIDWIFERY

Launched in 2020, Hind Bint Maktoum College of Nursing and Midwifery offers postgraduate courses of study alongside a research program that aligns with the ethos of MBRU to be nationally responsive and globally connected, serving individuals and communities. Hind Bint Maktoum College of Nursing and Midwifery offers two graduate programs accredited by the UAE Ministry of Education.

Programs:

- Master of Science in Cardiovascular Nursing
- Master of Science in Pediatric Nursing

Delivered in collaboration with Queen's University Belfast (QUB), the programs enable students to review and reflect upon their own practice and share balanced and critical findings that contribute to improving clinical nursing quality and efficiency. During the final semester, nursing students will be placed at the forefront of patient care in 390 hours of Practice Placement either in United Arab Emirates or the Belfast Health and Social Care Trust, the largest integrated health and social care trust in the UK.

The delivery of these programs is through blended learning. Instructional sessions include Face to Face (F2F) and online (including both synchronous and asynchronous teaching) delivery, at least 50% of all teaching contact is delivered F2F, physically in the classroom. Teaching modes include the following: Lecture, Tutorial, Online Learning, Self-Directed Study, Practical, Simulated learning.



ABOUT THE DEANSHIP OF RESEARCH & GRADUATE STUDIES

The Deanship of Research and Graduate Studies plays an integral role in supporting the mission of MBRU which aims to impact lives and shape the future of health through the integration of care, learning, and discovery. The Deanship drives the University's research agenda by setting the research strategy which predominantly focuses on research in the fields of medical and biomedical sciences, with emphasis on areas of importance to the UAE. It is furthermore responsible for policy setting and providing the necessary infrastructure and resources to create a supportive environment for all MBRU Researchers.

Various teaching and research laboratories, including the MBRU Biomedical Research Center (MBRU-BRC), are equipped with the latest research technology and supported by the Al Jalila Foundation (AJF), falls under the governance of the Deanship of Research and Graduate Studies. The MBRU-BRC plays host to various researchers and postdoctoral fellows from leading institutions across the globe and has been the origin of numerous scientific discoveries and landmark publications in peer-reviewed scientific journals.

The Deanship also works in close collaboration with all the academic and administrative units of the University to serve the needs of the graduate community and to foster the next generation of scholars who will drive the progress of medical knowledge and discovery in order to advance the science agenda within the UAE.



ABOUT THE DEANSHIP OF STUDENT AFFAIRS

The Deanship of Student Affairs plays a vital role in enhancing student life in MBRU by offering a wide range of support services, fostering student engagement, and promoting holistic development throughout their university experience. The Deanship is strategically responsible for driving learner's success by creating a learning environment focused on initiating, developing, and implementing comprehensive student engagement and professional development programs. It also provides opportunities for mentorship, social welfare, and growth across various academic disciplines. Additionally, the Deanship is responsible for establishing policies and providing the necessary infrastructure and resources to support all MBRU students.

The Dean of Student Affairs oversees several academic and non-academic functions, including student admission and registration, student engagement and activities, student rights and responsibilities, wellness, diversity and inclusion, career services, and alumni relations. MBRU's Student Affairs creates opportunities for the students to access extra-curricular cultural activities, clubs, and events, creating a vibrant campus community. It fosters leadership development and community involvement through student organizations, sports teams, and volunteer opportunities.

Moreover, the Deanship works closely with all academic and administrative units of the University to meet the needs of both students and alumni. This collaboration helps nurture the next generation of healthcare professionals who will contribute to the advancement of the healthcare sectors nationally and internationally.

ABOUT THE STUDENT HANDBOOK

We're glad you're here, we believe you have made an excellent choice by deciding to join our family. Our students are our most important stakeholders, and the focus of all our activities and functions. Throughout your academic journey, we will strive to provide you with a rewarding, enjoyable, and life-defining experience.

We recruit faculty and professional support staff that have extensive experience in medical, dental, and health education coupled with superior clinical skills, to serve as role models and guide you through your training. You will have many opportunities to acquire new information and technical skills and, above all, receive an education and training experience that will enable you to practice to a high standard and to become competitive globally. Our faculty also has a vast collective experience in medical research providing a rich environment for those students destined for a career in scientific investigation.

This Student Handbook provides information on university policies and procedures established to ensure the highest quality of education and training. In addition, you will find information that will help you derive the maximum benefit from your time at MBRU, and to understand the standards of behavior and personal responsibility that we expect from our students.

Our aim is to enable a partnership between students and faculty to ensure an outstanding educational and transformative experience, to support you in fulfilling your potential, and equip you with the skills and knowledge that you need for your life and career beyond MBRU.

It is also our aim that this Handbook acts as a useful source of information during your time at MBRU and every effort has been made to ensure that it is as comprehensive and accurate as possible. To ensure that the content is applicable and aligned to with your needs, we encourage you to provide feedback via email at Student.Affairs@dubaihealth.ae

To enhance your experience throughout your academic journey, you need to familiarize yourself and ensure compliance with MBRU's regulations, policies, and procedures. Further information is provided in sections 1 to 6 of this Handbook. If any of the regulations, policies and procedures are unclear to you, or if you have any questions, it is important that you discuss these with your Academic Advisor. In order to serve you better, MBRU may need to change the information contained within the Student Handbook. Such changes may occur without prior notice.

The Handbook will be regularly updated throughout the academic year. These updates will be posted promptly on the Student Portal for ease of access. As a reminder to be environmentally friendly and to ensure access to the most updated information, students are discouraged from printing the Handbook.

STUDENTS' RIGHTS & RESPONSIBILITIES

MBRU expects all students to comply with MBRU policies, show respect for properly constituted authority, to perform contracted obligations, to maintain absolute integrity and high standards of individual honesty in academic work, and to observe a high standard of conduct within the academic environment and to show respect for others.

Our main goal at MBRU is to graduate competent professionals and to ensure that our students have the best experience possible. Therefore, while studying with us, you will make friends for life and will have the opportunity to receive high-quality education and be able to develop your social, organizational and communication skills, which will propel you on the path of an exciting and meaningful career.

A student enrolled at MBRU accepts the obligation to conduct themselves in an appropriate manner acceptable at an institution of higher learning and has to be aware of their rights and responsibilities.

More detailed information about your rights, responsibilities, and the support services provided by MBRU are set out in the following sections.

YOUR RIGHTS AS A STUDENT AT MBRU

To support you during your time at MBRU the University will:

- Treat you as a professional with equity, respect, and without any discrimination.
- Safeguard all the personal information you provide.
- Furnish timely and accurate information about arrangements for your enrollment, registration, and orientation.
- Deliver an orientation process to help familiarize you with the campus by introducing you to other students and key people, and by providing an induction to your studies along with available resources.
- Promote an active learning community in which you will have the opportunity to develop as an independent learner.
- Provide appropriate learning opportunities, resources, and support to assist you in your studies.
- Offer program(s) of study which include the knowledge, skill, and competency required for medical practice.
- Give you appropriate and timely feedback on your progress in order to promote your learning and improvement.
- Provide you with elective and volunteer opportunities to enhance your learning experience.
- Offer some scholarships and discounts, including merit-based and need-based awards.
- Provide guidance, assistance, and advice on visas and residency requirements, academic matters, welfare, disability support, scholarships, and grievance and appeals procedures.
- Encourage opportunities for voicing your opinions through student representation on relevant committees.
- Create opportunities for feedback to the college and University on your experience as a student, including participation in appropriate quality assurance and enhancement procedures, and provide information on action taken in response to comments received.
- Create opportunities to access extra-curricular cultural, recreational, social, and sporting activities.

- Channel independent advice and support through the Student Council.
- Provide you with the opportunity to access confidential support from the in-house counselor regardless of the nature of your challenges.

YOUR RESPONSIBILITIES AS A STUDENT AT MBRU

- As an MBRU student, you're expected to:
- Comply with all relevant University policies and procedures as well as the regulations applicable to your program.
- Familiarize yourself with the information provided about your program and seek clarification of anything that you do not understand from your Academic Advisor or Student Affairs (SA).
- Fully engage as an MBRU active learner and provide your views on your educational and University experience honestly and constructively.
- Fulfill all registration and enrollment requirements at the outset of each academic year and participate fully in the orientation process.
- Pay tuition fees and charges when they are due.
- Provide valid personal contact details and biographical documentation to SA. The onus is on the student to inform them of any telephone change and provide SA with the renewed copies of passport, visa, and Emirates ID.
- Monitor and respond to university and college email communications, which are the official means of transmitting important information relating to your program and other aspects of university life.
- Ensure all valuable items such as handbags, mobiles, laptops, etc. are not left unattended.
- Take responsibility for your locker and the items found in it. The University is entitled to clear lockers by the deadline given to students to empty their lockers.
- Assume responsibility for the behavior and the appearance of your guests while on campus. Advanced permission from SA is required to allow visitors to MBRU.
- Keep the student lounge tidy and clean and remember it is gender specific.
- Make use of feedback on your academic work and ask for clarification when required.
- Pursue your academic studies in a diligent, honest, and professional manner.

- Attend all scheduled sessions, examinations and undertake all required assessments and submit all work on time; and inform your Academic Advisor or SA if you are unable to attend a required component of the program.
- Treat fellow students, University staff, and visitors equally and respectfully regardless of gender, religion, community background, nationality, race/ethnic origin, disability, marital status, or age.
- Use the facilities and resources of the University or Clinical entities with respect and consideration for others.
- When using social media and other forms of electronic communication, students should behave in a responsible manner on and off campus and ensure that their actions do not have an adverse impact on the reputation of the country or the university, its environment, neighbors, the local community or those who work or study at MBRU.
- Read the information provided to students about the University, College, and its services, and retain it for future reference.
- Students with learning experiences in clinical environments must treat patients with respect and confidentiality.
- Further details are outlined in the Students Rights and Responsibilities Policy (SSR P014).



1

STUDENT LIFE

1. STUDENT LIFE

The Student Life team incorporates two sections: Student Support & Engagement section and Career Guidance & Alumni Relations section. The team plays a pivotal role in the holistic development and well-being of students and alumni. From the first day of enrollment to graduation and beyond, the Student Life team is dedicated to ensuring that students have a fulfilling and enriching experience. Our team provides a wide range of services, programs, and resources, to support students' personal growth, while cultivating a sense of community and positive campus environment.

Student Life is proud to provide and organize various events and activities, offer individual and group counseling services and awareness sessions, promote student organizations and club activities, as well as empower our alumni and offering career guidance. Our commitment is to take care of students and alumni by creating an environment where they may thrive academically, professionally, socially, and emotionally.

1.1 Orientation

Orientation is an exciting opportunity to welcome new students and help them adjust to life on campus. Orientation will familiarize students with university resources including: a campus and library tour, informative sessions with key university personnel, an overview of important rules and regulations, an introduction to academic advising, and the facilities available. The program also includes an introductory academic advising session, to support students' academic progress.

While students learn to navigate the university, they will also make valuable connections with other students and establish common bonds, which will increase their self-awareness and confidence, to ensure a smooth transition to university life.

1.2 Counseling Services

A student's academic journey is filled with challenges inside and outside the classroom. Our staff senior counsellor/psychotherapist is an integral part of the pastoral care and support that is available to all students. Through various campus activities, and mental health awareness sessions, students will have the opportunity to explore, identify and discuss any of their personal or academic experiences and challenges. Where applicable, students may request personal, one-to-one counseling sessions, which will allow them to discuss their concerns more deeply, in a confidential and private manner. The senior counsellor/psychotherapist may assist students with solutions by providing resources that may enhance resilience, decision making, and problem-solving skills. These important life skills will support students' academic growth, progress, and success.

Any information shared by a student will be treated as strictly confidential and not discussed with anyone without the student's permission unless it is public, in the student's interest or there is a legal obligation to do so. The other exception to confidentiality will be if the student is in danger of self-harm or behaving in a manner

that is harmful to others. In such circumstances, the policy of the University will override the confidentiality rule, and the safety of the student and others will be considered without the student's prior consent. For additional information on the student counseling, please refer to the Student Counseling Policy (SA P001).

1.3 Special Needs Resources

MBRU is committed to accommodate students with needs that require special attention and management. To qualify for these services, applicants/ students need to provide official medical documents that support their eligibility for special accommodations and requirements. Each instance will be considered on a case-by-case basis and will be supported, provided that their needs do not interfere with the fulfillment of their professional roles and responsibilities.

Applications for admissions are also applicable if the candidate discloses their condition on the university health form, along with supporting documents. The case will be reviewed by the relevant admission committee. The proposed plan of support, during enrollment, is to be discussed by the student based on the report of a specialist at the time of admission. The purpose is to ensure that the student is given the same level of care and learning opportunity as others. The senior counsellor/psychotherapist and the student's academic advisor may be consulted prior to the Assessment and Progression Committee proceedings, to accommodate specific needs during examinations. For additional information, please refer to the Services to Students of Determination and Exceptional Needs Policy (SA P002).

1.4 Career Guidance and Alumni Relations

The Career Guidance and Alumni Relations Office supports all MBRU students and graduates throughout their educational journey and into their professional lives. We strive to establish and maintain a continuous relationship that mutually benefits them and the university. Creating linkages between current students and our alumni ensures that our primary stakeholders are at the heart of everything we do.

The office partners with academic units and various departments, to provide professional development opportunities (i.e. Career Day, workshops and seminars, and placement opportunities), to support students and alumni in making informed decisions about post-graduation employment or continuing education opportunities. For additional information, please refer to the Career Guidance and Alumni Relations Policy (CAR P001)

1.5 Accommodation

MBRU does not offer on-campus accommodation; however, we partner with third-party entities that provide housing options for students who contact them directly. Priority is given to international students and those residing outside Dubai. Students are advised to apply for housing as soon as their offer from the university is confirmed and accepted. Updated

information and contact details will be provided annually for students and parents to select their preferred housing option. For further information refer to the Student Residential Life Policy (SES P002).

1.6 Visa and Residency Permit

Student Affairs, in coordination with the Human Resources Department, assists international students in processing entry permit visas upon acceptance and supports their residence visas once they officially join. Continuing students who wish to transfer their visa to the university should first approach HR through Student Affairs to discuss their request.

Students are responsible for monitoring their visa expiry dates and initiating timely action by contacting SA and HR. The cost of the residence visa, including medical insurance, will be covered by the university. For further information refer to Student Visa Medical Insurance Policy (SES P007).

1.7 Recreational Facilities

Campus facilities provide a comfortable space for students to relax and gather outside of their academic and clinical activities. The university is equipped with the male and female student lounges, prayer rooms, and two eateries. In addition, students may enjoy access to external recreational facilities at neighboring buildings, hotels, and sports clubs based upon university cooperative agreements.

Students may also participate in university-level tournaments, or tournaments arranged by other local universities. The Sports Club will communicate and coordinate with the Student Council, to promote sports events and activities for students, as applicable. All students are encouraged to participate in physical and recreational activities to enhance their educational and emotional wellbeing.

1.8 Student Council

Student governance is an important part of campus life at MBRU. The Student Council is advised and supported by SA. The Council Executive Team consists of the President – UAE student (1 position) Vice President (1 position) Treasurer (2 positions) Secretary (1 position) Events & Clubs Chair (3 positions) Media & Communications Chair (2 positions) with student representation from across programs and years of study. Student representatives are elected by the student body through an annual process of elections.

The Student Council may establish sub-committees to execute specific functions like events committee, sports committee, research interest groups, and public awareness group.

MBRU ensures that the Student Council is representative of all cohorts and academic majors. The Council executive members must maintain good academic standing and must not have received a warning or sanction in relation to a non- academic offense. For further information refer to the Student Council Policy (SES P006)

The Council has a remit to:

- Support communication between the student body and the university.
- Provide a platform for students' views to be heard by the university and to facilitate action to be taken in response to a range of issues and concerns.
- Coordinate and implement campus community events and encourage student volunteering opportunities that will benefit both the students and the wider university.
- Support and encourage student participation in co-curricular activities which will enhance their physical and emotional wellbeing.
- Support and guide student club members in developing their leadership and event management skills.
- Accompany students at university hearings, if requested.
- Ensure that council/club meeting minutes are recorded regularly.
- Produce a report of the Student Council activities and achievements, which will be submitted to the SA by the end of the academic year.

1.8.1 Representation in Committees

To ensure that students' views on various matters are heard and shared, MBRU encourages proactive student participation in the governance of the institution. Through the Student Council, student representatives are nominated to sit on university and college committees, to ensure proper input to the academic and operational management of the university, and to provide relevant feedback to the remaining student body. These representatives may or may not be executive members of the Student Council. The representative selection is based on nominations and agreement of the College Deans in liaison with SA.

1.8.2 Student Clubs

Student clubs are an essential part of student engagement and connectedness. The rich diversity of the clubs offers community service, volunteer activities, and social engagement on and off campus. Students

are encouraged to start a student club or join existing ones. Club membership will be open to the university community and will be supported by SA, and the Student Council. For additional information on the policy governing the formation and membership of student clubs, please refer to the guidelines relating to the operation of Student Clubs. Student Clubs and Activities Policy (SES P003).

1.8.3 Dining Facilities

The dining facilities include a coffee shop(s), which provide a range of hot and cold meals and snacks. Students can also benefit from a wide range of food outlets in the surrounding buildings within a reasonable walking distance of campus. Another addition to the campus, are the food carts and vending machines that offer coffee, lunch and light bites and refreshments, which are allocated in designated areas.

1.9 Health Services

MBRU has an equipped first aid room on the ground floor. On-call trained first aiders are available to support in case of an emergency. In addition, students in need of healthcare are referred to a neighboring partner hospital where they can receive immediate medical attention. MBRU provides health insurance for students who do not have coverage, to allow them to benefit from basic medical support during their period of study. Students may contact SA for medical insurance services. For further information refer to the Student Health Services Policy (SES P005).

1.10 Emergency Services

Students will be given information during orientation on action to be taken in the event of a building evacuation or other emergencies. Students should familiarize themselves with the evacuation procedures in all campus and placement buildings. Evacuation is a must when you hear a fire alarm.

First Aid room is available on campus and is easily accessible via the duty First Aider who can be contacted on 04 3838800 through the campus security team. If an ambulance is required, please call 998.

For more information on emergency services please visit the student portal.

1.11 Student Identification Cards

Upon admission to MBRU, all students will receive an official student identification card (ID) for use while actively enrolled. Students must present their student ID card to secure various university services, from admission to final examinations, for campus access, assigned locker access, and other purposes. Students are expected to present their student ID card to university officials upon request.

The student should promptly report a lost or stolen ID card to the SA department. A replacement fee will be charged for issuing a new student ID card.



2

OTHER
SERVICES

2. OTHER SERVICES

2.1 Academic Advisor Support

Academic Advising at MBRU helps students achieve their educational, personal, and career goals. Students should work closely with their advisors to plan workable educational goals, to understand the degree options and requirements, to understand the financial implications of their decisions, to assess their strengths and challenges as scholars, and to clarify realistic career objectives for themselves upon graduation. Student academic advising is outlined in the Academic Advising Policy (SR P004)

In addition to their formal teaching responsibilities, faculty members serve students in an advisory and supportive capacity. At the beginning of the academic year, you will be assigned a member of the faculty who will be your academic advisor for the period of your studies at MBRU. Should a member of the faculty no longer be available, another member of faculty will be allocated to you. You will be provided with contact details for your academic advisor on your first day of class, and you can request a meeting at any time.

The academic advisor will:

- Advise you on how to get the maximum benefit from your educational experience throughout your academic journey.
- Act as a role model and provide you with academic advice and guidance.
- Advise you on issues related to career planning.
- Support you in your extra-curricular educational activities.
- Act as an initial point of contact to support you in dealing with any personal or professional challenges, providing initial advice and guidance.
- Discuss any learning support needs and liaise with relevant college committees on your behalf to identify and provide any additional learning support that might be required.
- Refer you to other support services within the University when necessary.

You are responsible for contacting your academic advisor to arrange meetings. You should meet with your academic advisor at least twice per semester / academic year or after each rotation in case of clerkship years. You are also encouraged to make an appointment to meet with him or her outside these scheduled meetings should the need arise. Additionally, the academic advisor may initiate a meeting to determine any necessary action required to ensure appropriate support in response to a concern raised by any MBRU college committees.

If you have been placed on probation, your advisor must initiate a report of students on probation or underperforming students, record a study plan and document measures to tackle difficulties in discussion with you, which will be forwarded to the Dean of Happiness & Wellbeing.

All faculty received training on the advisor role, career development, and curriculum planning. Your personal discussions with the academic advisor will be treated with the utmost sensitivity and confidentiality.

If for any reason you prefer not to speak with your academic advisor, you may contact the Office of the Assistant Dean of Student Happiness and Wellbeing or the Guidance & Counseling office directly.

Thesis Supervisor

During the first semester the student will identify their academic supervisor. With agreement, this graduate faculty member will become the academic supervisor (thesis supervisor). The academic supervisor should help the student in identifying a topic for his/her dissertation research, closely supervise the and advise the student, establish a Thesis Advisory Committee (TAC) so that the students' progress can be followed, and the student advised on his/her research work, and help the student in publishing the work. In addition, the student's supervisor should suggest an external examiner with the appropriate expertise to serve as a member of the Thesis Examining Committee (TEC).

The supervisor remains the student's first point of contact when facing personal or professional challenges. However, the responsibility is on the student to approach and seek help when felt needed.

2.2 Teaching and Learning Methods

MBRU is proactive in supporting its mission by providing an exceptional educational experience that will support you in attaining the knowledge, skills, and attitudes required to become a competent health professional. Through active learning and mixed modality of teaching methods, you will thrive towards becoming an independent lifelong learner. Informal learning spaces encourage flexible, self-paced, and self-directed learning supported by:

- Digital Learning provides flexible and personalized learning opportunities.
- Medical Simulation, where you will be able to practice in a safe environment.
- Workplace-based learning, providing a real-life clinical learning experience.
- Opportunities for elective experiences, to foster community-based experiences.

The on-campus environments range from traditional classrooms and lecture halls to clinical skills laboratories and a cutting-edge immersive simulation center. Laboratory simulation software and virtual

microscopy prepare students for digitally enabled world of healthcare they will be practicing in. Such technologies allow for the creation of real-world scenarios in a safe and controlled environment and provide exposure to real- life clinical settings. In addition, teaching fully online or blended with on-campus teaching is also conducted to allow for the on-campus educational experience to fully focus on meaningful active learning that promotes the application of knowledge.

A flipped classroom approach has been adopted in many courses to expose learners to new and related material outside of class, via pre-reading, e-learning, or videos. This allows class time to focus on the assimilation of knowledge, through problem- solving, discussion, and debates.

The support for course delivery is enabled by MBRU's Learning Management System. The system allows learners to access study materials from anywhere and at any time. All study materials are consolidated into one central location and various forms of communication are supported to allow learners to collaborate, make connections and exchange opinions with each other, and stay updated with the latest news from faculty and fellow students, thus empowering learners to take charge of their own learning.

To measure the effectiveness of these interventions, MBRU conducts regular internal and external reviews of the programs offered to ensure that they meet educational objectives and international standards.

Definition of F2F, Online and Blended Learning*

Face-to-Face (F2F) Courses are courses where faculty and students are compresent in one room during the course delivery. This is the traditional type of instruction in non-virtual, in-person classroom delivery. Synchronous online class sessions are not F2F learning.

Online Courses are courses where 100% of the course credit hours are delivered online (either synchronously or asynchronously), this means that all instructional sessions are delivered online.

Blended Courses are courses where instructional sessions are mixed between F2F and online delivery. A course is considered a blended course when some of the course's instructional sessions are delivered online (either synchronously or asynchronously) and the remaining credit hours are delivered as F2F sessions.

**Terminologies as per CAA online and blended learning procedural manual.*

2.3 Student-Centered Learning

The emphasis of the program delivery is on learning that is student-centered, experiential, clinically-focused, and based on practice within the workplace (i.e. healthcare facilities). Sessions outside the workplace will emphasize interaction and discussions, coupled with demonstrations and practice in the Simulation Center. Furthermore, teaching models such as team-based learning, problem-based learning, and case-based promote active learning for knowledge acquisition while developing teamwork skills that are essential for a future health professional.

2.4 Professional Development

Professional development is promoted through the use of e-portfolios from the first year of xstudy and continues throughout your time at MBRU. In addition to personal development e-portfolios, students will have the unique opportunity to access and participate in a variety of professional development activities which are hosted and/or organized by the University.

2.5 Library Facilities

Al Maktoum Medical Library (AMML) supports students, medical and academic staff of MBRU as well as the wider medical community of Dubai Health, by providing access to quality and authoritative information resources in the field of medicine and research via membership.

Located on the first and second floor, the library has advanced services and resources, offers a collection of point of care resources and medical education databases and provides spaces for quiet study as well as group and collaborative study. In addition, its facilities include reading rooms, study lounges and study carrels, meeting rooms, and an information commons.

New students will receive an induction into the use of the library and its online facilities as part of orientation, and librarians are available throughout the academic year to help students locate and use the materials and facilities they require.

2.5.1 Library Resources

AMML maintains over 3000 print books, more than 250 print journals, and subscriptions to a range of electronic resources including e-Journals and e-Books covering a wide range of medicine and allied health topics, bringing a wealth of up-to-date and reliable information to users. The library also has multiple copies of course core textbooks to support the curriculum at MBRU.

Library electronic resources can be accessed remotely using the student's university email ID and password. Resources include:

- Core medical texts: 3,000+
- E-books: 11,000+
- E-Journals: 11,000+
- Databases & e-resources: 31+

2.5.2 Library Services:

- Ask a Librarian
- Research support
- Reference service
- Writing and publishing support
- Information literacy programs
- Inter-Library loan and document delivery
- Technology hub
- Remote access to library databases
- Borrowing services
- Wellness services

Library operating hours	
Monday – Thursday	8:00am –9:30pm
Friday	8:00am –4:00pm
Saturday	8:00am –4:00pm
Sunday and Public Holiday	Closed

Note: Library hours will be extended during exams.



3

POLICIES & PROCEDURES

3. POLICIES & PROCEDURES

3.1 Student Records

3.1.1 Definition of a Student Record

The student's permanent record:

- Is maintained by Student Affairs and encompasses the student's admission, registration, and graduation records, including biographical and personal identification, health information, educational participation and performance, release of information consent forms, as well as records of commendation and disciplinary actions.
- May be accessible by other University departments for the purposes of academic administration and advisement, as needed basis, ensuring confidentiality.
- Will have a copy of the students' scholarship details.
- Contains Health Records: medical form/immunization record / sick leave certificates (as applicable) of students who have submitted information or received medical care during their period of study with the University.

3.1.2 Maintenance of Student Records

The students are responsible for ensuring the accuracy of information in their student records and should send prompt updates to Student Affairs in case of any updates or inaccuracies.

- Student Affairs has responsibility for maintaining and archiving all records and all documents associated with applicants, students and graduates.
- Student records are held in the strictest confidentiality on electronic platforms. The current systems being used are Student Information System, Learning Management System, MBRU in-house applications and secure electronic department shared drives.

3.1.3 Access to Student Records

Students have access to their personal records via Student Affairs and have the right to request updates or the correction of any errors or inconsistencies. Students will have read-only access. Any corrections/additions/alterations will be done by Student Affairs officially. The student may be required to present the evidence. Access to select student academic records will be made available to MBRU management, academic advisors and other University departments for the purpose of academic administration and advisement, on as required basis, ensuring confidentiality.

Personal and academic information relating to students will only be released to a third party with the student's approval, with the exception of certain data that may be released to legal authorities, legal guardians, sponsors and employers upon written request.

The Dean of Student Affairs will assess each request and permit the limited release of records in the context set out above. For additional information, please refer to the Student Records Policy (SR P003).

3.2 General Advice on Safe Working in Laboratories

3.2.1 Introduction

Everyone working in laboratories will use hazardous substances (typically chemicals or biological agents) and could potentially be exposed to them. Some of those substances are potentially very harmful but only if the dose received is significant.

MBRU is committed that nobody should be exposed to harmful amounts of any hazardous substance due to the nature of work performed at the workplace.

Attention to personal protection and hygiene combined with good laboratory technique should ensure that all work can be conducted without significant risk.

Prior to undertaking any laboratory work, all users and in particular new students at all levels must receive safety training on all general aspects of work in the laboratory, such as protection from exposure to chemical or biological agents, and on specific aspects such as emergency evacuation procedure, location of fire alarm points, and fire extinguisher positions and their use. This will be covered in the two mandatory sessions - HSE Induction and Lab Safety Training.

All laboratory users must recognize that they have a responsibility both for their own safety and the safety of others in the area. This must be borne in mind while carrying out all operations in the laboratory.

Student/researchers are not to embark on a new or unfamiliar procedure until they have been fully trained and approved risk assessment. Awareness of the potentially harmful effects of the work activity and the necessary precautions for adequate control is required.

3.2.2 General Laboratory Working Precautions

- Dress appropriately in the lab (further details are outlined below)
- Avoid using hazardous substances if possible, or substitute for safer alternatives
- Use the minimum amounts of all hazardous substances to minimize exposure

- Minimize emission, release and spread of hazardous substances by good experimental design and the application of good working practices
- Buy only the minimum quantity of the chemical you need
- Take all necessary precautions to prevent or control exposure to hazardous substances that you are exposed to during your work. Control measures must be proportionate to the level of risk and **MUST NOT** increase the overall risk to health & safety
- Work efficiently to reduce the duration for which you are exposed
- Apply good housekeeping practices - keep your bench and floor areas free of unnecessary clutter.
- Work in an orderly and organized manner
- Think of the safety of others e.g. cleaning and maintenance staff - never leave chemicals or equipment in a dangerous condition, dispose of hazardous materials appropriately
- Refrain from running within the laboratory or along corridors in the vicinity of laboratories
- Food and drink must never be stored or consumed in laboratories
- Wash your hands with detergent before leaving the laboratory
- Smoking is prohibited
- Do not apply cosmetics in the laboratory. Avoid long and artificial nails
- Avoid any contact between your fingers and mouth in the laboratory, such as biting fingernails or chewing pens or pencils
- Treat all chemicals as hazardous and handle them with utmost precaution
- Always exercise care when opening and closing doors on entering and leaving the laboratory
- Ties and jewelry, such as pendants and necklaces, can become entangled in moving mechanical equipment or could trail on a contaminated bench surface when bending over equipment. Avoid wearing jewelry when working in the laboratory. Furthermore, long skirts should not trail or touch the floor
- Ensure long hair is tied back. Note that head scarfs are to be tightly secured around the head and the coverings should not come in contact with bench surfaces
- Make sure you know the emergency procedures and emergency exit routes applicable to your laboratory
- Ensure that doorways and emergency exits are not obstructed
- Confirm that you understand all the safety signs at your place of work
- Familiarize yourself with the location of any eyewash stations, safety showers and fire extinguishers at your work area

- If you are not satisfied with the provision of safety equipment or training do not start the work. If in doubt at any stage, stop work and ask for advice
- Acquaint yourself with the emergency numbers below, the location of the nearest first aid box, and how to obtain medical attention in event of an emergency

MBRU Emergency telephone number:

04 383 8800 (Main Reception Operator)

MBRU HSE office: 04 383 827; 055-8006623

UAE Civil Defence Number 997; Ambulance 998

3.2.3 Personal Protection Precautions

3.2.3.1 Lab Coats:

- Lab coats must be worn (and fastened) in all 'wet labs' handling liquid chemicals and, in all bio-containment labs handling cell cultures and microorganisms.
- It is acceptable for someone to enter a laboratory without wearing a lab coat (e.g. to speak to a colleague or a visitor looking around) provided:
 - they are not engaged in any work activity.
 - it is not a mandatory 'local rule' of the lab for everyone to wear a lab coat.
- Lab coats should be changed and laundered regularly.
- Lab coats must normally be removed (along with any other protective equipment
- e.g. gloves) before leaving the lab

3.2.3.2 Safety Glasses:

The use of safety glasses in research/teaching labs is not mandatory but based on the level of risk presented by individual work activities. Unless specified in specific risk assessments and associated procedures/local lab rules, it is the responsibility of the individual worker to make a sensible risk-based judgment on the need for eye protection.

Safety glasses must be available for all laboratory workers including students and visitors.

Safety glasses should be worn in the following circumstances:

- All activities presenting a risk of eye splash injury, e.g. dispensing hazardous liquids, working with liquids under pressure (e.g. filtering liquids with syringe/ cleaning columns with alkali)
- When working with high-pressure systems, or glassware operated under vacuum (e.g. removing items from an autoclave)
- Where practicable equipment presenting a risk of eye injury should be operated behind a protective screen or in a fume hood.

Although there is no specific policy for wearing contact lenses in the lab, the general policy on wearing eye protection where a splash risk injury is identified would still apply. In other words, if there is a need to wear safety glasses you will be protected whether you wear contact lenses or not.

Prescription safety glasses will provide some splash protection, and adequate for low-risk activities where splash injury could occur. However, for higher-risk activities (e.g. dispensing strong acids) you should wear 'over specs'/goggle to improve the level of protection

3.2.3.3 Footwear:

Sensible 'closed shoes' must be worn in all lab areas to properly protect the foot from chemical splashes and sharp objects.

Open-toed shoes and sandals are not considered suitable footwear for lab areas and must not be worn. This is a matter of sensible risk management and good laboratory practice. The feet are vulnerable to injury in several ways in laboratories which can occur suddenly without warning, e.g. from heavy objects (including reagent bottles) or sharp objects such as glass slides, scissors or forceps, being dropped. Additional risks to be considered include spillage of hot or cryogenic liquids or corrosive chemicals, manual handling of equipment and injury from a protrusion at foot level.

3.2.3.4 Protective Gloves:

Appropriate gloves should always be worn when handling hazardous substances, very hot, very cold, sharp or otherwise dangerous objects.

Disposable gloves should be worn when considered necessary:

- To protect workers against some biological or chemical hazards
- To protect samples from contamination e.g. tissue culture work

Disposable gloves must not be used if their use increases the overall risk of harm arising e.g.

Gloves should NOT be worn when working in close proximity to a naked flame (e.g. using a Bunsen burner when applying aseptic technique for microbial work) as their use increases the chance of burn injuries if the glove melts

- Nitrile gloves are recommended for general 'splash protection'. For high-risk exposure activities (beyond 'splash protection') specific glove types and thicknesses will need to be considered as part of a specific risk assessment.
- Disposable gloves should not be worn in communal areas. They should be removed before leaving lab areas, avoiding causing concern to the casual bystander (real or not) that gloves are spreading contamination around the Department.

The use of gloves should not be required when transporting materials from one lab area to another - any hazardous materials should be adequately contained (double containment required), presenting no risk to you or others. If gloves are considered necessary, only one glove should be used (the other, 'clean' ungloved hand, is used to open doors on the route between labs)

It is the responsibility of individual groups to make sure that new workers are made aware that this practice should be followed as part of local induction training given to workers, and to monitor compliance.

3.2.3.5 Ear Protection

Ear protection should be worn when using or working near noisy equipment e.g. sonicators.

3.2.3.6 Face Masks/Respiratory Protection

Tight fitting face masks (N95 or FFP 1-3 standard) to be used when respiratory protection from dust is required.

3.2.3.7 Inhalation Exposure Control Precautions

Apply engineering controls (ventilated cabinets e.g. fume hood/biosafety cabinet) at the source where practicable, supplemented with personal protective clothing/ equipment where necessary

Medium/high chemical exposure potential: avoid inhalation of hazardous dust, aerosols, gases and vapors by working in a fume cupboard or other local exhaust ventilation (volatile chemicals)

Low chemical exposure potential: operations involving an inhalation risk can only be carried out on the 'open bench' where exposure potential is low e.g. short-term operations with some volatile substances that produce 'nuisance smells' only.

Any activity likely to generate aerosols presenting a risk of exposure to infectious agents must be conducted in a biosafety cabinet

All related details to chemicals safety and associated risks with controls can be referred to from the SDS (Safety Data Sheet).

3.2.3.8 Ingestion Exposure Control Precautions

Avoid ingestion of hazardous substances by mouth by ensuring that you:

- Apply good hygiene practices by washing hands before leaving the lab and whenever you suspect your hands have become contaminated with any hazardous substance.
- Do not pipette by mouth.
- Do not eat or drink in the lab.
- Do not lick labels, chew pencils, chew your nails, etc.
- Do not store food or drink for human consumption in the laboratory or in refrigerators used for laboratory purposes.

3.2.3.9 Absorption Exposure Control Precautions

Skin:

- Wear a lab coat (required for all 'wet labs' handling liquid chemicals and biocontainment)
- Wear sensible 'closed-toe' shoes
- Protect cuts/grazes with waterproof adhesive dressings/plasters
- Use disposable gloves where necessary (especially for chemicals that can be absorbed through the intact skin)
- Do not touch face when handling hazardous substances

Mucous Membranes (e.g. eye)

- Wear eye protection to avoid splash injuries to the eye (essential when handling substances presenting a risk of serious eye injury e.g. corrosives)
- Do not touch face when handling hazardous substances

3.2.3.10 Direct Inoculation Standards Precautions

- Avoid the use of sharps where possible
- Apply safe handling practices when using sharps (e.g. needles/scalpels/use of glass Pasteur pipettes (see below) - do not use them until you have received appropriate training
- Never try to force a glass pipette or glass tube into a pipette filler or other orifice: push the filler gently onto the glass tube (not the other way around), holding the pipette as close as possible to the end you are fitting. Wear gloves or use a cloth to further protect your hands in the event of breakage if necessary. Ask for assistance if you are unsure
- Safely dispose of all sharps in sharps bins to avoid risk of the sharps injury to others

3.2.3.11 Storage Precautions

- Store chemicals in correctly labeled containers with the appropriate hazard warnings clearly identified
- Store chemicals as advised by the supplier. If in doubt, store in a cool, dark place. Do not store chemicals in bright sunlight or above eye-level wherever possible
- Store hazardous volatile chemicals in a fire-proof cabinet or if non-flammable, or if in very small amounts, in a fume cupboard
- Flammable solvents with flashpoints below 32° C (e.g. acetone, isoamyl alcohol, butanols, ethanol, diethyl ether, petroleum ether, propanols) must not be stored in bottles of more than 500 ml unless in a fire-proof cabinet. All flammables should be put away in the fire-proof cabinet at the end of the working day wherever possible
- At intervals check your chemical stocks. Look out for unwanted chemicals, containers with decaying or peeling labels, signs of deterioration, etc.

3.2.3.12 Transport Precautions

- Never carry chemical bottles by the neck. Always support with both hands, one being beneath the bottle.
- All containers of chemicals should be sealed when carrying in communal (non- lab) areas. High hazard chemicals should be double contained to prevent spillage in the event the primary container leaks.

3.2.3.13 Disposal

- All dilute water-soluble waste should be flushed down the sink with copious amounts of cold water
- All flammable and halogenated solvents should be collected in labeled, plastic coated 'Winchester' (2.5 liters) bottles for disposal
- Organic waste should be kept to a minimum (if possible, try to substitute water- miscible solvents) and stored properly in appropriate bottles for disposal
- Put the uncontaminated broken glass into the designated bin provided
- All samples/materials containing hazardous concentrations of chemicals to disposed of in yellow bins/bags
- All bio-hazardous materials (liquid or solid) to be inactivated using validated methods (e.g. appropriate disinfectant/autoclave treatment)
- All sharp objects (needles, glass Pasteur pipettes, scalpel blades, etc.) must be placed in special sharps boxes, obtainable from Stores
- Think about the safety of others! Never put such objects in other waste containers as serious injuries to technicians/cleaning staff can result

3.2.3.14 Machinery

- Never set any equipment in motion without first making sure that no one is likely to be injured
- Observe all safety precautions as demonstrated to you when you first use the equipment

3.2.3.15 Cryogenic Liquids

Cryogenic liquid (e.g. liquid Nitrogen) It is extremely cold: $77.3^{\circ}\text{K} = -196^{\circ}\text{C}$ at atmospheric pressure. This can cause severe frostbite. On vaporization it expands by a factor of 700; one liter of liquid nitrogen becomes 24.6 cubic feet of nitrogen gas. This can cause an explosion of a sealed container, or it can displace oxygen in the room and cause suffocation without warning. Wear safety glasses or a face shield, insulated gloves and aprons when transferring liquid nitrogen.

3.2.3.16 Storerooms and Refrigerators

- Samples placed in laboratory refrigerators should be properly labeled with date and source for easy tracking.
- Used hazardous materials should not be stored indefinitely but should be safely disposed of soon after a project is completed.
- Flammable liquids should only be placed in refrigerators which are spark-proof.

- On no account must food or drink be kept in laboratory storerooms or refrigerators.
- Dedicated storerooms are assigned for laboratory chemicals and consumables.

3.2.3.17 Passenger Lifts

Flammable liquids and hazardous chemicals, in particular bio assay samples, solid carbon dioxide and cryogenic liquids, should not be transported in passenger lifts as per standard practice. Appropriate service lifts should be used to transport such items including medical, biological and all other relevant waste.

3.2.3.18 Spillage and Emergencies

Be prepared for dealing with accidental spillages (small or large). A universal

chemical 'spill kit' is available in all labs for dealing with a spillage.

If a spillage occurs, keep calm and take any appropriate remedial action, following instructions on the spillage kit as a guide if necessary or notify lab personnel to attend/assist.

Where a spillage involves personal contamination:

- Wash immediately with copious amounts of water.
- Use the emergency shower or 'pull out shower hose' if necessary.
- Shout for assistance, if required.
- Report the accident on the appropriate form.

3.2.3.19 Emergency Evacuation During Fire and Other Natural Calamities

It is imperative that you have a clear understanding of the fire drill. Fire alarm procedures will form an essential part of early training for all laboratory users. Evacuation is a must when you hear a fire alarm.

3.2.3.20 Reporting Injuries and Near-miss Incidents

Report any glass breakage or spills on the floor to the instructor/lab personnel. Wet floors can lead to dangerous slippery conditions

Report all electrical faults to your supervisor/lab personnel. Do not attempt to repair it yourself.

Remember to report all injuries and any near-miss incidents to your supervisor and HSE office.

The Facility Management & HSE Contact Number: 04-383 8627 Report any Hazard, Near-miss or Incident online



3.3 Student Attendance Policy

Students are an essential partner in the teaching and learning process and thus are required to actively participate physically or virtually in all educational activities for the duration of their enrollment in the University unless they have a valid reason for being absent. Any student who has been excessively absent from a course may be required to withdraw from that course without credit.

3.3.1 The Purpose of Attendance Monitoring

Attendance for educational activities goes beyond attending lectures to participation in all aspects of the curriculum, including but not limited to:

- Preparation for and delivery of lectures/presentations
- Developing experience of working in teams
- Participating in laboratory or clinical training
- Enhancing social responsibility and community engagement
- Promoting professionalism and collegiality

3.3.2 Attendance Evaluation

The attainment of proper education and training requires students to participate actively in all components of the curriculum.

Attendance and active participation in curricular activities is an evaluated component in all courses.

Attendance, whether physical or virtual, at all required educational sessions is expected, unless written evidence of mitigating circumstances is provided and approved. In this case students must compensate their learning in their free time

Students are required to attend all tutorials, laboratory sessions, simulation center training, field trips (if applicable), sessions entailing group work, as well as all clinical and laboratory components of the curriculum.

Students are required to be on time for all scheduled classes, examinations, group sessions, laboratories, clinical sessions and pre-clinical lab sessions.

Attendance will be recorded in the first 10 minutes from the start of the session. After 10 minutes the student will be recorded as absent

In some courses, the course coordinator/faculty may provide the option of either attending lecture-style classroom activities or attaining the knowledge through self- directed learning for selected sessions in the course.

Course coordinators will clearly highlight in their course syllabi the course attendance policy and the sessions in which students' attendance is required. They would also advise students whether physical and/or virtual presence are acceptable in a course or in selected sessions.

Attendance at clinics or hospitals is mandatory. It is expected to attend all clinical/hospital scheduled sessions; in case of absence the session needs to be compensated when feasible to be offered. The Masters dental students must notify the clinical coordinator in order to assign a colleague for replacement at least 24 hours prior to expected absenteeism. Only in unexpected emergency cases then the notice period can be less than 24 hours.

The hospital regulations apply in case a student needs to be absent from a clinic. If applicable a Leave Request shall be filled. After approval of the leave request by the clinical lead a copy should be sent to Student Affairs for updating the student record

Students attending to patients shall be available at the clinic/hospital before the patient's arrival in order to review the treatment plan, clinical notes and lab work with the clinical coordinator / supervisor.

While students are highly encouraged to attend all educational sessions in their programs, it is appreciated that some students may experience circumstances that prevent them from attending some sessions. Valid excuses for missing classes may include the following:

- Hospitalization or serious illness of the student or an immediate family member (attested medical report is required)
- Death of an immediate family member

- Accidents
- Court appearances or imprisonment
- Participation in authorized conferences and extra-curricular activities
- Mandatory admission interviews and exams for professional or graduate school which cannot be rescheduled if permitted by the Dean or Designate
- Military service
- Maternity leave which should not exceed 20% of scheduled didactic sessions. Clinical/hospital sessions should be compensated when feasible.

It's the responsibility of the student to notify the course coordinator/advisor/ counselor of excused absences from class and to provide, when necessary and appropriate, supporting documentation that justifies their absences. It is expected to present a valid excuse to SAR within one week after the absence. A Leave of Absence request should also be completed and submitted to SAR. All documentation pertaining to the absences is confidential and will be securely filed by SAR for later access if required to protect their privacy, students may elect to provide the supporting documentation exclusively to the Student Counselor. The Counselor will in turn study the case and validate the absence of the student to concerned parties.

In some circumstances (e.g. accidents and severe illnesses) the family members of a student may notify the Counselor or SAR of the absence and provide the necessary supporting documentation

In order to provide students with adequate support and take the necessary administrative decisions, course coordinators/academic advisor are required to bring the cases of prolonged (excused and unexcused) absences of students to the attention of the Program Directors/Department Chair, Student Counselor, Chair of relevant committees, College Dean and SAR as necessary and appropriate.

Students who are absent from 10% of the scheduled course sessions will receive a first email alert and will be asked to meet with their academic advisor for guidance and possible referral to the counselor if needed.

Students who are absent from 11-20% of the scheduled course sessions will receive a second email alert and will be asked to meet with their academic advisor and student counselor for advice and support.

For students whose absences exceed 20% of the scheduled course sessions a committee is formed by the Dean to evaluate the case. If no valid excuse is provided the student may be subject to disciplinary action which may include withdrawal from the registered courses with a failing grade

The course coordinator/faculty are available to help students during their scheduled office hours. In some instances, it may not be possible for them to reconstruct the learning experience attained during certain missed sessions (e.g. experiments, field trips), and the onus is on the student to ensure the attainment of knowledge and skills missed due to their absence from a required session

Attendance policies will be applied in a fair and non-discriminatory manner. Students' privacy and confidentiality will be respected, and only authorized individuals will have access to student attendance records.

Assessment policy will apply if there is an absence from an exam.

3.3.3 Absences Due to Delivery and Maternity

The student is advised to notify the academic advisor, counselor and clinical/ hospital Supervisor (if applicable) of the pregnancy and the expected date of delivery. Written notification by the student is presented to SAR for records. Clinical sessions are required to be adjusted and planned in advance. Radiation or any other related risk during clinical sessions are taken into consideration.

All reasonable efforts will be made to provide distance learning for didactic courses and compensated clinical sessions to ensure students fulfill the course requirements during and after pregnancy.

The student is entitled to two weeks of leave from the date of delivery, renewable for an additional two weeks with the approval of the Dean. In case of absence from didactic and clinical sessions for more than four consecutive weeks, the student is placed on a mandatory 'Leave of Absence. In case of an appeal, a panel is formed by the Dean to raise a recommendation based on justifiable reasons.

When feasible, to compensate for the missed clinical sessions, the student needs to agree and accept in advance that replacements may take place during the weekends and vacations. For additional information about student attendance regulations, please refer to the Student Attendance Policy (SA P007).

3.4 Guidelines Governing the Use of the Library

3.4.1 Introduction

The purpose of these guidelines is to enable users to make the fullest use of the University library resources, facilities and services, hereinafter referred to as the 'library'. The guidelines apply to all University library facilities and may be enforced by any member of staff acting on behalf of the Provost.

Within the guidelines, the word 'book' means any book, pamphlet, periodical, manuscript, map, microform or other material which forms part of the library's collections.

Any breach of the guidelines will be dealt with via the University's Code of Conduct and Disciplinary processes.

3.4.2 Access to the Library

Details of the opening hours of the library have been set out by the Office of the Administrative Affairs. Any changes to these opening hours to facilitate specific semester/examination schedules will be approved by the Office of the Administrative Affairs and will be communicated via electronic communication and on the library website.

All students, staff and faculty of the University are permitted access to the library. All persons entering the library must show acceptable proof of identity on request. Library access privileges are also available to the healthcare staff of Dubai Health.

3.4.3 Conduct in the Library

To create a positive and comfortable learning environment for students and other library members, the following will be considered a breach to library regulation:

- Any disorderly conduct in the library
- Any behavior which unfairly inconveniences other users
- Any actions causing damage or the risk of damage to books, furniture, equipment or the fabric of the building.

3.4.4 Guidelines for Orderly Conduct in the Library

Users should not bring bulky personal possessions into the library.

Study areas in the library may be designated as silent, quiet or available for group work. Out of consideration for others, users must maintain good order and observe the rules relating to noise applied to each area.

Mobile phones should be switched to silent on entering the library and only used in areas designated for this purpose.

As responsible members of the MBRU community, library users are expected to take good care of library property and refrain from damaging or defacing any library book or other library resources. Users who lose or deface a book belonging to the library will be required to pay an appropriate sum of money to enable the purchase of a replacement copy (or replacement set).

Library users must comply with any request to show their books or bags to a member of library staff when leaving the library.

A user vacating his or her place will be deemed to have left the library and, unless a note indicating a temporary absence (of no longer than 30 minutes) is left on the desk, any books and papers may be cleared by library staff and the place taken by another user.

3.4.5 Other Services and Resources

The use of computer equipment in the library is governed by MBRU's Use of Computing Facilities guidelines set out within Section 2.10. Where information is made available in electronic form, users must observe all conditions of use imposed by vendors as part of the licensing or sale of their products.

All users of library materials are personally responsible for ensuring that they observe the requirements of copyright legislation. Whether in library buildings or elsewhere, students or faculty copying library books under the terms of any licensing scheme currently in force within the University are responsible for ensuring strict adherence to the rules of any such scheme.

3.4.6 Borrowing from the Library

Books in open-access collections are available for use within the library without formality and may be borrowed on the conditions set out below:

The following categories of material are not normally available for use outside the library:

- Designated works of reference
- Books and other materials held in Special Collections
- Periodicals
- Thesis

The loan period may vary at the discretion of library management – please check with library staff.

The number of books on loan at any one time should not exceed the appropriate quota. When a user reaches the specific maximum, no more books may be borrowed until one or more books have been returned.

Books are to be used within the library premises unless they have been borrowed in accordance with the guidelines.

Books borrowed from the library are expected to be returned by the due date. A book will be overdue if kept beyond this date and will incur a fine. Details on the fines are available at the library.

Any book borrowed from the library will be subject to recall if it is in demand or for any other reasonable cause.

A book will be considered in demand if required by more than one user at any one time and will be available for loan for one week only.

Books with substantial waiting-lists may, at the discretion of the library staff, be made available only under the conditions governing the use of restricted loan collections.

A borrower, on receiving notice that a book on loan to him or her is required by another user, is expected to return that book to the library by the date stipulated in the notice. A book will be deemed to be overdue if kept beyond this date, and will incur a fine

Users will be considered in default if, within a reasonable time and without lodging an objection, they fail to:

- Return any overdue book.
- Return any book recalled by the library or
- Pay any fine imposed by the library.

Users who are in default will, after a written warning, have their library account suspended and may be subject to disciplinary action.

Any library information notices will normally be sent to students, staff and faculty by electronic mail to University email accounts.

3.4.7 Closed Access Collections

Books in restricted loan collections at the information desk or other service points will be available, according to the category of material, either for use within the library only, or for a short loan according to conditions as stated at the service point.

Books borrowed from the designated short loan collections must be returned no later than the time specified. A fine will be charged for each book kept beyond this time. No loan may be renewed.

Access to, and use of, the books in Special Collections will be at the discretion of the librarian.

3.4.8 Restricted Circulation

The librarian may, if required:

- Transfer any book from open-access to closed-access or restricted circulation.
- Restrict any book for use within the library only.

3.5 Guidelines - Student Clubs

Students are encouraged to participate in extracurricular activities to enhance the student life experience taking into consideration the MBRU values and guidelines as well as the applicable UAE laws. Students clubs are governed by Student Clubs and Activities Policy (SES P003)

3.5.1 General Guidelines for Operation of Clubs

Each club will have an Executive Committee, consisting of a President, a Vice President, treasurer, secretary, and a club faculty/staff advisor. Other positions can be added as per the needs of the club.

- A club must have at least 5 participating members, in addition to the Executive team, to be recognized by the Student Engagement and Support Department, and the Student Council.
- For clubs to be considered active, the Executive Committees are expected to meet at least twice per semester, and minutes of meetings must be recorded and held on file. Student clubs are also expected to hold at least one main activity per academic year.
- Student clubs which do not maintain the minimum activity and membership requirements stipulated will be deemed inactive and will not be able to enlist members or organize activities and might be suspended.
- Inactive clubs may be reactivated by submitting a written request with appropriate justification to Student Engagement and Support.
- The Club Executive Committee reports to Engagement and Support and the Student Council any request for financial or other support for activities and it must be approved by the Council which in turn reports to Student Engagement and Support
- Memberships in clubs are generally open to all enrolled students and should not be restricted based on nationality, religion, gender, or race.
- Any activity engaged in must be related to the core purpose of the club.
- Any club wishing to host an event must submit a request to the Student Council President at least two weeks in advance. Once received from the president of student council, the student engagement and support team will then approve the event. If the event includes a request for financial support, the submission must be made at least three weeks prior to the event.

- If a club is planning to host a conference or seminar, a proposal must be submitted six months in advance.
- Email is the primary mode of communication to be used for club activities.

3.5.2 Starting a New Club

Complete a Student Club initiation form, available at Student Engagement and Support and a registration form outlining the background to the club and setting out its vision, mission, and role in enriching campus life, as well as an outline of the planned activities for the first year.

The club Executive Committee will seek the support of an advisor from among faculty or staff who would be willing and have an interest in the club's domain. Depending on the club's nature, more than one advisor could be sought.

Submit the proposal and include the appointed Executive Committee, including a Club President, Vice President, treasurer, secretary, and other officer members as needed, as well as proposed events and activities for the academic year, to the Student Council for consideration and approval will be obtained from Student Engagement and Support. There may be a need for a meeting with the parties to respond to any queries about the club or its operations.

3.5.3 University Support for Clubs

Once a student club has been approved by SL the Student Council, the University will provide support by:

- Booking available University rooms for meeting and events
- Providing support in sending announcements and invitations for club activities
- Supporting in logistics and liaising with other departments relevant to an activity or event
- Providing guidance to club members to enhance their plans and performance.

3.5.4 Clubs Activities Plan

In taking forward the annual activities plan, it will be important that the Club Executive Committee:

- Ensures regular meetings of the Committee throughout the academic year to
- oversee progress against the club's vision and mission.
- Puts in place a mechanism for regular communication of progress to SL and the Student Council.
- Forms an organizing committee for each event and appropriately allocates budget and member's time.

- Ensure meetings are timed and agreed actions recorded.
- Ensures external visitors are not contacted or engaged prior to approval from SL.
- Ensures the advisor or a faculty member is available for all events or seeks written permission from SL to authorize a 'substitute'.
- Forwards to SL details on each activity/event including the event budget, and expense receipts. A Student Club Event Request Form is available from SL.
- Any proposed travel by members of the Club within UAE must receive prior approval from SL and can be requested via email.

Liaises immediately with SL to seek advice and guidance should any issues arise.

Forwards a final report on all events to SL and completes any further actions.

3.6 Policy for Non-Academic Publications and Use of Media Platforms

The guidelines under this section are written for the protection of students and the University alike. They are not meant to restrict student publishing or media participation but rather to enhance students' professionalism and increase awareness of responsible conduct and behavior.

Material prepared for non-academic publication and distribution, whether written, electronic, or via platforms such as radio/television, must be aligned with the University's guidelines.

Students or student organizations are expected to follow the guidance provided.

3.6.1 Protocols Relating to Non-Academic Publications/Media

Marketing & Communications (Marcomms) and Student Affairs Departments have overarching editorial responsibility for all student non-academic publications/media events.

To enhance quality and ensure adequate support, advance permission must be sought from SA prior to production of any non-academic publication.

Violations of the proper use of student non-academic publications need to be reported to the Dean of SA.

Any breach that brings the university into disrepute may constitute gross misconduct and disciplinary action will be applied.

Student(s), or student organizations, are responsible for all non-academic publications produced on their behalf.

3.6.2 Guidelines for Non-academic Publications Design

All non-academic publications must adhere to UAE publication legislative and copyright requirements, as well as University protocols and guidelines.

SA and Marcomm will have sole responsibility for authorizing the use of the University's brand and logo in line with University protocols.

Any student non-academic publication represents the author's point of view and as such the author is responsible for its content with no liability on the University.

The content of any non-academic publication must not contain any malicious intent against any individual, organization or entity.

Content must not attempt to incite defiance, or disobedience of any University policy or regulation, UAE legislation, or have the intent of promoting civil disorder.

Non-academic publications must not contain any profane or indecent material, anything contrary to the customs and culture of the UAE.

All context of non-academic publications must be consistent with the standards that would be expected from an intellectual and professional, academic environment.

Student Engagement and Support Section of the Student Affairs should be contacted should any request for a media, or other public appearance by a student be received/required.

Students should use their judgment when considering approaching the media and be aware of the consequences to themselves of bringing the University into disrepute or inadvertently breaching any legislation relating to data security.

Contact with the media with regards to publicizing approved events must have approval from SA and Marcomm in advance.

3.6.3 Use of Social Networking Sites

It is important, when making use of social media, to bear in mind the following with regards to the use of University facilities:

- The University's logo or name must not be used on a student's personal internet presence in a way that may give the impression that it is an official University site, or in any way appear to represent MBRU.
- When using the University name in personal social media accounts any personal views must clearly indicate that they are the student's own
- In case of open and public criticism of the University on social media; students may be asked to provide evidence of any claims which criticize the University. Any such concerns should be brought forward via the established University non- academic offences guidelines.
- Other individuals' privacy and feelings should always be respected. Therefore, sites must not be used to abuse staff/faculty or other students at the University.
- Students are responsible to obtain permission from relevant individuals if contact details, photographs, or images relating to others are to be posted.
- Sites should not be used to access or share illegal content.
- The use of offensive language is prohibited.
- Any breach that brings the University into disrepute may constitute gross misconduct and disciplinary procedures will be applied.
- Students should be aware that information published on social media, even on sites that appear to be private, can be accessed by external parties which could affect their reputation and career prospects.
- Any implied accusation of students or staff of MBRU will still be considered a violation of the University policy and be addressed by SA as and when applicable.
- Students should avoid breaching copyright laws by ensuring to give credit to the source used to obtain images, videos, music or written content.
- Confidential University, students or staff information such as login details and passwords must not be shared on social media.
- If any violation is observed the Dean of Student affairs is to be notified immediately

Before any affiliated MBRU account is created, the prospective students should consider the following points and communicate this to Marcomms through SA.

- What's the purpose of this account?
- Who is my target audience?
- What platforms should I consider?
- How much time do I have to devote to the account?
- What will I post on this account?
- Who will be the administrator of the account?
- If a social media follower/user breaches the rules when interacting with the University-affiliated account that you are an administrator to, it is advisable to warn the offender that they are in violation, remove the offending content and block the person?
- The affiliated account should state that the views expressed don't reflect the views of the University.

MBRU reserves the right to monitor any social media accounts that affiliate themselves with the University and where necessary, request the removal of accounts or posts that reflect negatively on the University.

3.7 Computing Support and the Use of Computing Facilities

MBRU's Learning Management System is built to enhance the learning experience of students. It provides an integrated online solution for the hosting of information to support student learning. It facilitates the delivery and receipt of course materials, assignments, and other coursework.

Classrooms and laboratories are equipped with computers and relevant Audio/Video devices for use by faculty and students for the effective delivery of teaching. The computer laboratory is ideal for conducting computer-based classes and examinations.

3.7.1 Use of Information Technology (IT) Facilities

Students making use of the range of IT facilities at MBRU must abide by the following conditions of use:

- Users of the University's IT facilities are subject to MBRU policies and procedures, in addition to relevant legislation.
- The University uses licensed software which forbids the use of its IT facilities for any non-University personal or commercial purposes.

- Except for students' academic records, MBRU has no responsibility for the retention of information relating to students who have left the University.
- To protect the integrity of the MBRU IT network and its users against unauthorized or improper use, the University reserves the right to:
 - Limit or restrict the use of its IT facilities.
 - Copy, remove, or revise any unauthorized data or software that may undermine the integrity of the IT facilities.

MBRU is not responsible for data held on non-University computer systems or networks, except where this has been agreed with an appropriate member of faculty as relevant to a study program.

The University takes all reasonable steps to safeguard the confidentiality and security of the data held on its IT systems but does not accept any liability for loss of confidentiality or data as a result of a breach. It is the data owner's responsibility to take appropriate measures to safeguard against such an eventuality.

3.7.2 Guidelines for Computer Usage

The following guidelines apply regarding the use of the MBRU IT facilities:

- Users are authorized to use only those accounts assigned to them and are responsible and accountable for all activities performed using these accounts
- IT facilities are in high demand by students, faculty, and other staff and partners of the University and, to ensure all users have sufficient resources, it should be used only for official University business on an 'as required' basis
- Users should only access IT systems for which they are authorized and should ensure that their use of the facilities is appropriate. Unauthorized activities include, but are not limited to:
 - Hacking into University or external systems and records
 - Use or distribution of pirated, culturally offensive, or other potentially offensive materials
 - Distributing content of a threatening or otherwise malicious nature
 - Disclosure of confidential passwords, personal identification numbers, and/or access devices or information for accounts, equipment, and telephone voicemail
- Users should take all action necessary, via the use of antivirus software, to ensure that information being used or shared across the University's systems is free of any viruses.

3.7.3 Emails

Email is the official means of communication at MBRU. To ensure efficient and timely communication, students are expected to read and respond to University emails.

Possible misuse of the email facility includes inappropriate content, unsuitable global announcements, and exchanges with inappropriate organizations.

3.7.4 Violation of the Rules Governing the Use of the Computing Facilities

Any violation of the rules governing the use of any of MBRU's computing systems, or UAE and international legislation, will be dealt with under the appropriate University disciplinary process.

3.8 Code of Conduct

MBRU has a multi-cultural environment, and students are expected to demonstrate the highest standards of professional and social behavior when liaising with fellow students, faculty, staff, patients, and external partners. Students are required to respect the ethos of the UAE's society and ensure their behavior does not offend cultural sensitivities and is in alignment with MBRU Values. Further guidance is outlined in the Student Code of Conduct Policy (SA P009).

The following Code of Conduct is intended to facilitate the provision of a high-quality education that is reflective of the exemplary image of the student and the University. All students are to observe these rules on campus and in external settings where they represent MBRU. Violations may be confidentially reported to SA.

3.8.1 General Conduct

The following general rules are applicable to all MBRU students:

- In line with legislation of the UAE, smoking, e-smoking and vaping are prohibited in all University premises, healthcare centers and hospitals.
- Students are expected to maintain decency in conduct, including refraining from behavior's that are abnormal and/or may cause embarrassment in the context of a multicultural and diverse society.
- Irrespective of designations, students are expected to respect and treat everyone with compassion in a professional manner to ensure that MBRU values are all times always practiced.
- Students are advised to carry their University ID and to present it to authorized security or staff on request.

- To avoid disruption and maintain professionalism, students are expected to be punctual for lectures, labs, workshops, or clinic/hospital and show courtesy to others by honoring appointments.
- Out of respect for the University environment, students are prohibited from distributing unauthorized printed or digital material or placing any kind of posters unless prior permission for a specific purpose has been granted by SA.
- It is unauthorized to use the University logo and name without prior approval from SA
- Students must respect the privacy of others including the use of social media. Any student found to have spread rumors or taken any action that might harm the wellbeing or reputation of another student, faculty or staff, may be subject to the University's disciplinary processes.
- Student personal photos on MBRU electronic and social media platforms should look professional.
- Students on personal social media must represent MBRU in the most professional and respectful manner.

Dress Code and Personal Hygiene

Students are ambassadors of MBRU and therefore should dress professionally in a modest and appropriate manner that is in alignment with the cultural expectations. Except for special protective clothing for laboratories, the following must be observed:

- Appropriate decent dress including official UAE national dress or western dress.
- Occasionally, smart casual attire and jeans on campus are acceptable if no formal didactic/training sessions are scheduled. However, such attire should not contain offensive writing, pictures or have a worn-out/torn effect.
- Niqab or face cover is restricted and should be removed during simulation sessions, clinical/hospital sessions and exams or whenever requested on campus.
- While in the hospital or another healthcare center, the dress code of that workplace applies, as is the case for its employees. The same would apply to the simulation center.
- Visible tattoos are unacceptable.
- Visible uncommon piercing is unacceptable.
- Female students must refrain from wearing high heeled shoes, heavy make-up, strong perfumes and excessive jewelry. Clothes should not be tight, transparent, low cut, sleeveless or above the knee.

- Students' hair, both male and female, should be of natural color and male students must not wear their hair long and need to trim their facial hair. It is important to maintain a well-groomed look always.
- Students are expected to maintain a high level of hygiene. Nails on hand and feet should be neatly trimmed. Equally important students need to be mindful about their body odor.

Generally, students should aim to always appear smartly dressed and well-groomed as would be expected from healthcare future professionals to avoid anything of a non- standard appearance that attracts attention.

3.8.2 Co-education Conduct

Despite the cosmopolitan nature of the UAE and the openness of the UAE community, the local Arabic culture and the national identity must always be respected when you are on campus. Mixed-gender presence in areas that could be considered suspiciously hidden or closed should be avoided. The University will not tolerate harassment, false accusation, public display of affection, or any socially inappropriate behavior that could potentially embarrass or hurt the sentiments of other people. If such an incident is reported it could lead to a formal investigation.

3.8.3 Conduct in the Classroom

Appropriate behavior, whether in class, laboratory or clinical skills situations, is vital for student and faculty safety to ensure a productive learning environment.

To maintain classroom etiquette, (on campus or online) students should minimize side talk and movement in and out of the classroom. It is also expected from students to refrain from the use of mobile phones for social purposes and they should be kept silent. For online education, students should refrain from disrupting the flow of the session by resorting to any inappropriate behavior (including removing students from a group without their permission, muting participants etc).

To guarantee a supportive environment conducive to learning, students are required to comply with instructors if approached in relation to noise, disruption, argument and if asked to leave a classroom.

Failure to do so may result in an incident report completed by the instructor and forwarded to SA for investigation. In some cases, such investigations may lead to sanctions being imposed as per the non-academic disciplinary process.

3.9 Intellectual Property Rights of PhD Students

MBRU encourages innovative work and supports its faculty researchers and students to capture the social and financial benefits of their inventions by offering them legal protection of Intellectual Property.

3.10 Academic Policies

Academic policies, including admissions policy, requirements for academic progress, financial aid, grading policies can be found in the institution's catalogs (Undergraduate Catalog and Postgraduate Catalog).



4

DISCIPLINARY & APPEALS PROCEDURE

4. STUDENT DISCIPLINARY AND APPEALS PROCEDURE

Students are expected to abide by the University's guidelines for acceptable academic and non-academic behaviors at MBRU.

MBRU appreciates that, in the vast majority of cases, students will be responsible members of the University community. Therefore, this section relates to the very few cases when students may face disciplinary action. It outlines student Disciplinary and Appeals Procedures relating to academic and non-academic offences.

Offences, both academic and non-academic, are taken seriously at MBRU and could precipitate serious repercussions including, but not limited to, suspension/dismissal from the University.

MBRU offers students training and services to educate them on proper referencing and enhance their awareness of professional and responsible conduct. Students are strongly encouraged to make use of such services. Ignorance of the correct procedure for referencing or not understanding the regulations is not an excuse for committing an academic or non-academic offence.

Justifications will not be accepted for cheating in an examination. Students are strongly encouraged to verify with the course instructors and invigilators the permitted items for each examination. They are also responsible for ensuring that they are informed on what constitutes an academic or non-academic offence.

4.1 General

To ensure a fair and due process, students have the right to appeal any of the disciplinary committee decisions.

References to 'student' within this section may also encompass groups of students or student organizations.

During the disciplinary process, interim restrictions, such as a temporary suspension, may be placed on a student. However, to ensure there is no undue detriment to the student during the process, he or she will be permitted to take scheduled examinations and submit assignments.

To protect the best interests of the student, all investigations into alleged misconduct will be undertaken in a strictly confidential manner with information provided only to individuals who are critical to the investigatory process on a 'need to know' basis.

Any decision to dismiss students from MBRU must be ratified by the President.

4.2 Disciplinary and Appeals Procedure – Academic Offence

The University requires students to demonstrate academic honesty to the highest level and is committed to working with students to ensure that they are awarded the degree they deserve.

It is an academic offence for a student to commit an act whereby he or she gains, or attempts to gain, an unfair advantage. Students are responsible for maintaining high standards of personal and professional integrity as per the Student Academic Integrity Policy.

4.2.1 What Constitutes as an Academic Offence

Plagiarism: A student may be guilty of plagiarism if he or she has presented or copied the work of others and represented this as their own. A software program is used by the University to establish the originality of any submission by a student. It compares assignments to websites, books, journals and other student assignments worldwide.

Cheating in an examination is a very serious academic offense. The term ‘cheating’ normally describes behavior relating to an examination situation and includes getting information from an external source other than the student’s own knowledge and background, regardless of whether this is related or not to the examination in question.

A student may be suspected of an academic offense if during an exam or other assessed coursework he/she:

- Had any form of notes, items, or texts in their possession other than those that are specifically permitted for that examination. Students are strongly encouraged to verify with the course instructors and invigilators the permitted items for each examination.
- Copies, or attempts to copy, from another student’s examination script.
- Obtains, or attempts to obtain, assistance from another student or from any other person which leads to an unfair advantage.
- Impersonates another student or allows himself or herself to be impersonated as candidates for an examination.
- Provides, or attempts to provide, unfair assistance to another student.
- Permits another student to copy from their examination script.
- Knowingly assists any student to make use or attempt to make use of unfair means.
- Works on an assignment with anyone else if that assignment is meant to be done individually.

- Claims to have carried out experiments, interviews or any form of research which they have not in fact carried out, or if a student invents or falsifies data, evidence or experimental results. It is also an academic offence if a student knowingly makes use of falsified data as described above.
- Submits or 'copies and pastes' text from a book/ journal/ another student or the internet without properly giving credits to the authors.
- Copies a friend or classmate's assignment and submits it as their own work.
- Tampers/distorts documents to receive academic advantage.
- Submits all or part of an assignment that has been previously submitted and marked by MBRU or any other institution.
- Buys or obtains an assignment online or elsewhere and submits it as their own work.
- Fabricates evidence/interviews or data.
- Makes use of a mobile phone, notes or any unauthorized material during an examination.
- Attempts to hack electronic examinations or faculty examination preparatory material.
- Presents a forged certificate or a document that does not truly reflect his/her knowledge.
- Any other situation that the examiner or the invigilator considers a form of cheating or plagiarism.
- Disseminates information about the content of examinations at MBRU

4.2.2 Procedure for Investigating a Suspected Academic Offence

If an incident of suspected cheating occurs during an examination, the relevant evidence will be confiscated by the invigilator, and the student will be allowed to continue with the examination. The invigilator will report violations and suspicious activity to the Student Assessment and Progression Committee of the respective College and the SA, which in turn will inform the Dean's Office for the purposes of initiating an investigation.

The Dean of the designated College will inform the student in writing to his or her University email account that he/she has been suspected of an academic offence. The student may wish to seek guidance on the process from his or her Academic Advisor, SA or a member of the Student Council.

4.2.3 Disciplinary Process for Academic Offence

An Academic Offences Committee will be convened by the College Dean or designate (Chairperson) and will include three to five members of staff/faculty from the University and a member from SA (it is recommended that the Academic Advisor sits on this committee). This will include one member of staff (faculty or non- teaching staff) to bring the case and another to speak for the student.

The student will be invited to attend and is entitled to be accompanied by a registered student of the University (could be a member of the Student Council), or a member of University staff.

If the student does not attend the meeting, without reasonable excuse, the Chairperson of the academic offences committee may take the decision to either postpone or proceed with the investigation in the student's absence.

Prior to the start of the meeting, the Chairperson will confirm with the student that he or she understands the process and their rights.

All witnesses, including the student, will be interviewed.

The Committee will consider the allegation against the student and come to a decision.

The outcome of the case will be reported to the Dean normally within ten working days; however, it should be noted that more complex cases may take longer. The Dean will communicate this to the student in writing, normally within a further five working days. The disciplinary process for academic offence are guided by the Student Academic Disciplinary Policy (SA P003)

4.2.4 Possible Outcomes of the Disciplinary Process for Academic Offence

- Dismiss the case
- Receive a written warning which will remain in the student record
- May be asked to sign an undertaking that will remain on his/her file agreeing not to repeat the behavior; the terms and conditions of the undertaking will be determined by the Academic Offences Committee
- Be given an additional assignment on a course related to the offence
- Receive a failing grade on all or part of the module and be permitted to re-take it as per the University's academic policies
- May receive a failing grade for one or more courses taken during that semester
- Suspension or dismissal from the University (a student's transcript may reflect a breach of integrity by the student if he or she is suspended or dismissed from MBRU)

4.2.5 Appeals Process for Academic Offence

A student has the right to appeal the communicated outcome within five working days to the Dean through SA if he or she believes that:

- New evidence has become available which could not have been previously provided for consideration
- The disciplinary decision was based upon an error in the interpretation of the procedures or unfair/biased proceeding for dealing with academic offences
- There was a procedural irregularity in the conduct of the investigation

The student will be notified in writing of the decision within five working days. The penalty is kept on hold until the appeal is resolved. If the appeal is granted, the previous penalty imposed will be suspended. Further guidance on the appeal process is outlined in the Student Academic Appeal Policy (SA P005).

4.2.6 Academic Offences Appeals Committee

On receiving an appeal, a new Appeals Committee will be formed by the Provost or their designate. This shall be chaired by a faculty member not involved in the earlier stages of the process, and the membership may include staff who have also not participated in the process to date. It should constitute of three to five members including a representative from SA.

Prior to the start of the meeting, the Chairperson will confirm with the student that he or she understands the process and their rights.

The student will have an opportunity to outline the grounds of his or her appeal. The Chairperson of the previous Academic Offences Committee may be invited to explain the decision against which the student is appealing.

The Appeals Committee may request interviews with witnesses, and the student.

Student Affairs will communicate the decision of the Committee to the student in writing, normally within ten working days.

4.2.7 Possible Outcomes of the Appeals Process

- To uphold the appeal and revoke the penalty imposed.
- To confirm the penalty imposed.
- To impose a different penalty from that of the original penalty.

The decision of the Appeals Committee is final. There is no further avenue for appeal.

Any case resulting in a recommendation of dismissal must be ratified by the President.

For further guidance refer to the Student Dismissal and Reinstatement Policy (SA P006).

4.3 Disciplinary and Appeals Procedure – Non-Academic Offences

This procedure sets out the process for dealing with any general behavior deemed by MBRU to be unacceptable but that is not directly related to gaining an unfair academic advantage. This includes contraventions of the rules and regulations relating to use of the library, laboratories, and computing equipment, dress code, behavior on campus and off campus that can negatively affect peer group/staff/faculty at MBRU and encompasses the entirety of the non-academic aspect of student life at the University.

4.3.1 What Constitutes as a Non-Academic Offence

Non-academic offences include but not limited to the following:

- Possessing/using alcohol or illegal drugs on campus.
- Indulging in smoking, e-smoking or vaping on the University, or associated premises.
- Invading the privacy of another person.
- Restricting other students', staff or other University partners' freedom of usage of the facility.
- Instigating or otherwise encouraging others to engage in fights, riots or other disruptions.
- Gesturing or using inappropriate language that may be considered abusive or obscene.
- Failing to follow instructions provided by laboratory technicians, security staff and other MBRU and associated staff.
- Making a false oral or written statement to any University official.
- Removing library books without prior permission.
- Misusing the computing equipment of the university.
- Causing any disruption during the teaching of a course or the conducting of research activity.
- Indulging in improper off-campus conduct of nature to bring the University into disrepute.
- Inviting unauthorized guests onto university premises, associated hostels, or any other area designated for MBRU students without the prior approval of SA.
- Misusing the documents, records, identification cards or papers of the university.
- Behaving in a manner that may result in destruction, damage, misuse or defacing (e.g. graffiti) of University buildings, other property, or laboratory equipment, whether intentional or accidental.
- Littering on the University premises.
- Posting of notices, without prior approval of SA.

- Forwarding electronic announcement of any kind, such as emails and texts to a student or group of students without prior approval of SA.
- Using the University's name, logo, seal or trademark without appropriate authority.
- Harassing, assaulting, threatening, or otherwise endangering the health, safety, or wellbeing of another person or their property.
- Stealing or knowingly having possession of stolen property.
- Parking in an area not designated for students.
- Carrying weapons (including items, such as kitchen knives, which could be used as a weapon) on University premises.
- Violating University policies or regulations set out within official non-academic publications or otherwise announced by the University.
- Violating the laws of the UAE.
- Displaying affection in public.
- Sitting inappropriately in public.
- Violating MBRU dress code.
- Spreading rumors about a student/staff/faculty at MBRU.
- Insulting a student/staff/faculty with the use of inappropriate language or gestures that may cause emotional stress to the individual/group of people.

For further guidance refer to the Student Non-Academic Disciplinary Policy (SA P010).

4.3.2 Investigatory Process for Non-Academic Offence

When a case is reported, the Dean will inform the student in writing to his or her University email account that they have been suspected of a non-academic offence. The student may wish to seek guidance on the process from their advisor, the student counselor or a member of the SA.

There are three stages to the investigatory process dependent on the seriousness of the alleged misconduct. For more serious cases the Dean of SA may proceed directly to Stage 2 and address the Provost's Office.

Stage 1

- The Dean of SA will designate the counselor or a member of SA to undertake an informal Stage 1 investigation of straight forward cases.

- The investigator will meet with all relevant parties to ascertain the details of the case, to allow the student to respond to the allegation, and to attempt to reach a resolution, which will then be communicated to the Dean of SA.
- The Dean of SA will consider the report from the investigatory process and the information set out in the request from the student and will either reach a decision to uphold or revise the outcome of the investigation, or to implement Stage 2 of the Disciplinary process.
- The Dean of SA will communicate the outcome of the investigation with the student in writing, normally within five working days. However, it should be noted that more complex cases may take longer.
- If the student is not satisfied with the decision reached, he or she should inform the Dean of SA in writing within five working days of notification of the sanction, setting out the reason behind the dissatisfaction.

Stage 2

- A Non-academic Offences Committee will be convened by the Dean of SA and will include three to five members of staff from the University including a representative from SA. This will include one member of staff to bring the case and another to speak for the students.
- The student will be invited to attend and is entitled to be accompanied by a registered student of the University (which may be a member of the Student Council), or a member of University faculty or staff.
- If the student does not attend the Committee meeting, without reasonable excuse, the Chairperson may take the decision to either postpone or to proceed with the investigation in the student's absence.
- Prior to the start of the meeting, the Chairperson will confirm with the student that he or she understands the process and their rights.
- All witnesses, including the student, will be interviewed.
- The Committee will consider the allegation against the student and come to a decision.
- The outcome of the case will be reported to the Dean of SA normally within ten working days, however, it should be noted that more complex cases may take longer. The Dean, in turn, will communicate with the student in writing, normally within a further five working days.
- When a student has been found to have a history of earlier offences, the Committee will not be informed until a decision has been taken on whether the student has committed a new offence. At

that time, the Committee will be informed in order to take this information into account when imposing outcomes.

4.3.3 Appeals Process for Non-Academic Offence

A student has the right to appeal the outcome of the Non-academic Offence process if he or she believes that:

- New evidence has become available which could not have been previously provided for consideration.
- The disciplinary decision was based upon an error in the interpretation of the procedures for dealing with non-academic offences.
- There was a procedural irregularity in the conduct of the investigation.

Student Affairs will notify the student of the decision in writing within five working days. If the appeal is granted, the previous penalty imposed will be suspended until the appeal is resolved. Further guidance on the appeal process is outlined in the Student Non-Academic Grievance and Appeal Policy (SA P008).

4.3.4 Non-Academic Offences Appeals Committee

On granting of an appeal, the Provost or his designate will form a Non-academic Offence Appeals Committee. Academic members are preferably from a different College to that of the student. The Chair may be a member involved in the earlier stages of the process, and the membership may include some members who have also not participated in the process to date. It should comprise of three to five members including a representative from SA.

Prior to the start of the meeting, the Chairperson will confirm with the student that he or she understands the process and their rights.

The student will have an opportunity to outline the grounds of his or her appeal. The Chairperson of the initial Non-academic Offence Committee (or nominee) will also be present to explain the decision against which the student is appealing.

Where the charges are found, by clear and proven evidence, to be substantiated, the Committee, by majority vote, will decide whether to uphold the original, or impose a revised sanction.

Student Affairs will communicate the decision of the Non-academic Offence Appeals Committee to the student in writing, normally within five working days.

Unless the investigation started at Stage 2 (due to the seriousness of the case), the decision of the Appeals Committee is final and there shall be no further avenue for appeal.

4.3.5 Possible Outcomes Resulting from Non-Academic Disciplinary Action

The following are defined by the non-academic offence committee based on the findings.

- A fine to be paid to the Finance Department within twenty-one days of notification of the sanction. Failure by the student concerned to make payment within this period will result in an automatic suspension to remain in place until payment is made
- Cancellation of scholarship if applicable
- Community service
- Additional assignment on a course related to the offence
- Ban from membership of the Student Council
- Suspension for a short period of time to be advised by the relevant Committee
- Suspension of Summer Scholars Program participation
- Exclusion from a partner hostel or hospital, as appropriate, for a period of time to be advised by the relevant Committee
- Dismissal from the University. This recommendation is exercised by the Appeal Committee only which will be directed to the President for final approval

An application for reenrollment by a dismissed student will not be considered.

4.3.6 Suspension or Permanent Dismissal from the University

Students suspended or dismissed remain liable for all fees due to the University and will be ineligible for a refund of fees or other finances paid to the University or its partners (e.g. hostels, hospitals).

In case of dismissal all relevant departments in the University will be notified by SA in writing. Written notification will also be sent to the student, the legal guardian (if applicable), and the sponsor (if applicable). For further guidance refer to the Student Dismissal and Reinstatement Policy (SA P006).

4.3.7 Disciplinary Records and Confidentiality

SA, in accordance with the University's discipline policies and procedures, will maintain student disciplinary records and inform the appropriate authorities of all penalties imposed so that they may be enforced.

Student disciplinary records will be kept in the strictest confidence and will only be communicated to the student concerned and to other persons for legislative reasons such as the need to respond to a court order.



5

STUDENT GRIEVANCE & APPEALS

5. STUDENT GRIEVANCE AND APPEALS

5.1 General

The University is dedicated to the highest standards of teaching, scholarship and research, and to the advancement of knowledge. This is set in an environment of equality, tolerance and mutual respect for all its faculty, staff and students. To help achieve and maintain these standards, the University has in place a range of quality assurance mechanisms, including the following Student Grievance and Appeals Procedure.

This policy positions the ground for the procedure for students to raise a grievance in relation to another student, a member of faculty or staff, or University service/facility, in the context of the University's ambition to provide a student- centered, experiential, and clinically focused learning environment. For academic appeals please refer to Section 6 of this Handbook.

The policy aims to ensure that student concerns and grievances are addressed, investigated fully and objectively in a fair, timely and effective manner.

Scope of the Procedure

The procedure applies to grievances from any registered student at the University and is restricted to circumstances not previously covered by existing regulations or procedures.

The procedure can be used for both individual and collective concerns raised by a student based on being subjected to a violation, misinterpretation, or

inequitable application of any of the regulations of the University. Alternatively, if a student has been treated unfairly or inequitably by reason of any act or condition that is contrary to established policy or practice governing or affecting students at MBRU. This includes, but is not restricted to:

- Services or facilities provided by the University including teaching and academic facilities and services.
- Grievances against faculty or staff of harassment or discrimination.
- Student support services.
- Administrative services.
- An alleged action or inaction by the University.

All student concerns and grievances about issues where faculty or staff are involved will be investigated initially using the Student Grievance Procedure outline in the Student Non-Academic Grievance and Appeal Policy (SA P008), unless or until a staff disciplinary action is felt to be more appropriate. In complex

cases where more than one procedure applies, the Dean of SA (if the grievance relates to student services), Director of Human Resources (if the grievance relates to University staff/faculty) and, if required another senior member of staff, will together decide the nature and sequencing of any process.

Concerns or grievances against faculty or staff relating to discrimination will be considered under this procedure by the appropriate senior member of staff at each stage.

When submitting a grievance, students should be careful not to make unsubstantiated or defamatory allegations or comments about other students, members of faculty and staff or any other person.

Any student who raises a concern or grievance under this procedure will be protected from victimization and discrimination by being assured protection from any penal or disciplinary action in the absence of a proven fabrication of data or unsubstantiated defamation attempt.

A student raising a grievance will have the right to be accompanied by a registered student or member of staff of the University at any stage in the procedure. The role is one of support, not representation. Each student raising a grievance will normally be expected to present their own case.

A student or member of staff against whom the grievance has been raised and who has been called to an interview or Committee meeting in relation to the grievance, will also have the right to be accompanied in a similar manner as that set out above.

No party can be represented by another person in their absence.

A student who raises a grievance that is found to be frivolous (i.e. a grievance that has no reasonable chance of success) or vexatious (i.e. where there can be no additional remedy in addition to one that the student has previously been offered, or where the grievance is found to be mischievous) following an investigation under the Student Grievance and Appeals Procedure, will be deemed to be in breach of the Code of Conduct. The onus is on the student to consult with their academic advisor before deciding whether their appeal has sufficient evidence to warrant investigation under the procedure.

Grievances made anonymously will only be investigated if they are discussed with, and presented through, the MBRU Counselor. Grievances from third parties, will only be considered for investigation if the student confirms in writing that the third party is acting on his/her behalf and the student wishes the grievance to be investigated.

All persons involved in the Grievance and Appeals Procedure will be expected to maintain strict confidentiality, both during and after the investigation unless there is an overriding reason to disclose the information.

5.2 Student Grievance and Appeals

Procedure

Stage 1

The majority of non-academic grievances are expected to be resolved satisfactorily at Stage 1 of the process. Where a student has a grievance, he or she should raise it with the person involved or that person's line manager within ten working days of the incident occurring. The person or the line manager will attempt to resolve the matter and respond to the student within five working days.

The member of staff dealing with the grievance should advise the student that it is being dealt with at Stage 1 and should record details of the issue.

If the concern originates during a work or study placement, the student should raise the matter, in the first instance, with the relevant member of staff responsible for the placement at the workplace or institution in question.

Stage 2

If, having pursued the matter through Stage 1, the student remains dissatisfied with the response, he or she may initiate Stage 2 of the procedure. This involves completing the Student Grievance Form on Jira system and submitting it email to SA.

- The submission should be made within ten working days of the outcome of the previous stage (and not later than twenty-five working days after first becoming aware of the incident or issues giving rise to the grievance)
- Where, in the opinion of the Dean of SA, it appears that the student has not attempted to resolve the issues informally (Stage 1) or has made insufficient attempts or given insufficient time to resolve the issues before submitting a Stage 2 complaint, the student will be required to attempt to resolve the issues informally (Stage 1). Informal resolution will also be encouraged where it would, in the opinion of the Director, be a more efficient and effective way of addressing the student's issues
- The student should provide sufficient details to afford a reasonable understanding of the grievance, the impact upon the student and the remedy sought. Copies of any correspondence

exchanged during the previous stage and any other relevant documentation should also be enclosed

- The student will receive an acknowledgment from SA by email to the student's University email address within five working days of receipt. Subject to the Dean of SA being satisfied that the student has taken all reasonable steps to resolve the matter at Stage 1 and that no other University procedure or policy.

Appropriate, the written complaint will be forwarded to the relevant College Dean or a relevant Service Director

- The College Dean or Service Director will appoint an investigating officer, independent of the grievance, who will normally be a senior member of faculty or staff, to progress Stage 2 of the Procedure
- The Investigating Officer will head an ad hoc committee to investigate the grievance and may:
 - Seek to resolve the grievance on the basis only of the written documentation submitted by the student and any evidence gathered at Stage 1 of the process
 - Meet with the student and any person(s) against whom the grievance has been raised
 - Meet with the student and any other members of staff or witnesses, where the interpretation of evidence is disputed, or where potential sanctions are severe
- The Investigating Officer will prepare a report of all the evidence presented, normally within ten working days of receiving the grievance, and may make recommendation(s) to the originating office (College Dean or Service Director)
- The Investigating Officer will forward a copy of this report to SA
- The Investigating Officer's report, with any further comments from SA or any other parties will be forwarded to the originating office: relevant College Dean, or the Service Director
- The originating office (College Dean or Service Director) and SA will jointly prepare a response to the student based on the Investigating Officer's report. SA will inform the student of the finding in writing by email to the student's University email address normally within five working days of the conclusion of the investigation. The response will indicate what action is proposed to resolve the grievance, or the reasons for not upholding it
- Where issues of a confidential nature come to light as part of an investigation, for example personal information relating to a member of staff or student, these may not be documented in full in the report and may limit the details that can be given on any proposed action following the outcome of an investigation.

Stage 3

If the student or party against whom the grievance has been raised is unsatisfied with the outcome of Stage 2 of the process, they may appeal to the Provost, Vice President for Administrative Affairs, the Dean of Student Affairs or their designate(s) depending on the nature of the grievance, via the Grievance Appeals form in Jira, within ten working days of notification of the decision. The Provost/VP/ SA Dean may either accept the request for an appeal, return the request to the relevant Investigating Officer, or form a Grievance Appeals Committee to re-investigate the matter

At least one of the following specific grounds for appeal must be clearly demonstrated:

- New evidence has become available which could not have been previously provided for consideration.
- There was a procedural irregularity in the conduct of the investigation.

SA and the executive of the concerned committee forwards copies of previous correspondence, including the Investigating Officer's Report, the finding at Stage 2 of the procedure and any supporting documentation, to the Provost/VP/ SA Dean who will decide whether the student has met either one or more of the grounds above, and may:

- Uphold the appeal based on the written evidence presented, or
- Refer the appeal which will be heard by a Committee, to include a Chair nominated by the Provost, a member of SA, and two members of University staff not previously involved in the complaint.

If the request for the appeal is granted the previous decision will be suspended until the appeal is resolved. The student and the party whom the grievance has been raised against will be notified in writing by SAR SA within five working days.

Grievance Appeals Committee

The Appeals Committee will be formed by the Provost/VP/SA Dean or their designates, the Committee will be chaired by a faculty/staff member not involved in the earlier stages of the process, and the membership may include staff who have also not participated in the process to date.

- The stage 3 (i.e. appeal) Committee may seek written evidence from any witness or person, who in their judgment may have relevant information to contribute. The hearing may be deferred, pending the outcome of any other internal procedures previously underway.

- Should one or other party fail to attend the appeals meeting without a valid reason, the Committee will have the right to either postpone the meeting or to continue in their absence.
- The Appeals Committee may request interviews with witnesses, the complainant and the party against whom the grievance has been raised. Where witnesses are called by the Committee, they should normally be available to answer questions if required and may be subject to examination by the parties. Minutes will be taken as a formal record of the hearing and retained.
- Prior to the start of the meeting, the Chairperson will confirm that all parties understand the process and their rights.
- The student or party against whom the grievance has been raised will have an opportunity to outline the grounds of the appeal. The Chairperson of Stage 2 may be invited to explain the decision which is being appealed.
- The findings of the Committee will be communicated in writing by email to both parties, normally within five working days of the decision being made. A copy of the findings will also be sent to the relevant Dean.

The decision of the Appeals Committee is final. There is no further avenue for appeal.

5.3 Potential Outcomes of the Grievance Process

- To uphold the appeal and revoke the decision of the ad hoc committee and any penalty imposed.
- To confirm the decision of the ad hoc committee and any penalty imposed.
- To impose a different penalty.

5.4 Timeframes

The timeframes set out in this procedure relate to investigations carried out in term- time only, and it may not prove possible to meet these when key staff are on leave, or otherwise indisposed.

Where it is not possible for the University to meet the deadlines, for whatever reason and regardless of the time of year, the student will be informed in writing by email.

5.5 Central Monitoring of Student Grievances

The nature and outcome of all student grievances received will be reported to the appropriate Dean and SA. SA is responsible for receiving, coordinating and maintaining records pertaining to grievances and appeals, SAR SA will prepare a summary report of all student grievances or appeals, preserving anonymity.

5.6 Further Information

Advice on any matter relating to the grievance process can be obtained from SA.



6

ACADEMIC APPEAL

6. ACADEMIC APPEAL

Students may submit an academic appeal as per the Student Grievance and Appeals process outlined in section 5 of the Handbook. The time frame for submission of an academic appeal is five working days from the posting of an assessment score or final grade. The final decision on the appeal should be communicated to the student within five working days for in course assessments and ten working days from the appeal deadline submission date.

This process will be implemented to review the submitted Academic Appeals which may include but are not limited to the following:

1. Missing an assessment during or at the end of the semester
2. A technical incident during an assessment
3. Missing a submission deadline
4. Review of grade or assessment score
5. Review of assessment (assignment, presentation or exam)

6.1 Appeal on Any Assessment Score During the Semester

The student will be able to access scores on any assessment during the semester on the LMS.

The student is strongly encouraged to discuss his/her performance on such assessments during the semester with his/her course coordinator. They may also seek advice from their academic advisor.

A student who wishes to challenge the accuracy or fairness of his/her scores should first raise the concern directly with the course coordinator, and request clarification/ confirmation of the accuracy of the score(s). They may appeal the score within five working days of publication/posting of the scores.

If there is enough evidence to support the appeal, the scores will be changed on the LMS grade sheet by the coordinator and displayed to the students.

If there is not enough evidence, but the student maintains the appeal, the student can appeal to the program chairperson/director through the Jira system of the Student Affairs by submitting an email/appeal form.

The program chair/director decision is final and not open to further appeal. It should be communicated to the student by the Student Affairs within five working days from the appeal submission date.

6.2 Appeal on Final Course Grades

The student will be able to access final course grades on the Student Information system (SIS) and final exam scores on the LMS after the approval of the Dean on MBRU APPs.

A student who wishes to challenge the accuracy of his/her course final grades may appeal the grade within five working days of publication/posting of the final grades to the Dean of the college through Student Affairs Department. They may also consult the course coordinator or academic advisor before submitting the appeal.

The appeal should be made by email to Student Affairs or on the academic appeals Jira form and provide a specific reason for the appeal on performance in the final examinations.

Upon receiving the appeal, the Dean shall form an ad-hoc assessment appeals committee, if the appeal was accepted on grounds outline in section 6, which will include the chair/co-chair of the relevant assessment and progression committee and two other faculty members, to review the details and the accuracy of the student's grades and any circumstances put forward by the student and provide recommendations to the Dean. The committee will invite the relevant course coordinator and any other faculty or supporting staff to provide input towards making a decision on the appeal. The student may be invited if any further clarification is needed.

The ad hoc committee will submit its recommendation to the Dean within five working days of receiving the appeal from the office of the Dean.

The Dean will make a decision on the recommendation of the Committee.

The Dean's decision is final and not open to further appeal.

Student Affairs will communicate the final decision on the appeal to the student.

6.3 PhD Students

Students in PhD program may submit an academic appeal to the Provost. Upon receiving the appeal, the Provost will form a committee, including the chair of relevant assessment and progression committee, the course instructor and two other faculty members, to interview the student and review the details of the appeal. The Committee will then assess the accuracy of the student's grade.

The committee will report back to the Provost with a recommendation within 10 working days. The Provost will communicate the final decision on the appeal to the Student Affairs within one week of receiving the committee's decision.

Student Affairs will inform the student of the final decision. The final decision communicated by the Provost is not open to appeal. For guidance on the student appeal process, please refer to the Student Academic Appeal Policy (SA P005).



7

GENERAL
CONTACT
INFORMATION

7. GENERAL CONTACT INFORMATION

We would like to reiterate our warm welcome to you to the MBRU family. If you have any questions related to the Student Handbook, please feel free to follow up with the relevant departments. The details of some key contacts are listed below:

Deanship of Student Affairs:

dean.studentaffairs@dubaihealth.ae

Student Affairs:

Student.Affairs@dubaihealth.ae

Student Life:

studentlife@dubaihealth.ae

Guidance & Counseling Office:

Counselor@dubaihealth.ae

College of Medicine:

dean.medicine@dubaihealth.ae

Hamdan Bin Mohammed College of Dental

Medicine:

office.dental@dubaihealth.ae

Hind Bint Maktoum College of Nursing and

Midwifery:

nursing@dubaihealth.ae

Deanship of Research & Graduate Studies:

Dean.Research@dubaihealth.ae

Marketing and Communications:

marketing@dubaihealth.ae

Information Technology:

Helpdesk@students.dubaihealth.ae

Finance Department:

StudentFinance@dubaihealth.ae

Facility Management & HSE:

fm.hse@dubaihealth.ae

General Inquiries: info@dubaihealth.ae

University website: www.mbru.ac.ae

University P.O. Box: 505055, Dubai, UAE

Key telephone numbers:

MBRU Emergency: +9714 3838800

Reception – Building 14: +9714 3838800

Reception – Building 34: +9714 3838990

Student Admissions & Registration: +9714 3838844



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