



CANADIAN  
UNIVERSITY DUBAI

Your portal to Canadian education



**Graduate Student Handbook  
Academic Year (2024 - 25)**

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<b>Issuance Date</b>	<b>Revision Date</b>	<b>Approval Date</b>
May 2007	February 2024	May 2024

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**Canadian University Dubai communicates with its students through their university email address. Please ensure that you check your university email address for updates and notifications sent to you.**

**The contents of this handbook are subject to change from time to time at the sole discretion of the University, and on occasion updated information may be distributed regarding policy and regulation changes.**

## Message from the Chancellor & President

**Mr. Buti Saeed Al-Ghandi**  
Chancellor

**Professor Karim Chelli**  
Vice Chancellor and President

We are delighted to be able to introduce Canadian University Dubai to you.

Education is a continuous and lifelong journey, and we know that the road to university can be a challenging one. Here at Canadian University Dubai, you will experience an education delivered to the highest international standards; a Canadian education based on international standards and expressed through a demonstration of clear learning outcomes. Our Canadian education system celebrates commitment, cooperation, participation and diversity.

As a reflection of the international city of Dubai, we celebrate a very diverse learning environment with our student body of over 100 nationalities. We strive for excellence by providing our students with cultural experiences and competencies that inspire minds and transform lives by opening new and incredible paths. We prepare you to be the global citizens of tomorrow.

On behalf of our Board of Trustees and the University Faculty, Administration & Support Staff, we wish you a very successful, well rounded and happy journey through to the achievement of your academic and personal goals here at Canadian University Dubai.

## رسالة من رئيس مجلس الأمناء ورئيس الجامعة

**السيد بطي سعيد الكندي**  
رئيس مجلس الأمناء

**البروفيسور كريم شلي**  
مدير الجامعة ونائب رئيس الجامعة.

إنه لمن دواعي سرورنا البالغ تعريفكم بالجامعة الكندية - دبي.

إن التعليم هو رحلة شيقة ومستمرة مدى الحياة، ومن المعلوم أن الطريق إلى الجامعة قد يشكل تحدياً لا يستهان به، وفي الجامعة الكندية دبي، سيكون تعليمك مبنياً على أعلى المعايير الدولية، وعلى تعليم كندي عالي الجودة، من سماته إنتاج مخرجات تعليمية واضحة، حيث إن التعليم الكندي يتصف بالالتزام والتعاون والمشاركة والتنوع.

وقد تم تأسيس علاقات وشراكات علمية بين الجامعة الكندية دبي وأبرز الجامعات العلمية الكندية، مما يخول الطالب متابعة دراسته في تلك الجامعات، ولذلك فإن الجامعة الكندية دبي تهيئ الطالب أن يستثمر هذه الشراكات العلمية لصالحه ومستقبله.

وبما أن دبي هي المدينة العالمية التي تميّزت باحتضان أناس من معظم جنسيات العالم، فإن الجامعة الكندية دبي تفتخر بتنوع بيئتها التعليمية، حيث وفد إليها الطلاب من أكثر من تسعين جنسية، يشتركون في الاستفادة من التميّز والرقي، من خلال ما توفره الجامعة لهم من المهارات العلمية والمعرفية، والخبرات الثقافية، التي تلهم العقول وتغيّر من حياة الطلبة، فاتحةً أمامهم آفاقاً جديدة وهائلة، لأن الجامعة الكندية دبي ستقوم بإعدادك وتهينتك لتكون مواظن العالم للمستقبل.

نيابة عن مجلس أمناء الجامعة وأعضاء هيئة التدريس وإدارة الجامعة وجميع موظفيها، نتمنى لكم رحلة ناجحة ومثمرة غنية بالعلم والمعرفة والثقافة، في طريقكم إلى تحقيق الأهداف الأكاديمية والشخصية الطامحين للوصول لها هنا في الجامعة الكندية دبي.

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## Welcome to Canadian University Dubai

Canadian University Dubai (CUD) was established in 2006 in order to deliver a high-quality tertiary education in the UAE and provide a gateway for students to pursue higher education opportunities in Canada.

Canadian University Dubai is located in the heart of downtown Dubai and all of our academic programs are based on Canadian curriculum and education principles. This gives students the opportunity to obtain a Canadian education while experiencing the unique culture and values of the United Arab Emirates. With over 100 different nationalities calling our University home our diverse student community builds bridges across cultures and continents.

Our goal is to move each student forward as a well-rounded lifelong learner and good global citizen. To achieve this, emphasis is placed not just on academic achievement but on extracurricular involvement. Our vibrant student life has something for everybody, from sports to concerts, and the opportunity for international trips. Students are also involved in many different types of social activities, including community fundraising, team building, and networking events.



## Founding Partners

- Emirates Investment and Development
- Al Sheikha Sheikha Saeed Al Maktoum
- Mohamed Ibrahim Obaidalla
- Jamal Al Ghurair Est
- Khalifa Juma Al Nabooda
- Ghubash Trading & Investment Co. Ltd
- Investment Group (PVT) Ltd
- First Investor (L.L.C)
- Abdulla Ahmad Bin Abdul Aziz
- Hamad Ahmad Bin Suqat
- Saleh Mohamed Bin Lahej
- Ahmed Saif Belhasa
- Rashed Humaid Al Mazroei
- Mohammed Omar Bin Haider
- Oman Insurance Company (PSC)

## Institution Licensure and Program Accreditation

Canadian University Dubai located in the Emirate of Dubai, was officially licensed from 1<sup>st</sup> of August, 2006 by the Commission for Academic Accreditation (CAA) – Ministry of Education, United Arab Emirates (UAE), to award degrees/qualifications in higher education. All of our programs are accredited by the Commission for Academic Accreditation (CAA) – Ministry of Education, UAE.

## Why Choose Canadian University Dubai?

There are many reasons to choose Canadian University Dubai for your undergraduate or Masters studies, but let us tell you the top ten reasons to study with us:

### 1. Canadian-Based Curriculum

We offer an education based on the Canadian curriculum, giving us internationally recognized quality and credibility.

### 2. Option To Graduate In Canada

As a portal to Canadian higher education, you can start your degree at CUD then complete your studies and graduate from one of our partner institutions in Canada.

### 3. UAE Accreditation

All of our programs are accredited by the Commission for Academic Accreditation (CAA) – Ministry of Education UAE.

### 4. International Faculty

Our international faculty is highly qualified and inspirational in their field, bringing innovative teaching styles and philosophies from across the globe.

### 5. Graduate Employability

With an education based on the Canadian principle of prescribed learning outcomes, CUD graduates are highly employable in the international jobs market.

### 6. Flexible Learning

We offer flexible program schedules – evening and weekend classes are available for both undergraduate and Masters programs.

### 7. Business-District Location

We have a convenient downtown location in the heart of Dubai's business district, with state of the art academic and recreational facilities.

### 8. Student-Centered Approach

CUD is a student-centered university, where we value student success above all else.

### 9. Research Opportunities

Our Research Centre provides students with the opportunity to be involved in cutting edge research internationally and in the UAE.

### 10. Multicultural Student Community

We have a truly multicultural learning environment, with students from over 100 nationalities.

## 1 Vision, Mission and Core Values

### 1.1 Vision

Canadian University Dubai is committed to providing students with an international academic experience, guided by the highest educational and corporate ethics, adding value to the personal and professional lives of its graduates, and the communities in which we serve.

### 1.2 Mission

Canadian University Dubai promotes Canadian perspectives in learning, research and application, grounded in an appreciation and respect for the diverse culture and values of the UAE.

### 1.3 Core Values (PRIDE)

CUD has adopted a set of core values that aim at supporting the Vision and the Mission of the University. These core values are termed as “PRIDE” which are the fundamental elements that drive CUD organizational culture and operations.

- P People:** *“People are our Greatest Asset” recognizes the essential importance of people: students, faculty, and support staff, and their contribution to the success of our mission. We strive to ensure the CUD community embraces our values in their day-to-day interactions.*
- R Respect:** *We value all individuals and strive to maintain an environment built on mutual trust, openness and personal dignity.*
- I Integrity:** *We are committed to creating an academic environment built on honesty, abiding by all legal and ethical standards, thereby earning and maintaining the trust and respect of our stakeholders and community.*
- D Diversity:** *We strive to build a community that celebrates diversity, strengthening the educational environment, and preparing our students and employees to be global citizens.*
- E Excellence:** *We are committed to achieving high academic standards and professional services. We strive to support personal growth and intellectual advancement of our students and employees.*

## 2 Academic Calendar

Fall (2024-25) - Cycle 1			
Month	Date		Event
June	3	2024	Pre-Registration Open for Fall
August	26	2024	First Day of Classes ( weekday classes)
August	31	2024	First Day of Classes (weekend classes)
September	2	2024	First Day of 50% Penalty - No new courses can be added
September	9	2024	First Day of 100% Penalty - No new courses can be added
September	9	2024	First Day of WN Grade
October	14	2024	Final Exams 14 -20 October
Fall (2024-25) - Cycle 2			
October	21	2024	First Day of Classes ( weekday classes)
October	26	2024	First Day of Classes (weekend classes)
October	28	2024	First Day of 50% Penalty - No new courses can be added
November	4	2024	First Day of 100% Penalty -No new courses can be added
November	4	2024	First Day of WN Grade
December	01	2024	Commemoration Day - University Closed
December	2-3	2024	National Day - University Closed
December	9	2024	Final Exams 09-15 December
December	18	2024	Fall Break Commences (Holiday)
Spring (2024-25) - Cycle 1			
October	31	2024	Pre-Registration Open for Spring Semester
January	13	2025	First Day of Weekday Classes
January	18	2025	First Day of Classes (weekend classes)
January	20	2025	First Day of 50% Penalty
January	27	2025	First Day of 100% Penalty
February	05	2025	First Day of WN Grade
March	3	2025	Final Exams 03-09 March
Spring (2024-25) - Cycle 2			
March	10	2025	First Day of Weekday Classes
March	15	2025	First Day of Weekend Classes
March	17	2025	First Day of 50% Penalty
March	24	2025	Spring Break (Holiday) March 25 to March 30 - (Classes Resume Monday March 31st)
March	31	2025	First Day of 100% Penalty
April	09	2025	First Day of WN Grade
April	28	2025	Final Exams 05 - 11 May
Summer 1 (2024-25)			
May	12	2025	First Day of Weekday Classes
May	17	2025	First Day of Weekend Classes
May	20	2025	First Day of 100% Penalty - First day of WN Grade
June	26	2025	Final Exams June 26-29
Summer 2 (2024-25)			
June	30	2025	First Day of Weekday Classes
July	05	2025	First Day of Weekend Classes
July	08	2025	First Day of 100% Penalty - First day of WN Grade
August	11	2025	Final Exams Aug 11-17

**\*All Islamic Lunar Holidays for the private sector will be fixed per the announcement by the relevant Ministry**

**\*Always refer to [www.cud.ac.ae](http://www.cud.ac.ae) for the latest Academic Calendar, as some dates are subject to change**

**\* Ramadan lecture timing is from 09:00 am to 05:00 pm.**

### 3 Canadian University Dubai Campus

Canadian University Dubai campus is now situated in the heart of City walks. It is a creative lifestyle space with retail complex, a tree-lined esplanade and central fountain steps away from Sheikh Zayed Road, the main thoroughfare of downtown Dubai and the hub of the financial district. The Dubai Mall, Burj Khalifa, and many of Dubai's premier attractions surround our facilities, and the Financial Centre metro station is walking distance from the University campus, ensuring an easy commute from anywhere on the network. There are also a wide variety of shops and restaurants nearby.

#### 3.1 Academic Facilities

The University's classrooms, laboratories and studios are fully furnished and well-equipped with the latest technology, enabling faculty and students to enhance the learning process with digital and online content. Wireless network access is available in all classroom areas and other common areas for the use of students.

#### 3.2 Classrooms

Canadian University Dubai has classrooms comprehensively fitted-out with comfortable chairs and workspace. Each classroom has wireless network access and is equipped with overhead projectors and computer workstations that enable faculty members to enhance learning with interactive content.

#### 3.3 Computer Laboratories

Canadian University Dubai has several computer laboratories strategically placed throughout the campus, including one lab dedicated to Apple products. Each lab is appropriately furnished with computer desks, chairs and Desktop PC's for students to use. Software required for all programs has been installed on these machines. The labs offer a great deal of accessibility for your needs.

#### 3.4 Students Lounge

The Student Lounge provides students with a space where they can relax, play games, and socialize.

#### 3.5 Masters Lounge

Our Masters Students' have their own nicely decorated and fully equipped lounge. This lounge offers an excellent space to socialize, study, or relax during classroom breaks.

#### 3.6 Sport Facilities

Canadian University Dubai has a range of athletic inhouse facilities that allow students to balance their studies with physical activity. Inhouse Sports facilities available.

#### 3.7 Student Health Clinic

The overall goal of this policy is to achieve the quality standards, improve patient safety and promote healthy outcomes with the use of the key elements of the CUD Health Center which abides by the DHA guidelines and policies.

Free basic medical services are provided for students at Canadian University Dubai Medical Centre. Two qualified nurses are available on campus, and a fully qualified medical doctor is available once per week for consultations and follow-ups.

**a) Nurse Roles**

- Provide first aid and medical care for minor acute illness and injuries
- Advocate for health and wellbeing of the CUD community
- Health promotion, education, early detection, and intervention
- Providing high-quality care by establishing rapport
- Providing comprehensive care, by being health counsellor to students, staff, and faculty

**b) Health Issues**

Minor problems are treated at Canadian University Dubai Health Centre. Students will be referred to health providers for more serious problems requiring treatment. In addition, one counsellor is available at Canadian University Dubai to provide support and guidance for students experiencing stress, conflicts, and other personal problems.

**c) Hours of Operation**

Canadian University Dubai's Health Centre will be open during university hours. Services are available on a walk-in-basis or by appointment to students with a valid Student ID Card.

**d) Costs**

Health services are free of charge at Canadian University Dubai Health Centre. The health centre will assist students to obtain the Government Medical Health Card that is necessary for students to have access to government medical services. In case of critical illness or emergency, students will be transferred to a hospital. Information on private medical insurance plans will be provided to students who would like additional medical insurance coverage in private health institutions.

### **3.8 Prayer Rooms**

Canadian University Dubai offers four beautiful prayer rooms located on the first and ground floor of HUB Building, City walks. They have separate prayer rooms for Male and female students to perform their prayers in the University.

### **3.9 The Holy Month of Ramadan**

During Ramadan, the University expects all members of the community to refrain from eating, drinking or smoking on the University premises during daylight hours. In acknowledgement of our diverse community, the University designates a particular room where non-Muslims may eat or drink according to their needs. The University expects all its members to respect the U.A.E. culture and regulations and show deference to the Muslim community during this period.

### **3.10 Cafeterias**

Our campus has inhouse cafeterias serving a wide range of cuisines. The cafeteria areas provide a coeducational, multicultural, multinational, and social environment. They are the main gathering place for students between classes and during their free time, where they can enjoy free wireless internet. In addition, the students can always use one of the many vending machines located throughout the campus.

### 3.11 Parking Facilities

Secure parking is available for a nominal fee per semester on a first-come first-serve basis. Please check with Physical Resources for more information.

### 3.12 Student Transportation

Canadian University Dubai also offers Transportation from Ajman and Sharjah on a schedule. The fees are as follows:

- AED 2,800 per semester per student from/or to Sharjah or Ajman.

Additionally, there are several metro stations nearby, and ample parking is available for students wishing to drive.

#### **Shuttle Bus:**

Canadian University Dubai also offers a shuttle bus from Dubai Mall metro station – City Walk – Dubai Mall metro station every hour.

## 4 Graduate Admission

Admission to a specific program of study implies admission to Canadian University Dubai; however, admission to a particular program does not imply automatic admission to any other program of study. For all admissions to Canadian University Dubai, prospective students must hold the minimum university general admission requirements, as well as all the additional admission requirements specific to their chosen program of study.

For applicants not meeting all of the requirements, admission is conditional to these requirements, or their established equivalent, being met within prescribed time periods and subject to conditions clearly outlined below.

### 4.1 General Admission Requirements

Completion of a recognized Bachelor's degree in a discipline appropriate for the Graduate Program of admission choice. A Higher Education Diploma is not equivalent to a Bachelor's degree and does not qualify an applicant for admission to a Graduate program.

The general admission requirements applicable to all graduate programs are as follows:

- a) A minimum cumulative grade point average of 3.00 on a 4.0 scale, or its established equivalent, in the applicant's Bachelor's degree program.
- b) A minimum score of 1400 on the English language portion of the EmSAT examination, or its equivalent on other national or internationally recognized tests that are approved by the CAA, such as TOEFL score of 550 (213 CBT, 79 iBT), or 6.0 IELTS.
- c) Undergraduate equivalency certificate- required for all students who have graduated from an undergraduate program outside the UAE.

Students who have completed undergraduate education in an English-medium institution might be allowed admission into a graduate program without demonstrating TOEFL score of 550 or equivalent. This exemption can be applicable only to those students who undertook all their schooling (K-12) plus a Bachelor's degree in English in a reference English speaking country (e.g. UK, USA, Australia, New Zealand).

### 4.2 Conditional Admission Requirements

- a) May conditionally admit students with a recognized Bachelor's degree and an EmSAT score of 1250 or its equivalent on another standardized test approved by the CAA, such as TOEFL score of 530 (197 CBT, 71 iBT), or 5.5 IELTS academic to a graduate program. Such a student must meet the following requirements during the period of conditional admission or be subject to dismissal:
  - must achieve an EmSAT score of 1400 or equivalent, by the end of the student's first semester of study;
  - may take a maximum of six credit hours in the first semester of study, not including intensive English courses;
  - must achieve a minimum CGPA of 3.0 on a 4.0 scale, or its established equivalent, in the first six credit hours of credit-bearing courses studied for the graduate program;
- b) May conditionally admit students to a graduate program with a recognized Bachelor's degree and a minimum cumulative grade point average (CGPA) of 2.5 on a 4.0 scale or its established equivalent. Such a student must take a maximum of nine credit hours of courses studied for the graduate program during the period of conditional admission and must



achieve a minimum CGPA of 3.0 on a 4.0 scale, or its established equivalent, in these nine credits of courses studied for the graduate program or be subject to dismissal.

- c) May conditionally admit students to a graduate program with a recognized Bachelor's degree and a minimum cumulative grade point average (CGPA) of 2.0 and less than 2.5 on a 4.0 scale or its established equivalent to a maximum of nine graduate-level credit hours as remedial preparation for the graduate program. These remedial courses are not for credit within the degree program. The student must achieve a minimum CGPA of 3.0 on a 4.0 scale, or its established equivalent, in these nine credits of remedial courses in order to progress to the graduate program or be subject to dismissal.

### 4.3 Transfer Admission

CUD considers admission of students transferring from other institutions. Transferring Students must apply online and select the option "Transferring" on <http://www.cud.ac.ae/ApplyOnline>, upload all admission documents, and certified copy of their grade transcript and a detailed outline of their courses. CUD approves transfer admission into its graduate programs subject to the following conditions:

- Applicants are transferring from UAE institutions recorded in the National Register of Licensed HEIs, or other organizations in the UAE approved by the CAA, or recognized institutions of higher learning located outside the UAE.
- Applicants meet the admission requirements of the program of interest at Canadian University Dubai. Under any circumstances, CUD does not allow transfer students to be admitted under the provisions stipulated for conditional admission.
- All work taken under an articulation agreement with another institution will be treated as transfer credits.
- Applicants are transferring from other institutions into a program in the same field of study are in good academic standing (a minimum CGPA of 3.0 on a 4.0 scale, or equivalent) demonstrated by the certified transcripts or other evidence.
- Applicants who are not in good academic standing are eligible to transfer only to a program in a field distinctly different from the one from which the applicant is transferring. [The same applies to the CUD students for internal transfer.]
- The course credits will be considered for transfer if the courses are relevant to the receiving degree that provides equivalent learning outcomes and in which the applicant has earned a grade of B (3.0 on a 4.0 scale) or better.
- The course learning outcome and contents match at least 80% of that of the CUD course.
- The maximum number of credits an applicant may transfer will not exceed 25% of the total number of credits required for graduation of the program.
- Applicants shall not be eligible to receive credits twice for substantially the same course taken at two different institutions.
- Applicants are not allowed to transfer credits for practicum, graduation or research project, dissertation, or any other course as specified by the Credit Transfer Committee.
- Applicants are required to submit official transcripts showing all post-undergraduate work attempted at all institutions attended.

#### 4.4 Program Specific Admission Requirements

Please refer to the University Catalogue for details related to the program specific admission requirements.

#### 4.5 Undergraduate Equivalency Certificate Requirement

An undergraduate equivalency certificate issued by the Ministry of Education in the UAE is required for all students who completed their undergraduate studies outside of the UAE. The steps required to obtain an equivalency may be found below:

- University certificates and transcripts must be attested by the Ministry of Education in the country where the issuing university is based.
- Following that, the student also needs to have the certificates and transcripts attested by the UAE embassy or consulate in that same country.
- If the student is not able to have the attestation completed by the UAE embassy or consulate in that same country, they may also be able to obtain the same attestation or equalization from the Ministry of Foreign Affairs or the Consulate of the particular country they studied.
- After the above is completed, the undergraduate equivalency certificate must be requested and issued by the UAE Ministry of Education.

#### 4.6 Deadlines for Admission

CUD admits undergraduate and graduate students for Fall, Spring, and Summer 1 semesters. CUD encourages prospective students to submit their admission application as soon as possible and well before the deadlines for admission which are shown on [Deadlines for Admission | Canadian University Dubai \(cud.ac.ae\)](#). Applicants are also advised to complete their admission file as quickly as possible because when program space is limited, preference may be given to applicants who have provided all required supporting documents prior to the deadline for submission of the documents.

#### 4.7 Letter of Admission

Upon successful completion of the admission process, the student will receive either a conditional acceptance or fully admitted letter issued by the Admissions Department. If the student is rejected, he or she will also receive a letter notifying the rejection of his/her application.

The Admission letter is valid only for the semester/term which is shown in the Admission letter.

#### 4.8 Admission Appeals

Should a student's Application for Admission be rejected, he/she may appeal the decision as follows:

- Inform the Admissions Office of his/her dissatisfaction and request a review, in writing, within thirty (30) days of having received the written reason for the rejection.
- The Admissions Office will acknowledge receipt of the applicant's request and forward it to the Admissions Review Panel which is composed of the Program Leader and two faculty members one from the relevant Department and one from a different Department.
- The applicant may make a presentation to the Panel but may not be represented by a third party at the Panel.
- The Panel will submit their decision to the Registrar for his/her approval.

- The Admissions Office will inform the applicant of the decision in writing.

The decision of the Registrar is final and binding. Should the decision be in favor of the applicant, the applicant will be admitted to his/her chosen program or an alternative should no place be available in his/her chosen program. Under no circumstance will a student already admitted to the University be disadvantaged by the findings of the Review Panel.

#### 4.9 Student Visa

International and non-national students are eligible for a UAE Student Residence Visa sponsored by Canadian University Dubai. These visas are only issued to full-time students (students enrolled in 4 courses or more per semester) who have been accepted to the University and have paid the required deposits and fees.

Student visas are valid for a period of 12 months and renewable per the duration of the student's program of study. Visas must be renewed or cancelled within an acceptable period before expiry while in the UAE. Failure to renew or cancel your visa accordingly may result in an absconding status with UAE Immigration and forfeiting of your visa deposit.

Students with abscondment status will be dismissed from the University and returned to their home country.

Transfer of visa from other institutions is a lengthy process. Students should cancel their visa at their previous academic institution and Canadian University Dubai will apply for a new visa.

Once all the documents are available it takes a minimum of 3 working days to process the visa. Completion of medical and stamping of the visa on the passport take a minimum of 10 additional working days.

#### Documents Required:

- Colour Passport Photocopy
- 4 Colour Passport Photographs (Submitted with Application for Admission)
- Letter of Acceptance from the University with course details and duration

**Note:** *University cannot guarantee that you will be granted a student visa.*

#### 4.10 Falsified Admission Documents

Students found to have submitted falsified documents will be dismissed from the University with no refunds and reported to the appropriate authorities.

#### 4.11 Re-Admission of Withdrawn Students

A 'Withdrawn' student can only apply for readmission to a program at the University under the following conditions:

- a) The student must meet the full current admission requirements for his/her chosen program.
- b) The student is subject to the same priority criteria applicable to other students.

**NB:** *If prior academic or established behaviour patterns have been deemed unacceptable, a further review may be required. The applicant must be able to provide demonstrative evidence of his/her capacity to perform at an acceptable social standard and academic standard in his/ her chosen program.*

## 5 Advanced Standing

### 5.1 Transfer of Credits for CUD Students

Canadian University Dubai allows its students to take courses at another UAE institutions recorded in the National Register of Licensed HEIs, other organizations in the UAE approved by the CAA, or in an institution with which CUD has an articulation agreement.

- The student must submit a Letter of Permission Form duly filled to the Registrar Office with official syllabus of the courses requested to take in other institution.
- The Dean of School/Faculty is the only authority to approve the request of the student to take courses in other institutions.
- On completion of the courses at other institution, the students must submit the certified transcript to the Office of the Registrar.
- The courses taken at another institution will be included in the transcript of the students if the grades obtained by the student in the courses are B or better.

The transferred credits will not be included in the calculation of GPA or CGPA.

### 5.2 Prior Learning Assessment and Recognition Policy

The Prior Learning Assessment and Recognition (PLAR) assessment aims at establishing the recognition or lack thereof of the applicant's documented prior learning experiences as equivalent to the learning outcomes of the course identified on the application form. Normally, recognition of prior learning is awarded by the Assessment Committee upon satisfactory demonstration by the applicant of at least 80% of the course's learning objectives through PLAR assessment. If as a result of the assessment, this learning is deemed equivalent to the learning outcomes for a specific Canadian University Dubai course, credits for that course shall be awarded without the assignment of a grade. The student's transcript shall then mention the course as completed through PLAR.

The maximum degree level credits to be awarded through PLAR should not exceed 12 credit hours. However, when applicable, the total of the number of transferred credits through formal credit transfer and that of credits awarded through PLAR should not exceed 50% of the program graduation requirement.

#### 5.2.1 Different Methods Used for Assessing PLAR

The Canadian University Dubai uses portfolio and/or challenge assessments. The designated PLAR assessor(s) determines the assessment type, format and duration and administers the assessment process.

##### a) Portfolio

A portfolio is a collection of materials, in either paper or electronic format that demonstrates learning that was obtained through extensive past experiences. Portfolio submissions are normally complemented by an interview. Documentation included in the portfolio can be a collection of formal or informal learning experiences. A portfolio can include, but is not limited to:

- A Curriculum Vitae
- An autobiographical essay
- A description of career history
- A detailed mapping of documented experiences against course's learning outcomes
- Samples of professional achievements

- Job descriptions
- Letters of reference
- Training records
- Detailed course outlines from non-credit training courses or workshops
- Certifications
- Performance appraisals
- Special awards
- Professional contributions (ex. reports, business plans, marketing materials, etc.)

### **b) Challenge Assessment**

A challenge assessment should include both Written and Oral components. The Assessment Committee can also add one or two other components such as Performance (Portfolio), and/or Assessment of Achievement.

### **5.2.2 Prior Learning Assessment and Recognition Procedure**

The Prior Learning Assessment and Recognition (PLAR) is a process whereby Canadian University Dubai awards academic credits for documented learning acquired outside the classroom.

Such learning would have been acquired by a prospective or current student through a variety of professional or life experiences, including but not limited to:

- Training programs
- Professional certificates
- Professional responsibilities
- Seminars or workshops
- Armed services training;
- Independent studies; etc.

Upon successful recognition of prior learning, academic credits are awarded without the assignment of a grade. Hence, PLAR credits do not count towards the CGPA of the applicant. PLAR can be used for course exemption only and cannot be used to be admitted at the university. The applicant has the right to appeal a denial of prior learning recognition.

### **5.2.3 Appeal Against the Denial of PLAR**

The applicant can appeal against the denial of prior learning recognition after paying a 500 AED appeal fee. The appeal must be done in writing to the Dean or Head of the Department offering the course considered in the PLAR application form within five (5) working days past the notification of denial. The Dean shall then convene an ad hoc committee to investigate and deliberate the case before rendering a final decision. This committee shall include a representative of the Dean, a representative of the Registrar, and a subject matter expert faculty member other than the PLAR assessor. The applicant shall be notified of the final decision within ten (10) working days of the initiation of the appeal. The applicant has no further recourse.

### **5.2.4 Application Process and Guidelines**

The applicant must follow a five steps process whereby eligible prior learning is identified, assessed and recognized as a substitute to academic credits.

**Step 1: Contact and consult with the PLAR Services at the Registration Division to apply.**

The applicant for PLAR credits is responsible for identifying and documenting prior learning and for seeking recognition against academic credits at Canadian University Dubai.

**Step 2: Consult with the academic advisor on the eligibility of prior learning.**

Applicants are expected to consult with PLAR Services officers and academic advisors about the eligibility of their prior professional and life experiences, the PLAR assessment process, the course(s) to be considered, and the time frame for completion.

The applicant need not be enrolled in a course to use the PLAR option for that given course. However, if the applicant is enrolled in the course considered for recognition, PLAR cannot be used after the 6th hour of class for that course. The applicant for PLAR credits is thus advised to check the University calendar for important dates. In all situations, the applicant is expected to have identified the relevant course(s) and obtained their syllabi.

Consultations with PLAR Services and academic advisors should allow the applicant to:

- Identify the course(s) to be considered for PLAR;
- Identify the learning objectives for the course(s);
- Address the applicant's readiness to undergo PLAR;
- Determine when and how prior learning would be assessed (a possible plan may be discussed, identifying the date and possible type of assessment (e.g., portfolio or challenge) with the understanding that the final choice of the type of assessment is at the discretion of the PLAR assessor.

Once the course to be considered for recognition has been identified and before proceeding formally, the applicant is strongly advised to reflect on the following questions and reach affirmative answers for each given course:

- "Did I acquire, through extensive professional and life experiences outside the classroom, the knowledge, skills, values and attitudes that appear to be equivalent to the learning outcomes listed in the course syllabus?"
- "Would I be able to demonstrate such knowledge, skills, values and attitudes related to each learning outcome of the course?"

**Step 3: Complete and submit the PLAR Form together with documented evidence of prior learning.**

Make sure to sign and date the form and to attach originals or certified copies of evidence of prior learning.

**Step 4: Pay a PLAR application fee of 25% of the course tuition fee.**

A receipt will be issued after payment. Staff at the Registration Division shall not process any PLAR application without the payment receipt. The amount of AED 525 (VAT inclusive) is non-refundable irrespective of the outcome of the assessment(s). Within three (3) working days following the fee payment, PLAR Services shall communicate to the student the name and contact details of the designated Chair of Assessment Committee which is composed of normally of 3 faculty members at Canadian University Dubai determined in consultation with the academic unit offering the course(s) identified for recognition).

**Step 5: Contact the designate PLAR assessor to complete the prescribed PLAR assessment(s).**

It is the applicant's responsibility to contact the designated Chair of PLAR Assessment Committee and to complete the required PLAR assessment(s) within twenty-one (21) days following the date of application. Past that time period, the PLAR application becomes null and void.

The designated PLAR Committee shall communicate the nature, format, expectations, duration and date(s) of the challenge within three (3) working days following its meeting with the applicant to discuss prior learning and possible assessment methods. The applicant should be given no less than seven (7) working days to prepare for the challenge. Within three (3) working days following the PLAR assessment(s), the Chair of the Assessment Committee shall return the result(s) approved by

the Dean to the Registration Department and be prepared to provide the applicant with adequate feedback. PLAR Services shall immediately notify the applicant of the decision (approval or denial) in writing.

**Cautionary Notes:**

1. Application for PLAR should normally be completed at least 3 weeks before course enrolment. There may be specific times when PLAR challenges are available.
2. PLAR applicants are subject to the Canadian University Dubai Student Code of Conduct, including Academic Integrity Policies throughout the whole process.



## 6 Registration Process and Procedures

Prior to registration for the current semester, students are required to be in good academic and financial standing.

The Class Schedule is subject to change, though every effort is made to minimize any such changes. We review the schedule on a routine basis and update as necessary to ensure student satisfaction.

### 6.1 Course Registration Process

#### a) New Students

- i. Once admitted into the University, students are required to meet the advisor from the School of Management to select the courses and pay the fees prior to registering the courses.
- ii. Once the Payment is made, student will be entitled to select the courses with the help of Admission and Registration Officer.
- iii. Once the courses are selected; the student will be able to see the class schedule on the student portal.

#### b) Returning Students

- i. May register online through their student portal providing they:
  - Are in clear or conditional academic standing
  - Are in good financial standing
  - Have their registration files up to date and complete
- ii. If you need to review an Academic Advisor, please visit your assigned advisor for their approval on your courses. You may then pay your fees and register online through the student Portal.
- iii. If you are not in good financial standing, please see the Cashiers to clear up any outstanding balances, you may pay online through the student Portal.
- iv. If you have an incomplete student file, please contact registration personnel via the email: [ARD@CUD.AC.AE](mailto:ARD@CUD.AC.AE) and provide the necessary documentation prior to paying your fees and registering.

### 6.2 Student ID Card

Upon first registration and after all applicable fees have been paid new students will be issued with Identity Cards. Each student must take responsibility to safeguard their ID card, and it must be carried with them at all times while on University premises. In the event of a lost or stolen ID card, students must report the missing card to the Office of the Registrar immediately. Replacement fees will apply to issue a new card. Students are required to hand in their ID Cards upon Graduation or withdrawing from the University. Failure to do so will result in applicable fees being applied.

Students can request to receive their Student ID Card by registered Mail to their address which is mentioned in their application.

### 6.3 Student Orientation and Academic Advising

Academic orientation and advising are the backbone of any University's education operations system. The University holds orientation sessions at the beginning of each Academic Year, and all first-year students admitted into University programs are requested to attend. Students should



refer to the Academic Calendar to learn the exact dates of the orientation sessions. The students will have a chance to meet with the faculty, program coordinators, and University administrators. During these sessions, students will have a chance, for instance, to:

- Familiarize themselves with the credit system,
- Understand and get familiar with the degree requirements,
- Interpret test and placement scores,
- Clarify major and/or career options,
- Select appropriate courses to optimize their academic performances,
- Understand academic warnings and progression policies,
- Understand the academic records of graduating students,
- Familiarize themselves with University services; library, information technology policies, laboratories, student services, student council, etc.

For those students who are in probationary academic standing, a meeting with an assigned Academic Advisor will be scheduled to plan an appropriate study plan and understand progression towards graduation pertaining to their specific case. Students with probationary status cannot register without the signature of their Academic Advisor.

#### **6.4 Add and Drop**

Students may drop or add courses as per the Academic Calendar subject to the prior approval of the academic advisor and the availability of the courses and seats. The students must pay the fee of the added course(s) before submitting the Add & Drop request to the Office of the Registrar.

#### **6.5 Course Withdrawal**

To withdraw from a course without academic penalty (without being penalized by an 'F' or 'FA' grade), students must submit an Add/Drop form dropping the class to the Registrar's Office by the deadline as reflected in the Academic Calendar.

For students who withdraw by the deadline, the attempted course will not be included on the student's formal academic record. The grade assigned is "WN" (Withdrawal No Penalty). Students who 'drop' a course or courses after this deadline, will be assigned a grade of "F" (Failure) for the course.

Withdrawing or dropping a course or courses may:

- Extend the duration of studies
- Delay graduation.
- Add to cost of the program (i.e. payment for a repeated course that must be paid for twice).
- Affect sponsorship arrangements.

The academic advisor (Program Leader/Coordinator) must approve the Add/Drop form to ensure the student understands the academic and financial implications associated with withdrawing after the deadline to add/drop a course.

#### **6.6 Holding Registration**

A student may apply to the Registration office for the suspension of their studies before the end of the Add & Drop period to avoid academic and financial penalties. However, no suspension of studies will be approved for more than two consecutive semesters (Fall & Spring) The total number of

semesters in which the student can suspend his/her studies must not exceed four semesters before graduation.

The student must present the clearance sheet to the Registration Office. Students that are sponsored by the University must cancel their visa before suspending their studies.

### **6.7 Withdrawal from the University**

Students may apply for withdrawal from the University, subject to submission of the clearance sheet to the Office of the Registrar. Documents submitted to the University are regarded as a property of the University and cannot be given back to the student. Students that are sponsored by the University must cancel their visa before withdrawing from the University.

- A student may be required by the University to withdraw from a course, program or from the University itself for reasons deemed as 'just cause'. The Vice President of Academic Affairs (VPAA) will determine the specified period of the withdrawal
- The term 'Just Cause' denotes, but is not limited to, consistent failure to meet the academic objectives of the course or study program; any academic performance that would result in an Academic Suspension for a second time; plagiarism and other forms of cheating; inappropriate behaviour within the University campus - e.g. classroom, lab, place of internship or other such environment; failure to pay fees or the submission of falsified or falsely obtained documents, or provision of other false information for admission purposes
- The University may also require students to withdraw from any Continuing Education programs for consistent failure to report absences or for poor attendance (or any of the above-mentioned reasons)
- The VPAA may require immediate and permanent withdrawal from the University by any student that breaches accepted local behavioral norms. The student will be informed in writing if he/she is formally withdrawn from the University
- A student that is withdrawn from a course or a program at the University is not eligible for any refund of fees paid
- A student that has been 'Withdrawn' is not allowed to continue in the program

### **6.8 Reinstatement after Withdrawal**

A student who must take time off from his or her studies can re-enter his or her program without repeating the entire admission process, as long as he or she does so within five years after the withdrawal. To resume a program after an absence of five or more years, the student must reapply for admission and meet program requirements at that time.

## 7 Fees and Payments

### 7.1 Master’s Program Fees

Programs	Total Credit Hours	Fee per Credit Hour	VAT 5%	Fee per Credit Hour	Fee per Course	Tuition Fees for 12 Courses	Incidental Fees*	Total Fees* per Year
		Pre VAT						
Remedial Preparation Program (RRP) Courses	-	AED 2,247	AED 112.35	AED 2,359.35 USD 646.40	-	-	-	-
Master of Business Administration (MBA)	36	AED 2,675	AED 133.75	AED 2,808.75	AED 8,426.25	AED 101,115.00 USD 27,702.74	AED 2,604 USD 713.42	AED 103,719.00 USD 28,416.16
Master in Information Technology Management (MITM)	36	AED 2,675	AED 133.75	AED 2,808.75	AED 8,426.25	AED 101,115.00 USD 27,702.74	AED 2,604 USD 713.42	AED 103,719.00 USD 28,416.16

- Prices are effective from the **Academic year 2023-24** and are inclusive of VAT.
- Actual tuition fees are paid based on credit hours taken per semester.
- Canadian University Dubai reserves the right to revise its prices annually up to a maximum of 10%.
- All prices listed in USD are subject to change without prior notice due to currency fluctuation.
- USD Rate @ 3.65.

### Incidental Fees

#### a) Masters Incidental Fees

Incidentals	Fee (Pre VAT)	VAT 5%	Fee (VAT Inclusive)
Application Fee – Masters - One Time	1,500.00	75.00	1,575.00
New Student Registration Fee (Including Student ID) - One Time	500.00	25.00	525.00
Student Activities Fee – One Time	480.00	24.00	504.00
<b>Total</b>			<b>2,604.00</b>

- All fees in AED (Emirati Dirhams)
- Incidental Fees are subject to change and are Non-Refundable

#### b) Other Student Fees

Incidentals	Fee (Pre VAT)	VAT 5%	Fee (VAT Inclusive)
Seat Reservation Fee/Tuition Deposit (Non-refundable but adjustable towards the tuition fee)	-	-	2500.00
Visa Security Deposit	5,000.00	-	5,000.00
Visa Application if within UAE	2,850.00	142.50	2,992.50
Visa Application if Outside UAE	2,350.00	117.50	2,467.50
Private Health Insurance (Third party - annual)	2,200.00	110.00	2,310.00
Late Registration Penalty per Semester	1,000.00	50.00	1,050.00
Transfer Credit from Other University Fee	500.00	25.00	525.00
Payment Plan Application Fee	400.00	20.00	420.00
Payment Plan Late Fee	800.00	40.00	840.00
Cheque Bounce Penalty	800.00	40.00	840.00
Prior Learning and Recognition Assessment	-	-	25% of course fee
Prior Learning and Recognition Assessment Appeal	500.00 (per course)	25.00 (per course)	525.00 (per course)
Change of Major / Program	300.00	15.00	315.00
Application for reviewing exam sheet (Grade Appeal)	300.00 (per course)	15.00 (per course)	315.00 (per course)

Incidentals	Fee (Pre VAT)	VAT 5%	Fee (VAT Inclusive)
Application of Incomplete Grade/Makeup Exam	1,000.00	50.00	1,050.00
Reseat Exam (Graduating Students Only)	-	-	50% of course fee
Placement Test	190.50	9.50	200.00
TOEFL Test	800.00	40.00	840.00
Official Transcript	100.00	5.00	105.00
Urgent Transcript	200.00	10.00	210.00
Letter of Permission	300.00 (per course)	15.00 (per course)	315.00 (per course)
Official letter	50.00	2.50	52.50
Urgent Official Letter	150.00	7.50	157.50
Course Syllabus - Print & Stamp	100.00 (per course)	5.00 (per course)	105.00 (per course)
Graduation Fee	850.00	42.50	892.50
Graduation Ceremony Participation Fee	600.00	30.00	630.00
Re-Issuance of Degree Certificate	1200.00	60.00	1,260.00
Replacing lost RFID Card	165.00	8.25	173.25
Courier Services	238.10	11.90	250.00
Official Statement of Fees/ Account	50.00	2.50	52.50
Student Transportation*	2,800.00	-	2,800.00
Parking Fee per Semester (based on availability)	1,000.00 (VAT inclusive)	-	1,000.00

- All fees in AED (Emirati Dirhams)
- Incidental Fees are subject to change and are Non-Refundable
- Prices are effective from the **Academic Year 2023-24** and are inclusive of VAT
- Reservation seat fees are nonrefundable if the student withdraws or does not enroll in the University, and are applied toward tuition fees if the student enrolls in his/her program.
- Canadian University Dubai reserves the right to revise its prices annually up to a maximum of 10%.

## 7.2 Payment Schedule

Tuition fees should be paid in full at the beginning of the academic year or paid each semester according to the number of courses in which the student is enrolled. A student’s registration is not complete until they complete their payment. A student who fails to make the required payment will not be eligible for registration in future sessions.

## 7.3 Refund Policies

Once registered, students are academically and financially responsible for their course unless they officially withdraw by the given deadlines, outlined in the following table:

Withdrawal from a course within the first week of study	100% Tuition Fee *
Withdrawal from a course before the completion of the second week of study	50% Tuition Fee *
Withdrawal from a course after the completion of the second week of study	No Refund

*\*All incidental fees are non-refundable*

## Terms and Conditions

1. Application and registration fee is non-refundable.
2. In the event student Drops, the tuition fee of registered courses will be credited back as applicable to the student ledger which can be utilized for the next semester.
3. In the event student withdraws permanently from the University, student has to submit completed refund application form to Student Accounts department.

4. In the event of non-compliance with agreed payment plan, all deposits held will be adjusted against balances owed to the university and excess amount will be refunded.

Student will receive refund for the credit balance within 30 days.

## 7.4 Overpayment of Tuition Fee

### By Students

- If a student is awarded a Canadian University Dubai scholarship or another form of discount, the amount of the award is applied as credit towards following semesters of registration. Unused amounts when a student graduates are not refunded in cash. Scholarships and other discounts are applied against the cost of tuition. No refund of Scholarship or Discounts is permitted.
- Overpayment of tuition is set aside to offset the cost of tuition for a following semester. The cost of fees and services is non-refundable.
- A refund of tuition is refunded to the provider (the source) in the same manner in which it was received, when the student:
  - Graduates
  - Withdraws from studies at Canadian University Dubai
  - Is dismissed for academic or disciplinary reasons
  - Has their visa to the UAE cancelled
- To obtain a refund of the overpayment of tuition, an application must be filed when the student meets one of the above conditions.

### Under Third Party Agreements

- Third Party Agreements outline the coverage of tuition and fees. The agreement limits costs associated with courses, credit hours, and other fees.
- If a student does not uphold the agreement, the student must pay tuition and fees in full immediately or be withdrawn.
- Students are responsible for advising the third party of any changes to their registration, academic progression, or costs related to the completion of the program. The University reserves the right to inform the third party employer or loan agency of the academic performance of the student at any time.
- Academic and financial penalties apply. Third Party Sponsors will be expected to adhere to University policies with respect to payment deadlines, late payment penalties, instalment charges, withdrawals, etc.
- Delinquent accounts will be reported, as required by law, to the UAE Authorities.
- Recovery of paid tuition, if any, at the end of each semester must be defined in the agreement. No recovery of fees is permitted. No recovery of Scholarship or Discounts is permitted.

**NOTE:** *Third Party Agreements do not apply to employees of the United Arab Emirates Government and its agencies*

## 7.5 Payment Plans

Students may apply for a Payment Plan if they meet the eligibility criteria. Payment Plan applications must be received prior to the commencement of the Fall and Spring Semesters. The completed form

must be received by the tuition payment deadline at Student Accounts in order to provide timely processing. The application must be accompanied by:

- A signed Application Form submitted to Student Accounts (available on the website);
- An upfront payment of 50% of course fees;
- An upfront payment for the Application Fee (non-refundable).
- A sign off from Student Accounts that there are no outstanding payments.

Once the Application Form is received, the University will make a decision within three working days from the date of receiving the application. Students will be notified through email of the success of their application.

***Note that Payment Plans are available on tuition fees only. Incidental fees such as the costs of Accommodation, visa, and activity fees are not eligible for payment plan and must be paid in full prior to any semester start.***

There will be two choices offered for the payment plan:

- i. 50% upfront payment and a further 50% payment before the mid semester exams.
- ii. 50% upfront payment and a further 2 payments of 25% by before end of Week 9 of the Semester.

***All payment plan payments must be current to remain on the payment plan through registration. All payment plans will be evaluated in October and March to see if payments are current. If payments are not current, there will be a hold on future registration until payments are caught up or paid in full.***

## Eligibility

Students may opt to go on to a Payment Plan under the following circumstances:

- They are in at least the second year of their degree;
- They are not in the MBA program;
- The student is not on Scholarship of more than 50% in value;
- They pay 50% of the semester tuition fee up front;
- There is no payment plan available for Summer sessions;
- They pay the payment plan application fee; and
- No student will be accepted if they have **any** outstanding debts (these must be cleared before any Payment Plan application will be accepted).

## 7.6 Discounts

At Canadian University Dubai, we value the spirit of knowledge acquisition and professional advancement, and strive to provide access and support wherever possible, our Special Discounts Program being a stellar example.

Through this program, we encourage and promote access to higher education for family members of our students, employees and those of the EMIVEST Group. The Special Discount Program offer is also applicable to government employees.

### Some Key Information

- New and existing undergraduate and graduate students may be eligible for one form of reduction in the cost of tuition each semester. Scholarships and discounts cannot be combined and the highest percentage value will be awarded.

- Students who have been awarded a reduction in the cost of tuition must be, and remain in, good financial and academic standing to be considered a potential recipient.
- Discounts are not applied when there is an outstanding balance owing to Canadian University Dubai that is not paid by the last day to register without late registration penalties.
- You may not appeal the decision of the University, or the percentage or amount of the reduction assigned. The decision to grant or deny a reduction in cost is final.
- Discounts are applied to the current semester of registration and cannot be deferred to future semesters or applied to previous semesters.
- The discount is applied to the cost of tuition only. Other related costs are not discounted.
- A refund is not granted for the discount amount if the student drops out or withdraws from a course.
- Exchange students and transfer courses to and from other institutions are not eligible for the discount.
- Applicants must provide evidence that they meet the minimum qualification for the discount.

### 7.6.1 Sibling Discount

Students having a brother(s) or sister(s) registered at the University will benefit from a 10% Discount on the tuition fees of the registered courses.

### 7.6.2 Spouse Discount

The husband or wife of a student registered at the University will benefit from a 10% discount on the tuition fees of the registered courses.

### 7.6.3 Alumni Discount

Graduates of Canadian University Dubai who pursue a Master's Program will benefit from a 50% Discount on their Remedial Preparation Program Courses and 20% Discount on the tuition fees of the registered MBA/MIT proper courses.

### 7.6.4 Alumni Sibling and Spouse Discount

Siblings and spouse of Canadian University Dubai graduates will benefit from a 10% discount on the tuition fees of the registered courses. Discount does not apply to non-credit courses.

### 7.6.5 Government Employee Discount

Masters students who are employed in government institutions will benefit from a 5% discount on the tuition fees of the registered courses.

### 7.6.6 Student Council Executive Members Discount

Active executive members of the Student Council may be eligible for a discount.

- i. Eligible members can receive discounts only during the Fall and Spring semesters.
- ii. No discount is offered for the Summer semester.
- iii. Eligible members should be registered for a minimum of 12 credit hours in the semester.
- iv. Eligible members must meet the minimum CGPA required by the Student Council Policy and should have a clear financial standing.



- v. This discount cannot be combined with any other discount; however, it can be combined with an active scholarship at an adjusted rate.
- vi. Discount is subject to management discretion and is based on performance evaluation.

<b>Student Council Executive Members</b>	<b>Members <i>With</i> Other Scholarships</b>	<b>Members <i>Without</i> Other Scholarships</b>
<b>President and VP</b>	10% each semester	20% each semester
<b>Other Officers</b>	5% each semester	10% each semester



## 8 Academic System

### 8.1 Semester

A semester is the duration of study typically a minimum of fifteen (15) weeks (excluding assessment). Each academic year consists of two semesters, Fall and Spring. The University may also run Summer Semester of 8 weeks duration.

### 8.2 Credit Hour

*A credit, or credit hour, is a unit of measurement defining the student's overall effort towards attaining a qualification.*

One semester credit equal approximately 1 hour of time in class per week over a semester of 15 weeks or longer. For laboratory or studio-based courses, the allocation of credit differs; 1 semester credit normally is given for two hours of laboratory or studio time per week over a 15-week semester.

Normally, the duration of lecture is 50 minutes long and the duration of laboratory is one hundred (100) minutes.

*The number of credit hours is indicated in parentheses after each course title in the course outline, as (L-P-T). L = Lecture Hours; P = Lab/Practical/Tutorial Hours; T = Total Credit Hours.*

### 8.3 Student Study Load

A full-time graduate student is typically registered for 9 to 12 credit hours per regular semester or as specified in the study plan. For the Summer semester, the maximum load is six credit hours.

Under exceptional conditions students may increase their normal Fall and Spring semester course load by three (03) credit hours and may register up to 9 credit hours in the summer semester if:

- Student's grade point average (CGPA) is at least 3.5 in the preceding semester, or
- Student expected to graduate at the end of the semester, and their CGPA is at least 3.0.

### 8.4 Special Arrangement/Independent Study

Independent Study/special arrangement delivery mode of a course is an experience where the student covers the content of a course through individual study under the guidance of a faculty member. This approach is to be used only when scheduling difficulties would otherwise prevent the student from completing his or her program of study in a timely manner. Furthermore, the number of credit hours to be completed using independent study mode is limited to 3 credit hours (1 course), during the full period of study, for undergraduate programs. Independent study delivery mode is not allowed for graduate courses without prior approval of the CAA as per Standards 2019.

#### a) Course Delivery using Independent Study Mode

When a course is delivered using Independent Study mode, the faculty member must ensure that:

- i. The student has obtained all authorizations (see section Application given below).
- ii. The student must meet the faculty member according to the weekly schedule (1hour meeting per week). Attendance to the weekly meetings is compulsory: 1 weekly absence is equivalent to absence of 3 hours of regular delivery mode, and attendance policy applies using this equivalency.
- iii. The full content of the course syllabus will be covered during the semester.

- iv. All learning resources are provided to the student during the semester.
- v. Formal exams (Mid-term and Final exams) must take place as per the academic calendar.
- vi. As for regular courses, the faculty member must upload the log of weekly attendance of the student in the course file.
- vii. A course file will be prepared at the end of the semester.

## **b) Eligibility**

A student may request to enroll in a course using Independent Study Mode only if one of the following conditions holds:

- i. The course is not offered, and the student needs the course in order to graduate at the end of the current semester.
- ii. The maximum number of credit hours that can be completed, using Independent Study delivery mode is limited to 3 credit hours (1 course) for Bachelor programs during the entire period of study.
- iii. A minimum cumulative grade point average of 2.5 is required, subject to waiver by the Dean of the School.

The institution must request the approval of the CAA for offering, using IS mode, a graduate course to Graduate student.

## **c) Application**

When a student becomes eligible to enroll in a course using independent study mode, the following process must be followed:

- i. A formal request is written by the student to his/her academic advisor with all supporting documents, one semester in advance.
- ii. The academic advisor and Department Head/Program Director review the student's application and make a recommendation to the Dean.
- iii. The Dean reviews the whole application for a final decision.

## **8.5 Policy on Intensive Modes of Course Delivery**

When an academic department intends to offer a course or program through intensive modes of delivery, it must comply with the CAA requirements as specified in its standards. The institution should receive the approval of the commission prior to the start of the program or courses. During Summer sessions, courses are delivered over a shorter period of time but do not require the approval of the CAA. When considering intensive course delivery, the academic department must ensure:

- Comparable duration of class contacts time and expectations for out-of-class study time, as in the same courses offered during regular semesters or terms.
- The learning outcomes of the courses can be achieved during the short period of time.
- Students may register up to three courses when week-end course delivery is used during a regular semester. If the course delivery involves the shortening of the semester, students may register up to two courses.
- Faculty are given enough time for course delivery and preparation, in addition to all other duties, as required by the CAA standards.

### 8.6 Attendance and Absenteeism Policies

Attending classes is compulsory in all Masters programs. Masters students will not be allowed to take the final examination if they are absent for more than 35% of the classes in a course. When a student has been absent for more than 35% of the course a notice of Failure for Non-Attendance (grade point of 0.0) will be sent. It is the responsibility of the student to electronically check his/her attendance record. Missing classes with verifiable and legitimate reasons (illness, death in immediate family, etc.) will be treated as per the University grading policy.

### 8.7 Grading Scheme

Percent Grade	Alpha Grade	4 Point Scale Equivalent	Canadian University Dubai Equivalent Description
95-100	A+	4.00	Outstanding
90-94	A	3.70	Excellent
85-89	A-	3.50	Very good
80-84	B+	3.25	Good
75-79	B	3.00	Satisfactory
70-74	B-	2.75	Below requirements
65-69	C+	2.50	
60-64	C	2.00	
Less than 60	F	0.00	Failure
	P	*	(Pass)
	FA	*	Failure for Non-attendance
	AG	*	Aegrotat Standing (valid medical certificate)
	I	*	Incomplete Grade
	IP	*	Course in Progress
	TC	*	The student meets all Canadian University Dubai course requirements via transferred/documented equivalent courses taken/passed at another accredited university.
	WN	*	Withdrawal - Without Academic Penalty
	P	*	(Pass)

\* Not computed in GPA.

- Masters Programs (MBA, MSc. ...) standard pass mark in each course is 60 percent © (2.00)
- Cumulative GPA is computed only for courses taken at Canadian University Dubai.
- When a course is repeated the highest grade of the two attempts is considered in the computation of GPA and cumulative GPA, but both grades are shown.
- Six credits (two courses) from 36 credits (12 courses) can be transferred. Limited to students in good academic standing.
- No transfer credit for MBA-648 (Business Strategy).

#### Semester Grade Point Average:

The Semester (term) Grade Point Average (GPA) is simply the weighted average of the grades obtained in the courses registered in the semester, where the weight of each course is based on the number of credit hours.

For example, if a student obtained the following grades in a given semester:

Course Name	Credit Hours	Letter Grade	Grade point
Course 1	3	C	2.0
Course 2	2	A	3.8
Course 3	4	D+	1.5
Course 4	3	B	3.0

The Semester Grade Point Average (GPA) will be computed as follows:

$$\text{GPA} = \frac{2 * 3 + 3.8 * 2 + 1.5 * 4 + 3 * 3}{3 + 2 + 4 + 3} = 2.38$$

### Cumulative Grade Point Average:

A students' GPA is based on courses completed at this University. The semester or TGPA and the cumulative or CGPA is based on the weighted average of the grades obtained in all courses where the weight of the course is its number of credit hours. The program GPA (PGPA) includes only those courses that apply to the degree. If a course is repeated both grades will appear in the transcript, but only the higher grade will be used to calculate the GPA. Averages are truncated to two decimal points.

#### a) Incomplete Grade (I)

Students whose course work is at a passing level but who for verifiable reasons beyond their control are unable to finish course work and have not obtained a passing grade by the end of a term (or the specified end of a course) may be granted a grade of "Incomplete" (I).

The "I" is not intended to be a permanent grade nor may it be used for a missed exam. It is only a temporary acknowledgment of a legitimate reason for granting a one-time, limited extension to the time normally allowed to complete all course work requirements.

Applications for incompletes must be paid in full and submitted prior the commencement of the final examination period and must be approved by the Faculty and Dean and submitted to the Office of the Registrar.

Students may be granted up to twelve (12) calendar months after the scheduled end of the course to complete required additional work as determined by the Faculty/Instructor who assigned the "I" and to thereby qualify for a passing grade.

After the approved period to complete the remaining coursework has lapsed, outstanding "I" grades are converted to Fail "F". Thereafter, the student must repeat the course in order to achieve a passing grade.

The number of "Incomplete" courses allowed per semester is established by the faculty of the department. Please contact the associated faculty office for further information.

**NOTE:** An Incomplete grade for a pre-requisite course must be completed before the student is allowed to proceed to the higher-level course unless otherwise approved by the appropriate Academic Administrator (Dean or designate).

#### b) Repeated Courses (R)

If a student repeats an identical course and thereby achieves a higher grade, the new/higher grade will supersede the previous grade in the calculation of the Cumulative GPA and the original lower grade will not be included in the Cumulative Grade Point Average (GPA). It should be noted that the higher grade (of the two attempts on the course) is used for the CGPA calculation, but both grades are recorded and appear on the academic transcript.

#### c) Course in Progress (IP)

A grade of 'Course in Progress' (IP) - implying a continuation of coursework - may be designated when the timeline of a course is not consistent with the end date of the semester.

On completion of the course, the relevant Letter Grade and Numerical Value, as applicable, will replace the previous IP Grade.

**NB:** *IP grades are not included in GPA calculation.*

## 8.8 Grade Appeal Policy

The University is committed to providing an environment of research, teaching and learning of the best possible quality. This is inclusive of the processes that are used to ratify marks, to assess students for progression within a program of study, or to determine an award.

It is the responsibility of all students to review and abide by the academic policies and procedures of the University. Students are also responsible for their personal academic choices and decisions and for meeting the standards set for academic achievement within each program of study they enroll in.

In some instances, a student may not agree with the academic decision(s) of an academic professional. The University provides an appeals process, for the benefit of all parties, so that the student may request an academic decision to be re-considered. Such appeals are a petition to change a decision that has been made regarding an academic matter. The foundation for such an appeal may be that, in the opinion of the student, the original academic judgment was unfair, or that the academic policies of the University were incorrectly applied.

### 8.8.1 Principles

The University Appeal procedure for students is based on the following principles:

- Procedures and processes employed to resolve an Appeal are fair and must be seen to be fair
- Confidentiality must be respected for all parties concerned, except when there is a legal requirement to divulge information
- All staff involved in the resolution of an Appeal must act with impartiality and objectivity throughout and ensure that all conclusions drawn are based on a fair review of all the facts and opinions available
- Appeals are handled in a timely manner with clear outcomes
- After the review, the committee may decide to revise the grade - up or down.

### 8.8.2 Procedures for Appeals of Academic Decisions

An informal resolution procedure also exists as part of the University Appeals process in conjunction with the procedure for a formal appeal of an academic decision. The University strongly encourages a student to first make an attempt at an informal resolution of an issue with his/her Professor before making a Formal Appeal.

If the student is dissatisfied with the outcome of an initial informal meeting with his/her Professor, the formal process may then be initiated without prejudice.

The Office of the Registrar is responsible for administering the appeals process and on receipt of an Appeal against a grade or mark. The Registrar will convene an Appeals Committee consisting of at least three persons.

This Committee will consist of the Registrar who will be the Chair, a non-academic member responsible for safeguarding the interests of the student and a subject matter expert who is not the Academic who awarded the original grade or mark.

The Committee may call upon the student or Professor concerned if necessary.

### **Procedure for Instigating an Appeal against a Grade or Mark**

- Appeals will only be considered for final examination marks.
- Students should complete the Grade Appeal Form and submit to the Office of the Registrar within seven (7) working days of receiving the grade or mark in question.
- The applicable fee must be paid at this stage in order to instigate the formal Appeal process
- The decision of the Appeals Committee will be final.

## 9 Progression Policies

### 9.1 Progression Policy for Graduate Programs

#### 9.1.1 Academic Standings

All graduate students are expected to achieve a Cumulative Grade Point Average of at least 3.0 in each semester. If the GPA is less than 3.00, the student will be declared in probationary academic standing, and he/she must raise his CGPA to 3.00 or above within one semester. The students will be awarded one of the following academic standings:

##### a) Clear Academic Standing

The graduate students are required have a CPGA of at least 3.0 without any un-waived 'F' grade for maintenance of Clear Academic Standing in graduate programs, and for graduation from the program.

Courses can be repeated to raise the CGPA to 3.0 or above. A student can repeat up to 3 courses. The same course can be taken up to 3 times. If a student repeats an identical course and there by achieves a higher grade, the new / higher grade will supersede the previous grade in the Cumulative GPA (CGPA) and the original lower grade will not be included in the Cumulative GPA (CGPA). It should be noted that the higher grade (of the two attempts on the course) issued for the CGPA calculation, but both grades are recorded and appear on the academic transcript.

A compulsory course with an 'F' grade must be repeated immediately during the next term. An elective course with an 'F' grade can either be re-taken or another elective course may be taken to fulfill the elective requirement.

Graduate foundation courses do not carry credit towards the graduate degree but require a passing grade of "P".

A grade of "B" or higher must be earned for all graduate coursework transferred from another institution. The transferred coursework will not be included in the calculation of student's CGPA.

Considering that students must maintain a CGPA of at least 3.0 in each term, when term grades become available, students who fall below the acceptable CGPA standard will be notified of their conditional/probationary status as per the procedures described below ("University Conditional/Probation"). Students must be aware of their academic status at all times.

##### b) Conditional Academic Standing

If a student is in a Clear Academic Standing and fails to maintain a minimum CGPA of 3.0 or above at the end of the term, or obtains an 'F' grade, he will be put on Conditional Academic Standing.

The student is allowed to register and proceed in their chosen program of study as if having Clear Academic Standing. However, during the 'conditional' term the student must achieve the specified grades that will result in Clear Academic Standing by the conclusion of the Term – otherwise their standing will be downgraded to that of Probationary.

##### c) Probationary Academic Standing

If a student is in a Conditional Academic Standing and fails to achieve a minimum CGPA of 3.0 or above at the end of the term, or obtains an 'F' grade, he will be put on Probationary Academic Standing.

This standing allows the student to register and proceed in their chosen program of study but the student must meet their University Advisor immediately to develop a mutually agreed plan of study to enhance the prospect for progression beyond the probationary period. Failure to do this within



the first ten (10) days of the probationary term will result in the cancellation of course registration for that current term.

During the 'probationary' term the student must achieve the specified grades that will result in Clear Academic Standing to advance to the next term.

Students with a total of three failing grades in the same course will be dismissed from the program.

#### **d) Dismissal from Program**

Graduate students who are unable to comply with the requirements of the University probation policy or cannot achieve a minimum CGPA of 3.0 by repeating courses within the allowed limits or failed the same course three times are subject to dismissal from the program by the registrar. The students who are dismissed from the program have the right to appeal the decision to the Dean of School/Faculty.

#### **9.1.2 Time Limit**

All requirements for a graduate degree must be completed within a 4-year period beginning with the student's first term of enrolment in the first term.

#### **9.2 Applying for Re-Admission After Suspension**

At the end of a period of Academic Suspension, the student is required to meet his/her Academic Advisor and complete the Registrar's 'Readmit/Program Transfer' form which must then be signed by all the relevant parties.

If the student is successful in being re-admitted to the study program, he/she will hold the status of Probationary Academic Standing and therefore must immediately meet with the Academic Advisor to develop a mutually agreed probationary plan of study. Failure to do so within the first ten days of each and every semester of the Probationary Academic Standing will result in the cancellation of course registration for that current semester.

#### **9.3 Right to Appeal**

The students who are dismissed from the program have the right to appeal the decision to the Dean of School/Faculty.

#### **Submission of Appeal**

- The student must submit a written appeal to the Dean of the School/Faculty within ten (10) business days from the date of the dismissal notification.
- The appeal must include:
  - A detailed letter outlining the reasons for the appeal, including any extenuating circumstances or new evidence that may have affected their academic performance.
  - Supporting documents such as medical certificates, counseling records, or any other relevant documentation.

#### **Review of Appeal**

- Upon receipt of the appeal, the Dean will acknowledge the appeal in writing within five (5) business days.



- The Dean may convene an Appeals Committee consisting of a faculty members, representative from admission and registration department, and a representative of Student Affairs office.
- The Appeals Committee will review the student’s academic record, the appeal letter, and any supporting documentation. They may also request a meeting with the student for further clarification.

### **Decision**

- The Appeals Committee will make a recommendation to the Registrar within ten (10) business days of receiving the appeal.
- The Registrar will make a final decision based on the committee’s recommendation and will notify the student in writing within five (5) business days of the committee’s recommendation.
- The decision of the Registrar is final and binding. Should the decision be in favor of the applicant, the applicant will be admitted to his/her chosen program or an alternative should no place be available in his/her chosen program.

### **Reinstatement**

- If the appeal is successful, the student will be reinstated in the program and placed on a strict academic plan developed in consultation with their academic advisor.
- The student must comply with all conditions outlined in the academic plan to continue in the program.

### **Records**

All documentation related to the appeal, including the student’s appeal letter, supporting documents, and the final decision, will be maintained in the student’s academic file in the Registrar's Office.

## 10 Final Examination Policy

All written final examinations are scheduled by the Office of the Registrar. If the course uses a presentation as the terminal assessment method, these should be scheduled during the regular class periods to ensure that students are not required to appear during the final exam period for anything other than a final exam scheduled by the Office of the Registrar. Written projects and papers can, however, have deadlines for delivery during the final exam period.

### 10.1 Final Examination Attendance

Final examination attendance is compulsory and takes place at the conclusion of each and every term. Students must make themselves available for their scheduled examination timings. Students must not make any arrangements that clash with their scheduled exam timings and should not leave Dubai prior to completing their final examinations.

### 10.2 Examination Conflict and Special Considerations

If a student is scheduled for more than two examinations in one day, or has overlapping examinations, the student must report to the Office of the Registrar by the end of the first week after the final exam schedule has been released to make the necessary adjustments to his/her schedule. A student with special needs that requires specific arrangements to enable the writing of exams must submit their requests at least three weeks prior to the examination date to their Academic Advisor. Changes in the dates or times of scheduled examinations cannot be approved.

### 10.3 Deferred Final Examinations

Final examinations cannot be deferred. If a student is unable to take a final exam or otherwise complete the course requirements, they can attempt to obtain a grade of “Incomplete” by visiting the Office of the Registrar to fill out the application form. Students may only apply for this concession if they have a passing grade in the course at the time of application. This application must be received in advance of the final examination.

### 10.4 Missed Exams

The missed exam policy applies to midterm and final examinations only. Students must complete a missed exam application form and pay the associated fees within three (3) working days of return to University following events which lead to the missed exam. All supporting documentation should be attached to the application form and submitted to the Office of the Registrar.

Valid reasons for a missed assessment may include but are not limited to;

- Travel (for urgent and verifiable medical reasons)
- Hospitalization (for emergency treatment or surgery, serious illness, contagious conditions only)
- Escorting a relative for medical reasons (as the Government authorized chaperone of that relative)
- Death in the family (with supporting documentation)
- Valid sick leave (DHA attested)
- A car accident on the day of the assessment (with supporting verifiable documentation)
- Extenuating personal circumstances (as documented and verified by the student Counsellor)

Approved missed exams will be scheduled by the course Professor/Instructor within one (1) week of the approval of the Dean or designate and shall be scheduled no later than two (2) weeks into the subsequent semester/term.

**Note:** *The original grade will remain on the student record until the student has completed the missed exam and a new grade is recorded.*

### 10.5 Exam Invigilation

Canadian University Dubai maintains a zero-tolerance policy regarding all academic misconduct encountered during an exam. Academic misconduct includes but is not limited to: copying, or attempting to copy, the work of others; communicating with others during the exam (other than an invigilator), by any means such as whispering, using hand motions or passing written /text messages; and being in possession of any unauthorized materials and/or electronic devices during the exam.

All examinations may be recorded by digital media (photo, video and/or audio). This digital record may be reviewed when allegations of academic misconduct are raised. Digital records will be kept confidential and securely maintained. As per Ministry of Education regulations “It is strictly prohibited for students to carry a mobile phone or any other electronic device inside the exam hall where exams are being administered. Just being caught in possession of any such devices will be considered cheating and the student will be punished by the penalty for cheating”

## 11 Graduation Policy

### 11.1 Application for Graduation

Before completing an application for Graduation students must complete the following steps:

- Students are required to review their academic record against academic requirements for graduation.
- Review current academic progression and grades with their academic advisor.
- Each student must ensure that he/she is in good financial standing with the University and that all fees and financial obligations have been met.
- Complete an Application for Graduation Form, which is available on the Student E-portal or from the Office of the Registrar, and submit it to the Office of the Registrar, together with the applicable fee, during Graduation fairs. These are held each spring semester of the academic year of Graduation.
- Once an application for graduation has been completed and filed the Office of the Registrar will begin to process all the necessary information for final certification in preparation for graduation.
- Only students who have successfully completed the degree requirements and have no holds by the end of the semester that they have applied to graduate are certified for the conferral of the respective degree.
- Degrees are only granted at the completion of the semester in which requirements have been met. Conferral of the degree and the date of graduation are noted on the permanent records of the graduate held by the University.
- Only one certificate will be issued for Canadian University Dubai graduates that have completed a program with a dual major concentration. The process of issuing certificates for dual major concentration requires handover of the initial certificate that has been issued by Canadian University Dubai. The new certificate with the dual major concentration replaces any previous certificate issued by Canadian University Dubai.
- Students' certificates will be ready within 2 months after passing the last course of the program.

### 11.2 Academic Requirements for Graduation

- Students must have passed and completed the required number of credit hours for their program of study
- Have completed the program within the following time limits:
  - For full-time programs: twice the length of the regular program
  - For part-time programs: the maximum number of years is the number of required one semester courses (or equivalent thereof) divided by 3
  - In some exceptional cases, a student may require the written approval from the Dean and/or VPAA to extend the Graduation time limit
  - A student whose studies were interrupted for a period of time will not be eligible to graduate from a program that is no longer offered by the University - unless alternative arrangements are approved by the Dean and VPAA in writing
- Have completed over 50% of the program at Canadian University Dubai

- Have a CGPA of 2.0 or above (Undergraduate) and CGPA of 3 and above with a minimum grade of B in all courses (Masters)

**For attendance at the convocation ceremony held during the spring semester each academic year:**

- Masters students should have completed all credit hours for their program by the close of cycle 2 in the Spring Semester
- If students drop courses and their credit hour load to complete their program increases then the offer to participate at convocation will be withdrawn and they will be invited to attend the following academic year, program requirements withstanding.

**11.3 Merit Criteria**

For Graduation with Honours the following policy is followed:

- CGPA between 3.50 and 3.69: cum laude
- CGPA between 3.70 and 3.89: magna cum laude
- CGPA between 3.90 and 4.00: summa cum laude

**11.4 Participation in the Convocation Ceremony**

The convocation ceremony for graduating students at Canadian University Dubai is held during the spring semester each academic year. Students who meet the University graduation criteria will be eligible to participate in the ceremony.

**In order to participate in the Convocation Ceremony, a student must:**

- a) Complete a Convocation Confirmation Form and pay the accompanying fee to the Office of the Registrar before the end of February in the year of convocation.
- b) Identify any special requirements or needs that Canadian University Dubai must address prior to or during the ceremony.
- c) Schedule an appointment at a Graduation fair, attendance at which is mandatory for participation in convocation. During the graduation fair complete an Academic Regalia Request Form and official graduation photographs will be taken; cap and gown fittings will be conducted; and all the necessary forms regarding the graduation will be available.
- d) Identify on the graduation from the 3 names they wish to appear on screen during convocation. No more than 3 names can be accommodated on screen. Please note that the Graduation certificate will take the students name from their passport copy held on file by the Registrar's office.
- e) If a student requires a Letter for Permission to attend convocation for their employer, complete an official letter request form at least one week prior to the ceremony.
- f) Attend the rehearsal for the ceremony, held the day before the actual convocation. Attendance of graduating students at the rehearsal for the ceremony is mandatory; if a student does not attend the rehearsal, he or she will not be permitted to attend the convocation.

**11.5 Conferral of Degree**

Canadian University Dubai Diploma, Certificate of Merit, and Official Transcript will be prepared upon approval of the application for graduation and released on condition that all financial obligations have been satisfied.

Conferral of the degree is noted on the permanent record of the graduate with the date of graduation.

### 11.6 Name on Degree

The student name printed on Canadian University Dubai's certificate is always in English and is exactly the same as the name found in the passport belonging to the student. If there is any ambiguity or difficulty in determining the proper name of a student, he/she will be contacted in order to verify the exact name. It is a student's responsibility to inform the Office of the Register of any updates or changes to passports held on file.

### 11.7 Attestation of Degrees and Transcripts

In order for a student's Canadian University Dubai Degree, Diploma, Certificate of Merit, and Official Transcript to be attested, the attestation process, as outlined by the Ministry of Education, UAE, must be completed by the student. Please see the guidelines as per the Ministry of Education – website: <https://www.moe.gov.ae/En/EServices/ServiceCard/pages/attestationregenrolled.aspx>

## 12 Student Academic Rights and Responsibilities

### 12.1 Student Academic Rights

It is the right of the students to:

- Be informed of their program and course requirements;
- Be individually assessed based on their academic performance (attitude, knowledge and skills) as mandated by a professor consistent with a course;
- Engage in free and open conversation, investigation, and expression, in the classroom, laboratory or any type of session;
- Experience a proficient education and academic advising;
- Be skeptical of data or personal views presented, and may reserve judgment around matters of opinion;
- Presume protection against a teacher's unfitting exposé of the student's view, and belief that might arise as a result of, but not limited to, teaching, advising, or counselling;
- Presume protection, through recognized processes against prejudice or impulsive evaluation or assessment.

### 12.2 Student Academic Responsibilities

It is the responsibility of the student to:

- Question course requirements if they are not clearly understood them;
- Uphold the academic standards in performance as established for individual programs and courses of study;
- Lead an inquiry if they think that their academic rights were violated. (See Appeals Process for Airing Student Grievances section).
- Learn the material associated with their program and associated courses;
- Perform according to the academic norms and standards of behavior.

## 13 Student Code of Conduct

Canadian University Dubai's students are the true ambassadors of its Mission and Vision. Students are expected to respect the rights and privileges of others, to maintain professional ethics, and to display honesty and integrity. Unacceptable conduct includes, but is not limited to:

### 13.1 Unacceptable Conduct

#### 13.1.1 Unacceptable Conduct: Academic

- Disturbing teaching activities,
- Cheating on an exam,
- Violating examination rules,
- Plagiarizing assignments or course work,
- Partaking in academic dishonesty

#### 13.1.2 Unacceptable Conduct: University Premises

- Fabricating information in any form, submitting falsified material to any University office, or presenting a false statement in any University disciplinary proceeding,
- Forging, altering, or misusing a University identification card, documents, or keys without the consent of the relevant authorities,
- Causing deliberate or thoughtless damage or destruction to University property on or off premises or belonging to others including but not limited to graffiti, destroying or removing advertisements,
- Unauthorized entry or trespassing,
- Occupying all or part of any University building, hindering or intimidating any persons, or threatening persons with forcefulness with the aim of:
  - Hindering or stopping normal functions of the University.
  - Preventing anyone from going about in a lawful manner.
  - Stopping specific activities related to the University.
- Falsifying one's ID or failing to show ID to an identified official or employee of the University,
- Failing to obey University officials engaged in University activities,
- Damaging the reputation of the University through improper conduct,
- Violating the Acceptable Use Policy,
- Stealing, being accessory to theft, and/or possessing stolen property,
- Improper use of University property in a manner contrary to its designated purpose including misuse of accommodation hall amenities and furniture,
- Disrupting a class, classroom, or other University unit, or campus activity by any means including but not limited to noise, projectiles, or other form of disturbance or disruption,
- Aiding, abetting, leading, encouraging causing or participating in a riot, including but not limited to food fighting, on University property or during a normal University activity,
- Removing without authorization or mutilating library materials,
- Betting: students may not gamble or bet on University property in any way, shape, or form,
- Bringing unauthorized visitors onto University premises,
- Disobeying University rules governing the use of its facilities.



### 13.1.3 Unacceptable Conduct: Student Safety

- Harassing, assaulting, or using physical violence against others,
- Jeopardizing the safety of others or violating human rights,
- Participating in individual or group activities that deliberately or irresponsibly cause serious disorder or suffering to others,
- Possessing dangerous weapons such as, but not limited to firearms, on University property,
- Intentionally possessing or using a dangerous artifact or substance that could harm or distress any person on University property,
- Possessing and/or using fireworks,
- Impersonating another student with or without his consent.

Any student who believes that he or she has been the subject of harassment or observed any type of harassment must communicate this incident to the Dean of Student Affairs.

Canadian University Dubai has **zero tolerance** for any type of harassment.

### 13.1.4 Unacceptable Conduct: University Property

A student commits a property offence when she/he:

- Holds, eliminates, uses, embezzles, or sells property owned by the University, or
- Damages or vandalizes property owned by the University.

Aiding or abetting any conduct or behavior mentioned above is unacceptable and will not be tolerated.

## 13.2 Student Dress Code

As ambassadors of the University, students observe high standards of personal appearance at all times. Students must observe the UAE's cultural norms for female and male attire.

Dress standards are part of the culture and socially accepted norms of ethics and are strongly associated with the identity, traditions, beliefs and values that are deeply rooted in United Arab Emirates society.

### a) Dress Regulations Standards for Male Students

- Students shall wear the male National costume (Kandura) in traditional colours acceptable by the UAE and GCC male communities. Students may also wear a suitable head-cover including Guthra, Ogal or any other acceptable head covers.
- Full-length trousers are preferred on campus. Shorts should be down to the knee to be sure of causing no offence. Very short shorts and cycling shorts that reveal certain contours, boxer shorts, etc. are prohibited. Underwear should not be visible.
- Long-sleeve shirts and elbow-length shirts are permitted on campus. Short shirts that reveal the entire arms are prohibited.
- Sport uniforms are only allowed at sports' facilities and they are totally prohibited in classrooms.

### b) Dress Regulations Standards for Female Students

- With regard to UAE National costume including Abaya and Sheila; Abaya made of male Kandura cloth or designed in a male Kandura fashion is totally prohibited.

- Tops or any similar dresses that reveal the shoulders or the full arm, such as spaghetti tops, very tight and/or low-cut tee-shirts are not allowed. Nevertheless, long-sleeve or elbow-length tops are permitted.
- Skirt length below or too the knee is fine.
- Sport uniforms are only allowed at sports' facilities and they are totally prohibited in classrooms.
- Excessive hair style or extravagant hair dyes are not permitted.

Don't wear anything that might be regarded as offensive. For example, tee shirts with offensive slogans or pictures, obscene language or gestures, anything that might cause religious or cultural offence, etc. If you have to ask whether it's acceptable or not, assume it isn't.

### 13.3 Smoke Free Campus Environment

Canadian University Dubai is a smoke-free establishment. In order to promote and maintain a healthy environment at Canadian University Dubai, and to promote the prevention of illness and encourage students, staff and faculty to lead a healthy lifestyle, a smoke-free campus environment policy has been created to reduce the use of tobacco products on campus. The objectives are to reduce the number of smokers on campus and to support those who wish to stop smoking; through raising awareness on the dangers of smoking and educating young adults with an aim to ensure they do not pick up the habit. To create awareness amongst the university community about the dangers of smoking regular no-smoking campaigns are showcased throughout the year, in conjunction with the Ministry of Health.

Tobacco products include - but are not limited to - any lighted cigarette, cigar, pipe, midwakh, dokha, bidi, electronic cigarette or any other smoking device, along with any form of smokeless or spit tobacco such as dip, chew, or snuff. Each and every member of the University community is responsible for maintaining this policy.

#### a) Procedure

Those responsible for the application of the policy are the Security Supervisor and Security Staff, Student Affairs Division, and the Human Resources Department.

#### b) Warning System

There is a three-point warning system in place for Canadian University Dubai students caught smoking inside the campus.

- **First time violation:** the student will be given a verbal warning (University Security or Student Affairs Division) and their Canadian University Dubai ID will be confiscated. The student will need to register with the Security Supervisor and can collect the ID card one week after the incident.
- **Second time violation:** should the student be caught violating the policy a second time, he or she will be given a first official warning letter (Student Affairs Division), which will be placed in his/her file.
- **Third time violation:** a third violation will lead to a final warning letter (Student Affairs Division) or possibly putting the student on registration hold for one semester. The case will be sent to the disciplinary committee.
- Disciplinary committee decision will be taken, and student will be informed accordingly.
- Students have the right to appeal the committee's decision (in writing) to the President's Office.

### 13.4 Dismissal from Class

If the behaviour of a student interferes with the learning process or endangers the integrity/safety of the classroom environment, then the faculty member will be compelled to ask the student to leave the room or seek assistance to have the student removed.

For the process to determine additional or further sanctions, please refer to the Student Disciplinary Policy.

### 13.5 Student Disciplinary Policy

Students accused of objectionable behavior may be subjected to an array of reprisals, actions, and penalties as per Canadian University Dubai policy. Behavior-on or off campus- that violates the University’s standards of good conduct, or that present a hazard to the health and safety of the University community, may be subject to disciplinary actions.

A student under expulsion or suspension due to unacceptable behavior will not be permitted access to the University premises, which include the campus, its facilities, and the student accommodation. The student might be allowed to have access to the University premises if he or she is invited by the University Authority, or for a scheduled appointment, made by the student, with the University Authority.

### 13.6 Conduct of Violations and Disciplinary Actions

The Dean of Student Affairs often resolves through mediation all conduct issues occurring on premises. However, in serious cases, the Dean of Student Affairs will refer the violation to Canadian University Dubai’s Disciplinary Committee. The following is a summary of possible violation and their corresponding disciplinary actions.

Violation	Committee / Overview	Actions
<b>Inappropriate behavior in Class</b>	Disciplinary Committee	Printed Warning Probation Expulsion
<b>Vandalism</b>	Disciplinary Committee	Printed Warning Probation Reimbursement or Replacement Expulsion
<b>Dress Code Violation</b>	Disciplinary Committee	Printed Warning Probation Expulsion
<b>Theft</b>		Expulsion
<b>Possession of Alcohol or Drugs on Campus</b>		Expulsion
<b>Gambling</b>		Expulsion

The actions are considered misconduct if they take place on Canadian University Dubai property/premises or elsewhere if the student concerned was involved in a University activity, was representing the university, or was present at that place by virtue of his or her status as a student at Canadian University Dubai, including any work placement.

**Any such incidences of misconduct will be dealt with on a case-by-case basis.**

### 13.6.1 Types of Warning and Actions

- a) **Verbal Warning:** A verbal warning is given by the Dean of Student Affairs to a student whose conduct or behavior violates the University's Code of Conduct.
- b) **Written Warning:** A written warning is given to the student by the Disciplinary Committee. The warning will state that another violation of the University's code of conduct may result in additional disciplinary measures.
- c) **Probation Warning:** The probation warning is given to the student by the Disciplinary Committee. This probation warning indicates that the student behavior and conduct will be carefully monitored for a certain period of time. Any misconduct may lead to further disciplinary action.
- d) **Reimbursement or Replacement:** Any damage to the University's property will require payment, repair or replacement of the damaged good. Failure to pay may result in preventing the student from registering or obtaining his transcript.
- e) **Mandatory Labor:** Disciplinary action due to a conduct violation may on occasion encompass mandatory labor on campus. This type of action may be alternatively proposed by the Disciplinary Committee

### 13.6.2 Disciplinary Committee

The Disciplinary Committee will oversee all student misconduct and decide on the consequences to the alleged breaches of Canadian University Dubai's Conduct Code. The Disciplinary Committee is chaired by the Dean of Student Affairs.

- a) **Procedures**
  - Anyone from Canadian University Dubai Community (faculty, administrator, staff or student) who believes that a violation of the Conduct Code has been committed must inform the Dean of Student Affairs in writing.
  - The Dean of Student Affairs will amass and examine evidence relevant to each particular case.
  - The Dean of Student Affairs will, based on their investigation, decide to refer, or not refer, this case to the Disciplinary Committee.
  - The student maintains the right to appeal their case to the University's President.
  - The Dean of Student Affairs will select three administrators and four faculty members to sit on the Disciplinary Committee.
- b) **Communications to the Student Regarding Conduct Violations**
  - The Disciplinary Committee will take an acceptable amount of time to plan and conduct its investigation. The investigation will include: Student(s) and witness interviews; and, if needed, preparation of the witness for testimony (ies), and collection of evidence.
  - The Disciplinary Committee will inform the student on paper of the alleged violation of Canadian University Dubai's Code of Conduct and of the verdict reached by the Disciplinary Committee, as well as the disciplinary measures
  - The student will have 72 hours (three class days) to appeal the decision of the Disciplinary Committee to the President prior to any final disciplinary action. The President will reply to the appeal in writing. A duplicate of the response will be sent to the Dean of Student Affairs.

- The President has the right to overturn the decision of the Disciplinary Committee; the President's decision is final.

#### c) **Disciplinary Committee Hearing**

- The Dean of Student Affairs will update all members concerned in the disciplinary action as to the confidentiality of the case.
- The Dean of Student Affairs will present a summary of the case.
- The student who allegedly violated the Code of Conduct must appear at the scheduled hearing.
- If the student cannot appear for exceptional reasons, he or she must inform the Dean of Student Affairs and must present documentation supporting his or her emergency.
- The Disciplinary Committee may call in witnesses.
- The Disciplinary Committee will question the student who violated the Code of Conduct.
- The Disciplinary Committee will examine, and conclude, by means of assigning appropriate remedial disciplinary actions based on the case.
- The Dean of Student Affairs will prepare a letter informing the accused of the Disciplinary Committee's decision.
- The letter will be stored in the student's folder held in the Registrar's Office.

#### d) **Process for Appeal**

Students may appeal the Disciplinary Committee's decision within 72 hours (three class days) to the President of the University.

The President can overturn the decision of the Disciplinary Committee; a letter bearing the results will be sent to the Dean of Student Affairs. The President's decision is final.

### 13.7 **Student Complaints**

Students can expect an excellent education at Canadian University Dubai. Nevertheless, a student may question, complain, or grieve certain materials or issues pertaining to their involvement at the University.

For quality assurance, the internal procedures for addressing student complaints aim for transparency and due process thereby ensuring student complaints are addressed impartially, reliably and punctually.

#### a) **Principles**

The University's student complaint resolution process is based on the following principles:

- Fair and equitable procedures are used to review and resolve the student complaint.
- Privacy and anonymity is assured for all parties, except for use of information as authorized by law;
- Fair and respectful proceedings during the entire search, deliberation, and conclusions by all involved.
- No retaliation or any shortcoming arising from a student complaint made in good faith.
- Timely handling of complaints with measurable deadlines identified at each stage of the resolution process.

- Timely and regular communication of the case process, progress, and result; Access to-, and option to move to a higher internal level in case the student requires a review based on technical or practical grounds.

## **b) Types of Student Complaints**

### **i. Academic Complaints**

Complaints against academic conclusions include but are not limited to:

- Academic advancement decisions.
- Assessment substance.
- A conclusion by an academic person that affects an individual or a group of students.
- Matter or structure of academic programs, method of learning, teaching, or assessment.
- Questions relating to authorship and intellectual property.

### **ii. Administrative Complaints**

Administrative Complaints relate to conclusions and actions associated with administrative or academic facilities, which include but are not limited to:

- Policies pertaining to administration, procedures and rules by central administration, student support groups, and faculties.
- A conclusion taken by an administrator that affects an individual or groups of students.
- Access to University resources and facilities.

## **c) Complaint Resolution Procedures**

This segment summarizes the internal processes applicable to academic and administrative complaints.

### **i. Informal Approach**

- The student concerned about an above-mentioned item should first contact the person involved in writing. If the student cannot reasonably contact this person or resolve their issue at this level, then the student should contact the Leader of the relevant department or of the administrative unit or the Program Leader or the Dean of the School / Department for a discussion. Concerns about a resolution at any of the steps mentioned above should ordinarily be raised to the Chair of the committee. The complaint must be delivered in writing within 15 days of the original incidence.
- The University anticipates that in most instances the discussion of the concern with a pertinent staff member will result in the quick resolution of the matter to both parties' satisfaction.
- If the issue is not resolved, then the student may contact his Academic Advisor who will direct him to the appropriate individual who will address the case.
- The student has fifteen days following an incident to lodge a formal complaint if the issue is not resolved

### **ii. Formal Approach**

If the complaint deals with an academic matter, it should be addressed to the Vice President of Academic Affairs; if the complaint is regarding student support services, it should be addressed to the Dean of Student Affairs; if the issue deals with an administrative or financial matter, the complaint should be addressed to the Vice President of Administration and Finance; if the issue deals with registration matters, the complaint should be addressed to the Registrar.

#### d) **Withdrawal of a Complaint**

At any time during the informal or formal process, a student may withdraw their complaint, and at that time the matter will be deemed concluded and resolved. In this case, if the complaint was made in writing then a written withdrawal letter must be composed by said student and delivered to the relevant person handling the matter. Canadian University Dubai then considers the case closed.

The Complaint Review Committee is an ad-hoc committee that can be called when a formal complaint is lodged. The Complaint Review Committee consists of three members appointed by the Vice President of Academic Affairs or the Dean of Student Affairs, pending a complaint. For academic complaints, in addition to the VPAA, the Dean of the appropriate School, one faculty member from another Department and the student counsellor are required. For issues concerning academic matters, in addition to the Dean of Student Affairs, one faculty member, one Dean, and the Library Director are required.

### 13.8 **Academic Integrity: Policies and Procedures**

#### a) **Purpose**

Canadian University Dubai is committed to ensuring that faculty and students adhere to the highest academic standards in terms of ethics, integrity and behaviour. Canadian University Dubai also acknowledges that the trust established between society and the university's graduates must be enforced through a fair and equitable evaluation of student work and the dissemination of strong academic values.

The purpose of this policy is to guide CUD community in understanding in what academic integrity and misconduct are for students, the processes the University will follow when there is a suspicion of student academic misconduct, and the academic penalties and other consequences that may be imposed if students are suspected of engaging or found to have engaged in academic misconduct.

#### b) **Application of the Policy**

This policy applies to all current CUD students (undergraduate, and graduate), and applies to all academic activities, whether on or off campuses.

#### c) **Definition**

**Academic Misconduct:** Any behaviour that undermines the university's ability to evaluate fairly students' academic achievements, or any behaviour that could gain students or others unearned academic advantage or benefit. Academic Misconduct includes but not limited to: Plagiarism, including self-plagiarism; cheating; misrepresentation of personal identity; fabrication, unethical behaviour, misuse of IT communication resources and unauthorized use of intellectual property.

The above list characterizes the most common instances of academic misconduct which negatively affect the credibility and value of education and degrees conferred by any university.

**Plagiarism:** Plagiarism includes, but is not limited to, representation of others' work, lending unauthorized assistance, and using strategies or processes with the aim of attaining dishonest grades. Students must not submit any material created by or acquired from another person or business.

**Cheating on Examinations:** Cheating refers to attempting to use unauthorized materials or obtaining unauthorized assistance in all types of examinations. This may include impersonating



another student; looking at another student's materials; using unauthorized notes/books/calculators; talking to other students; using communication devices such as mobile phones or any Bluetooth devices.

**Information and Communication Technology Misuse:** CUD is committed to providing faculty and students with all the required IT resources needed in order to ensure proper delivery of academic programs and access to information. The use of these IT resources should be legal and ethical and should fully comply with Canadian University Dubai ICT-AUP and applicable laws in the United Arab Emirates. The University ICT-AUP can be accessed through the website [www.cud.ac.ae](http://www.cud.ac.ae).

**Fabrication:** It refers to the process of inventing or falsifying information in an academic activity. Examples of fabrication may include falsifying the results of an experiment; falsifying a document or research paper; inventing a source that doesn't exist; and/or fabricating data to support claimed results.

**Ethical Behavior:** Students are expected to fully adhere to the ethical standards mandated by the University and the laws of the United Arab Emirates. Unethical behavior may include misuse of intellectual property and copyrighted materials; dissemination of false information; inappropriate behavior in class; disrespect towards faculty or other students.

**Turnitin Software:** This software is installed in CUD Learning Management System MOODLE for student and Faculty access.

### 13.8.1 Anti-Plagiarism Strategies

In order to encourage good academic practices against plagiarism and enforce academic integrity, Canadian University Dubai has adopted the following strategies:

#### a) The Use of Turnitin Software

Students should run Turnitin software on their work before submission to the instructor. Faculty will access Turnitin through their computers in order to check student work compliance against good academic practices (allowed similarity Indicator).

#### b) Organization of Workshops

Academic affairs Office should organize, with the help of academic Departments, workshops on good academic practices. These workshops should identify the most frequent forms of plagiarism, ways to correctly acknowledge sources through proper references and the University's policies against plagiarism.

#### c) Role of Faculty Members

All faculty members must inform their students of the negative impact of plagiarism in the first lecture, and remind their students on good referencing during the session in which they assign projects/ coursework ; they are also encouraged to design the assignments in a way to minimise the likelihood of plagiarism whenever possible; they are also expected to identify if the student is presenting his/her own work during the discussion sessions prior to submission of the work on CUD Learning Information system.

### 13.8.2 Sanctions Related to Violations of Academic Integrity

#### a) Plagiarism Offense

Faculty members must report all instances of the academic misconduct to the Program coordinator, with supporting evidences, and indicating whether it is a first offence in his/her course. The program



coordinator makes his recommendation to the Dean who reports the case the Registrar who determines the type of the offence:

- **First Offense:** The offence is considered as a first offence if the student does not have any recorded offence in his file since his enrolment in the University. In this case, the mark zero is assigned for the coursework by the Dean and a written warning to be filed in his/her file in the Registration Department.
- **Second Offense:** The offence is considered as a second offence if the student has one recorded misconduct offence in his file since his enrolment in the University. In this case, the Registrar calls for a meeting of the Disciplinary committee who give an F grade to the course with an automatic suspension of the student from that course, if the plagiarism misconduct is confirmed. Also, a written warning will be filed in the student's file.
- **Third Offense:** If a second offence was already recorded in Student's file since the first semester of study, the Registrar calls for a meeting of the Disciplinary Committee which will automatically fail the student in all courses registered in the semester, and further disciplinary measures, including possible suspension from the program and/or university, for up to two regular semesters, may be recommended by the disciplinary committee.
- **Fourth Offense:** If a third offence was already recorded in Student's file since the first semester of study, the Registrar calls for a meeting of the Disciplinary Committee which will automatically fail the student in all courses registered in the semester, and dismissal from the University will be recommended by the disciplinary committee if the offence is validated.

#### b) **Cheating on Examinations:**

If a student is found cheating on an exam, the violation will be communicated to the Exam Violation Committee by the main invigilator by submitting a written report of the incident, along with the work in question and any physical evidence if available (i.e. video recording) to the Chair of the Exam Violation Committee. The committee reviews the incident and recommends the following sanctions:

- **First Offense:** The student will be assigned a Grade F for that course, and a written warning is filed in his/her file in the Registration Department if the Exam Violation Committee confirms the offence.
- **Second Offense:** If the student's record shows that the student is found cheating for the second time since his/her enrolment in the University, s/he will be assigned a grade F in that course and a final written warning is filed in his/her file in the Registration Department if the Exam Violation Committee confirms the offence.
- **Third Offense:** If the student's record shows that the student is found cheating for the third time since his/her enrolment in the University, s/he will be assigned a grade F in that course and disciplinary measure up to dismissal from the University can be recommended by the Disciplinary committee based on the report of the Exam Violation Committee.

#### c) **Appeal:**

The student may appeal to the President of the University within 72 hours following the University's appeal policy.

## 14 Student Records Policy

### 14.1 Purpose of the Policy

The Student Records Policy ensures that student information:

- Is maintained in a secure environment
- Limits access to confidential information
- Is maintained in a reliable, consistent and accurate manner

The Registrar's Office is the official auditor, recorder and keeper of student records. The Registrar's Office must ensure the accuracy and reliability of data collected and distributed as per the confidentiality and privacy policy approved by the University.

The purpose of this policy is to comply with CAA requirement (6.6 Registration and Records of the *Standards for Licensure and Accreditation 2019*)

Canadian University Dubai respects existing:

- United Arab Emirates laws and any policy instituted by the country and its ministries with respect to the privacy of individuals and the maintenance of records about any individual.
- International standards for record retention in our effort to support Canadian University Dubai applicants, students and alumni world-wide.

Any breach of this policy is subject to legal action.

Authorized Registration personnel that conduct any activity or make a decision that affects the Official Transcript of the student must ensure there is an official record of that decision. The decision must be recorded electronically in CAMS and entered directly or attached to the student's record in CAMS. A physical copy of the decision may be stored, as necessary, in the student's paper file. The official record is the action taken by the user or student in CAMS based on the University's document.

If an academic student record is not referred to in this policy, this policy will be applied to that record. Documentation and forms are created as new procedures are established. This document refers to all student record data.

### 14.2 Student Information

The student information system responsible for the maintenance of student records is CAMS, a Three Rivers System product.

Within CAMS, the following data must be accurately and effectively maintained to ensure that the student record reflects the progress of the student:

- Admission documents
- Courses and programs of the Student
- Degree audit measurement of the student progression towards degree completion
- A student's Academic standing
- Class scheduling together with a record of registration indicating that the right student is registered in the right courses at the right time meeting pre- and co-requisites within the chosen program
- Holds of any kind including academic and tuition or fee assessment

- Merits and any other form of academic recognition

### 14.3 Procedures

As a result of this policy, the following procedures are required:

- Data custodians must be identified and will be charged with monitoring and auditing systems which contain personally identifiable information, ensuring that the information collected is used only for the purpose for which it was intended and that safeguards protect the privacy of the individuals.
- A retention and disposal schedule for documents and data is identified and complies with United Arab Emirates MOE, CAA and Records management guidelines under FIPPA, Canada (1990)
- Physical shredding of records must be completed in a secure environment
- Training will be delivered on a routine basis to individuals responsible for the creation, storage and maintenance of records.
- This policy and the University's compliance with it will be routinely reviewed in line with the University's policy review guidelines.

#### a) Student File

The Official File of the student is created through data entry, maintenance and deletion as well as document management within the University's information system. It is also created by scanning versions of required physical documents external to the University.

#### b) Data Entry

Data that is gathered, entered and stored in the University's electronic data system constitutes the official record of the student where both physical and electronic data records exist.

With respect to scanned documents, the electronic form of the scanned document is the official record where both a paper and electronic version of the record exists.

#### c) Data Retention

Data within the student record:

- **Physical Records:** External documentation submitted to Canadian University Dubai by applicants, students and graduates is scanned upon submission and electronically attached to the student's record in CAMS.
- **E-records:** Data is created and retained to reflect the academic progress of students.

### 14.4 Physical Copy Documentation

Fire-proof, secure cabinets within the Office of the Registrar are used to retain the physical version of the student's official Canadian University Dubai record for undergraduate and Masters programs. Access to the Office of the Registrar is controlled by finger print identification assigned to authorized employees of Canadian University and CAMS database is password protected.

### 14.5 Electronic Data Collection and Dissemination

Data is entered, maintained and deleted in CAMS by authorized users. Documentation is scanned and linked to data in CAMS by authorized users.

Type	Description	Retention
<b>Applicant Records</b>	Any data that supports the applicant’s admission into the University	<ul style="list-style-type: none"> <li>• e-Records are maintained indefinitely.</li> <li>• Physical records are maintained for one year after the acceptance date.</li> </ul>
<b>Student Records</b>	Any data related to student’s courses, credits, grades, scores on proficiency/ placement examinations, education and enrollment verification, that is: any data that represents the student’s academic history	<ul style="list-style-type: none"> <li>• e-Records are maintained indefinitely.</li> <li>• Physical records are maintained for three years from the date the student record became inactive</li> </ul>
<b>Graduate Records</b>	Any data related to student’s Graduation namely; Passport, High School Transcript, Equivalency and Graduation Certificate	<ul style="list-style-type: none"> <li>• e-Records are maintained indefinitely.</li> <li>• Physical records are maintained for three years from the date the student graduated.</li> </ul>

## 15 Student Affairs

### 15.1 Career Services and Internship Office

In the UAE, the Market needs are changing all the time. This rapid pace makes many demands on the new graduates who are looking for an employment opportunity. Career services and Internship Office has the following two objectives:

- i. It assists students in finding internship placements that are related to their field of studies, through its network with many local companies, liaising with the HR department of the companies for finalizing internship offers and terms and conditions, and communicating with registration department for Internship registration after completion of the file which also includes approval of the internship place, and that of the academic department.
- ii. It assists students in developing their career goals and objectives by organizing career workshops and posting job opportunities which are available in major companies in different industries. Although this service is aimed primarily for graduating students, all students are welcome to attend. In career workshops, students will learn how to create a professional CV, design a cover letter, advance interview skills, and negotiate an offer. In addition, the library contains a section purely related to career development and job research, and every student is encouraged to use our resources and databases.
- iii. It also organizes career day in which employers present their expectations to graduating students.

### 15.2 Student Success Centre

We pride ourselves on the extensive network of services that we provide to support our students during their studies. Canadian University Dubai aims to ensure student success, whereby each student is empowered to achieve his or her full potential. The ultimate goal is to fulfill a holistic approach so that each graduate will leave with a strong sense of self and is able to make a true difference in his or her career and community.

The Student Success Centre provides the following services to help students during and after their studies:

- Academic support and tutoring are provided free of charge for students requesting additional academic help. This is essential in ensuring our students' academic success.
- Career building, personal growth, and social development are provided to assist students in preparing for life in university and after graduation.

### 15.3 Personal Counselling

Canadian University Dubai recognizes the incredible pressure on today's student. These pressures can become overwhelming for some students and could lead in some cases to conditions that can jeopardize students' academic success. The aim of the University is to prevent students from either feeling alone or feeling unable to seek help for their problems.

The student counsellor has professional experience and training in order to assist students, whether the issues are emotional, psychological, social or physical. All counselling is done on an individual basis and is strictly confidential. Students will be provided with all the assistance they need and, if necessary, will be referred to outside medical professionals to ensure they get the appropriate help.

## 15.4 Academic Orientation and Advising

Academic advising is the backbone of any University's education framework system. The University holds orientation sessions at the beginning of each Academic Year, and all new students admitted to Canadian University Dubai programs are requested to attend. Students should refer to the Academic Calendar to find out about the exact dates of the orientation sessions. The students will have a chance to meet with the faculty, program coordinators, and University administrators. During these sessions, students will have a chance to:

- Familiarize themselves with the credit system of education followed by Canadian University Dubai,
- Understand and become familiar with the degree requirements,
- Interpret test and placement scores,
- Clarify major and/or career options,
- Select appropriate courses to optimize their academic performances,
- Understand academic warnings and progression policies,
- Review the academic records of graduating students,
- Familiarize themselves with University services; library, information technology, laboratories, student services, student councils, etc.

For those students who are achieving subpar results in a course or are not performing up to their expectations, a meeting with an advisor will be scheduled.

## 15.5 Career Placement Services

Part-time work placement assists students wishing to find part-time work while attending University. Canadian University Dubai has relationships with many businesses in Dubai and can be a great asset to any student looking for a part-time job.

Career workshops and career postings assist students in finding a career and preparing for life in the workforce. Although this service is aimed primarily at finishing students, all students are welcome to attend. In career workshops, students will learn how to create a professional CV, design a cover letter, advance interview skills, and negotiate an offer. In addition, the library contains a section purely related to career development and job research, and every student is encouraged to use our resources and our databases.

## 15.6 Special Needs Services (Accessibility Services)

Canadian University Dubai pledges to provide an inclusive learning environment and to support the cognitive, emotional and creative development of students with special needs.

Canadian University Dubai ensures that reasonable effort is made to accommodate students with special needs such that their program learning objectives are met. Special Needs Services are provided equally through programs and services.

## 15.7 Student Activities

Canadian University Dubai Student Services organizes activities, clubs, and events that meet the needs of all the students – there is something for everybody. There is no question: studies show that students who have a well-rounded, active lifestyle fare better than the ones who concentrate solely on their studies. Canadian University Dubai encourages its students to participate actively in the life of their University. The activities span across the following areas:

- Cultural Events and Performances

- Athletics
- Community Involvement

### 15.8 Performance and Cultural Events

With over 100 nationalities represented at Canadian University Dubai, there is an abundance of cultural events held throughout the year. These events celebrate the diverse cultures present at Canadian University Dubai, with food, fashion, art, music and dance performances from countries all over the world. Such events include:

- Global Day
- Entertainment Night
- UAE National Day
- Several other National Days

At all of these events, it is the students who play the main role in representing their own cultures.

### 15.9 Student Athletics

Understanding that “a healthy body makes for a healthy mind,” Canadian University Dubai promotes wellness and organizes many sporting activities on campus. Students can play football, tennis, basketball, cricket, badminton, volleyball, chess and table tennis at either competitive or recreational levels.

Students can participate in any of the existing student clubs or form a new one. Some of the current clubs include:

- Basketball
- Tennis
- Volleyball
- Football
- Badminton
- Table Tennis
- Cricket
- Pool
- Chess

Canadian University Dubai encourages its students to join in inter-university sports leagues and welcomes others to its premises.

#### Faculty/Staff Role

Every club shall have a faculty member or a staff member as an advisor to ensure that:

All activities/events organized are in accordance with the CUD’s Policies and Procedures, and Promotion and advertisement for activities or events are done in accordance with CUD’s Policies.

#### Financial Control in Student-run Clubs

All financial matters of student-run clubs, societies, and activities are handled according to the Financial Policy of the CUD stated in the CUD Policies and Procedures Manual.



### 15.10 Community Involvement

Canadian University Dubai encourages the cultivation of a positive relationship with the surrounding community in Dubai, and one way in which students can give back to the community is by participating in fundraising activities. The Student Services office is responsible for planning numerous events, all of which have been extremely successful in raising awareness for current issues in the community and around the world. Past events include:

- 5 Days for the Homeless
- The Terry Fox Run
- Movember
- Autism Awareness
- Breast Cancer Awareness

Furthermore, Canadian University Dubai has signed MoUs with Friends of Cancer Patients and Rashid Pediatric Therapy Centre.

### 15.11 Student Publications

#### Newsletter:

To keep students informed of happenings within the University, a bimonthly newsletter is published containing information on University news, student events, administration information. This serves to keep students informed and engaged, while furthering the notion of a unified community within the University.

### 15.12 Student Councils Policy

#### Article 1 – Definition of the Student Council

Canadian University Dubai Student council are non-incorporated associations whose missions are aligned with the Mission and the Vision of Canadian University Dubai. Members of the Student Council are full-time students in good academic standing. The Student Council is on a volunteer basis and is a non-profit organization.

#### Article 2 – Name of the Student Council

Canadian University Dubai Student Council

#### Article 3 – Mission of the Student Council

- Canadian University Dubai Student council will act as a liaison between the students and the administration, aiming to create an environment where collaboration and friendship between students and staff are present
- Canadian University Dubai Student council work towards the promotion of the good welfare of all students.
- Canadian University Dubai Student Council encourages student life on campus, which includes promoting and participating actively in all student cultural and non-cultural events.
- Canadian University Dubai Student council will act as Ambassadors to the University.

#### Article 4 – Membership

All students, no matter their ethnicity, religion, gender, or physical condition, are encouraged to be part of the Student council.



The Student Council consists of the following six student executive positions, in addition to general student members:

- President
- Vice President
- Treasurer
- Secretary
- Media Officer
- Public Relations Officer

Each member will be elected for a one-year term, with a possible renewal of a maximum one year.

### **Article 5 – Election Procedures of the Student Council**

Canadian University Dubai Student council is open to full-time students who have completed at least two semesters and who are in good academic standing. The Student council elections are held at the beginning of each Spring semester.

#### **a) Qualifications for the Positions of President and Vice President**

- Should be a full time undergraduate student, who has completed at least two semesters;
- Should and must have a CGPA of 3.0 or above; failure to maintain this CGPA will result in dismissal from office;
- Should commit to enroll for Fall, Spring, and Summer of their elected term of office;
- Should have demonstrated some leadership at Canadian University Dubai;
- Should apply by filling out the Student council application form available at the Student Affairs Department;
- Should submit his/her resume, and one photo to the Student Affairs Department;
- Should pass the interviews with the University Senate Executive Committee and the Dean of Student Affairs;
- Should submit a list of 30 students who support his/her nomination.

#### **b) Qualifications for the Positions of Other Officers**

- Should be a full time undergraduate student, who has completed at least two semesters;
- Should and must have a CGPA of 2.5 or above; failure to maintain this CGPA will result in dismissal from office;
- Should commit to enroll for Fall, Spring, and Summer of their elected term of office;
- Should have demonstrated some leadership at Canadian University Dubai;
- Should apply by filling out the Student council application form available at the Student Affairs Department;
- Should submit his/her resume, and one photo to the Student Affairs Department;
- Should pass the interviews with the University Senate and the Dean of Student Affairs.

#### **c) Election Rules, Procedures and Responsibilities**

- A list of 30 students who support a candidate running for the president or vice president position is required. This list should be submitted according to the deadline of the election to the University Senate;

- Each candidate must complete the election registration form and submit it to the University Senate. This form should include the candidate's specific position he or she wishes to run for;
- Candidates cannot apply for more than one position;
- Candidates should prepare a three to four-minute campaign speech which should be presented during an assembly;
- Candidates should prepare themselves to participate in open debates;
- Campaign materials such as flyers, videos, and posters should be approved by either the Dean of Student Affairs or the VP of Academic Affairs before they are displayed;
- Only current full-time and part-time students are eligible to vote;
- Results of the Student council vote will be announced two days after the elections are complete;
- Members of the Student council who were dismissed or resigned cannot run for elections;
- At the end of each semester, the Manager of Student Services will review the CGPAs and the performances of all Student council members.

#### **d) Elections Code of Conduct**

The Election Committee has a mandate to ensure that the election process is fair and impartial. Violation of the elections code of conduct will result in sanctions such as temporary or permanent suspension from campaigning and, in extreme cases, the candidate's name will be removed from the elections list. The following rules are to be followed during the elections:

- Candidates should refrain from making deceptive or misleading statements during their candidacy;
- Candidates should refrain from attacking each other during the election campaign;
- Candidates must have all their campaign material approved and signed by the Dean of Student Affairs;
- Candidates must hold their speeches one week before the elections;
- Candidates must remove all their campaign material one week after the elections.

The elections of the Student council are held every Spring Semester. Meetings are open to all Canadian University Dubai Students.

#### **e) Voting Procedures**

- Voting procedures will be the responsibility of The Elections Committee under the supervision of the University Senate and the Dean of Student Affairs;
- The Elections Committee will ensure that all voters are current Canadian University Dubai students;
- Voting will be open to all full time and part time student enrolled in the current academic year;
- Voting Students will be allowed to vote once, and must show their Canadian University Dubai ID to the members of the Elections Committee before voting;
- Blank votes and ballots improperly marked will be voided;
- Voting will last two days and will start after one week of campaigning.

**f) Disputes and Violations**

- Candidates who violate the election code of conduct will be subject to sanction from the Elections Committee;
- Complaints against any candidate's conduct during the election campaign must be reported in writing to the appropriate Vice President;
- Written complaints will be dismissed if they are not filed within 3 school days after the incident took place;
- Violations of Elections Code of Conduct will lead to a hearing by the Elections Committee;
- Candidates will be informed in writing of the decision of the Elections Committee.

**Article 6 – Student Council Responsibilities and Duties****The Elected Student Council President will:**

- Act as the spokesperson for the specific Student Council (Life on Campus, International Event and Community Outreach, Academic Endeavors);
- Aid in the appointment of new members;
- Assign specific tasks to the new elected members;
- Schedule meetings;
- Participate in a weekly meeting with the appropriate Vice President;
- Prepare and present to the Vice President the annual Student council report that includes the Financial Report, Activities Report, and strengths and gaps of the Student council;
- Meet with Deans or Program Leaders at the end of each semester to discuss students' concerns with regard to the particular department (Student Council - Academic Endeavors);

**The Elected Student Council Vice-President will:**

- Replace the President in his/her absence;
- Oversee the work of the other members;
- Support the President;
- Organize the Student council meetings and retreats;
- Support in organizing events and activities;

**The Elected Student Council Media Officer will:**

- Create and participate in the making of all marketing material for Students Councils events and activities;
- Work closely with the Marketing Department while designing marketing materials for Student council events and activities;
- Have some experience in design;
- Support in organizing events and activities;

**The Elected Student Council Public Relations Officer will:**

- Work closely with Communication Department while marketing student events and activities;
- Work with the Manager of Student Services in the establishment of corporate and companies' sponsorships;
- Support in organizing events and activities.

**The Elected Student Council Secretary will:**

- Schedule meetings;

- Take the minutes of all Student council meetings;
- Maintain a record of all events and activities held during the academic year;
- Write office correspondence if needed;
- Support in organizing events and activities.

#### **The Elected Student Council Treasurer will:**

- Keep and maintain all financial records of the Student council;
- Submit a financial report at the end of each semester;
- Support in organizing events and activities. Volunteer Student Members will:
- Promote the Student council activities events;
- Support all Student council activities and operations.

#### **Staff Advisors**

The immediate supervisor of the Student council is the University Senate. The Dean of Student Affairs will guide and advise the Presidents of the Student council.

#### **Article 7 – Requirements for Remaining in Student Council**

- Student Council members are required to attend all Student council scheduled meetings; members should inform the President of the Student Council for a non-attendance;
- Members of the Student council are bound to their duties, and responsibilities;
- Members of the Student council must maintain the required CGPA.

#### **Article 8 – Resignation from Office**

Members of the Student council wanting to resign from office must submit a written letter of resignation to the University Senate and the Dean of Student Affairs. The University Senate will hold a re-election two week after the resignation is presented. The Vice President will replace the President until the newly elected President is voted. For any other position, members can appoint other members to serve in the vacant position.

#### **Article 9 – Removal from Office**

Members can and will be removed from office for unexcused absences from official meetings, non-performance, or non-participation in Student council activities and events. Also, members can be removed if they fail to maintain their CGPA. The removal will be made official by the University Senate and this official removal will be communicated in official letter to the Chairman of the Board of Trustees.

### **15.13 Alumni Network**

The Alumni Network is a bridge between yesterday's students, and today's world's entrepreneurs. Through the Alumni Network, Canadian University Dubai graduates will be able to stay in touch with their university.

Our alumni will be able to connect with their former classmates, colleagues, professors, and Canadian University Dubai community in general, and establish an extremely valuable social and professional network. Canadian University Dubai alumni are today's entrepreneurs and leaders. They constitute the vital talent of the community they serve. Through their rich and diverse networks, they are the best portal and the promotion of the extended outreach of the university.

Canadian University Dubai Alumni Network is established by graduates and administrators. Its development and growth is enhanced by the participation, dedication, and support of its members and Canadian University Dubai community at large. All the efforts in support of Canadian University Dubai Alumni Network provide in return for its members' opportunities for life-long learning, greater realizations and much more accomplishments. In support of the Alumni Network, Canadian University Dubai encounters an additional channel to sustain its role and mission in society. For more information, email us at [alumni@tud.ac.ae](mailto:alumni@tud.ac.ae).

## 16 Learning Resource Centre

The Learning Resource Centre (LRC) at Canadian University Dubai provides access to a wealth of electronic resources and loan of materials to all Canadian University Dubai students, faculty, and staff.

We house a print collection consisting of books, journals, newspapers, and other publications. Our wide range of electronic resources includes 40,000+ e-journals, 200,000+ e-books, and over 3,200,000 intelligence reports and analyses. You can also access country reports, thesis and dissertations, conference proceedings, videos, and many more electronic resources. The electronic resources are accessible on and off-campus 24/7.

We encourage students to use the physical and digital resources available at LRC for independent learning, research needs, and personal improvement. We use the Library of Congress Classification System - currently one of the most widely used library classification systems in the world. Located on the first floor of The Hub building and equipped with computers and Wi-Fi. The LRC organizes regular information literacy, workshops, and training for all university students and faculty.

The Learning Resource Centre is open seven day a week. Please check the LRC website for the timings <https://www.cud.ac.ae/lrc>

### 16.1 Interlibrary Loan

It is not possible for the Learning Resource Centre to own all materials that are requested or needed by its users. When the library collection does not contain an item, efforts to locate the item and obtain it through all reasonable means will be undertaken. The LRC maintains an account with the British Lending Library for interlibrary Loan.

#### Cooperation with Other Libraries:

As the CUD Learning Resource Centre grows it will cooperate as fully as possible with regional libraries in resource sharing activities. Possible areas of cooperation may include interlibrary loan, staff training, cooperative collection development, or reciprocal use/borrowing agreements. The LRC may participate with other libraries or library consortia for the purpose of cooperative purchasing programs or other activities.

### 16.2 Electronic Resources

Virtual E-Learning databases are vital to the research needs of students and faculty. The Learning Resource Centre is actively seeking out databases that will complement the curriculum of the University and be most useful to Learning Resource Centre users. Full text databases are highly preferred over indexing or abstracting databases.

### 16.3 Access

The Learning Resource Centre collection is cataloged and classified using Library of Congress call numbers and subject headings. An automated catalog of the collection will be maintained and will be accessible by LRC users over the Internet.

- The e-library collections and services are available for CUD students and academic staff and other users.
- CUD Electronic resources is strictly for registered students, faculty, and staff.
- Computers are available to provide access to e-resources for users within the university.

- The e-library access is provided in an easy access platform, adopting new technologies and new resources added to the discovery tools resource and catalog.
- Access to electronic resources off-campus through EZ proxy is available using university account login from <https://www.cud.ac.ae/lrc>
- Access to electronic resources is in accordance with the International copyright law and UAE Federal Law No. 7 of 2002 Concerning copyrights and neighboring rights and permission on the terms of use defer by publisher.

#### 16.4 Preservation

Damaged items are repaired, replaced, or withdrawn according to the policies of the LRC. Specific provision is made in the LRC's budget for the repair and binding of materials.

#### 16.5 Student Participation

Student contributions to the LRC selection process are also encouraged. The different methods of suggesting titles for purchase are highlighted in the Learning Resource Centre orientation sessions.

#### Fair Use, Copyright & Intellectual Property:

Patrons are encouraged not to violate UAE copyright law. No more than 10% of any teaching & learning material is allowed to be photocopied within LRC premises. Faculty are encouraged to contact publishers directly to find out how much of their teaching aids(electronic) are copyrighted before using them for students.

#### 16.6 Information Literacy

Research skills information sessions are provided to all students, faculty, & staff.

#### 16.7 Circulation Policy

##### a) Students

- Learning Resource Centre books are loaned for two weeks and may be renewed.
- Books can be recalled after one week.
- Fines will apply to all overdue items.
- Replacement fees will apply to all lost items.
- Learning Resource Centre patrons are responsible for all materials checked out to them.

The Learning Resource Centre warns patrons not to loan items borrowed to another person. If the item is lost or returned late, the patron will be responsible for all fines and replacement fees.

##### b) Faculty

- Learning Resource Centre books are loaned for one semester and may be renewed.
- Books can be recalled after two weeks.
- Fines will apply to all overdue items.
- Replacement fees will apply to all lost items.
- Learning Resource Centre patrons are responsible for all materials checked out to them.

The Learning Resource Centre warns patrons not to loan items borrowed to another person. If the item is lost or returned late, the patron will be responsible for all fines and replacement fees.



**c) Staff**

- Learning Resource Centre books are loaned for two weeks and may be renewed.
- Books can be recalled after one week.
- Fines will apply to all overdue items.
- Replacement fees will apply to all lost items.
- Learning Resource Centre patrons are responsible for all materials checked out to them.

The Learning Resource Centre warns patrons not to loan items borrowed to another person. If the item is lost or returned late, the patron will be responsible for all fines and replacement fees.

**d) Fines and Replacement Fees for Lost or Damaged Item****Fines:**

For regular overdue item, an overdue fine accrue as AED 2 per day per book for 14 days loan. For reserve overdue item, an overdue fine accrue as AED 2 per hour per book for 3 hours loan.

**Replacement Fees:**

Users who have lost or damaged borrowed item are advised to replace on the following options:

- Replace the same item provided it is in a new condition or with a newer edition
- Pay the current market price of the book plus AED 75 processing fee
- Video – AED 100 for videos
- Lost journal - AED 50 for journals

**Note:** *The stated amount represents an average cost of the item. That includes the processing and postal charges.*

**16.8 Code of Conduct**

This Code of Conduct states the rights and responsibilities of the LRC user and has been adopted by Canadian University Dubai Learning Resource Centre.

**CUD's Learning Resource Centre will provide:**

- respectful, knowledgeable, and helpful assistance
- facilities conducive to group and individual learning
- tools facilitating general inquiry, study, and research
- information resources to support general inquiry, study, and research in various formats
- facilities and resources free from the problems caused by food, beverages, other damaging items, and inappropriate use

**Learning Resource Centre users will:**

- act in a manner that does not cause damage to the library, its resources or disturb other LRC users
- use the LRC as a place to collaborate on study and research
- be respectful and courteous to other LRC users and LRC staff
- maintain a pest-free, clean environment by clearing study space when leaving and not bringing in food or beverages (except bottled water)

By upholding the CUD Code of Conduct Learning Resource Centre users are ensuring all users of an environment that is advantageous for study and research, contemplation, reflection, and collaborative learning. All Learning Resource Centre users are expected to conduct themselves in



accordance with this Code of Conduct and act appropriately while in the LRC. Those who fail to comply and disrespect the rights of others will be asked for their University ID or other identification, escorted out of the Learning Resource Centre, and reported to the proper University authorities.

## 16.9 Study Rooms

The policy is intended to provide information to all CUD-LRC users to ensure we provide a great service, sometimes the demand exceeds with available rooms.

### a) Purpose

- The study rooms are intended as a place for CUD students to work and study together as a group.
- The study rooms are NOT for individual study

### b) Policies

#### Reservation:

- A study room can be reserved for two (2) hours at a time
- A minimum of three (3) people are considered as a group
- Room key and the remote controls of AC and LCD projector can be collected at the library circulation area and student ID card must be presented
- The study rooms can be reserved through Virtual E-Learning study reservation booking, phone call, email to the library or physical requested at the circulation area
- Rooms may be reserved up to two (2) days in advance
- A grace period of 10 minutes is given, if the room is not occupied by an eligible group, the reservation will be forfeited. The room will be given to another group
- Back-to-back reservations of the room are not allowed. However, the group can stay in the room provided that there is no other group waiting.
- Drinks can be consumed within the room. Eating food is not permitted. Please maintain cleanliness.

#### Included Equipment:

Each room has a TV screen monitor and can be connected to a personal laptop or other devices.

Any difficulties with the use of technology, please contact the library staff at the circulation area or call at 04 709 6260 or email at [library@tud.ac.ae](mailto:library@tud.ac.ae)

## 17 Information and Communication Technology (ICT)

### 17.1 Information and Communication Technology (ICT) Support

Support for hardware is provided by the ICT Department and users are to report any issues to the ICT Helpdesk. The Help Desk is open during all hours of operation of the University and a representative from the department shall be on-call at all times in case of an emergency situation.

The ICT Help-Desk can be reached via the following methods:

- Email: [ICTHELPDESK@tud.ac.ae](mailto:ICTHELPDESK@tud.ac.ae)
- Walk-in: Room B1-03
- Phone: Extension 222 / +971 4 7096 222
- Emergency: **+971 50 383 0834 / +971 50 426 4047**

#### End Users Personal Devices:

A personal hardware is a device such tablets, mobiles, desktops or laptops that are not part of CUD's assets and are not manageable via CUD's support agreements.

1. The cost of acquiring, maintaining as well as operational/connectivity charges of the personal hardware is fully under the responsibility of the end user (staff or student).
2. Prior to being qualified, a personal device must be inspected by ICT to configure access to the network. If the device leaves the network for a period longer than 90 days, it must re-visit ICT for reconfiguration.
3. The personal device has to meet the minimum security criteria applied to CUD's network devices, and must be inspected by ICT from time to time to insure its compliance.
4. The end user will be responsible for ensuring that the personal hardware continues to meet the CUD's network criteria.
5. By accessing CUD's network with his/her personal device, the end user agrees to comply with the ICT appropriate use policy. Section 5.0 of this policy shall be applied in case of violations.
6. CUD's VPN access on a personal hardware will be granted only by the ICT director authorization.
7. ICT support team will provide basic how-to support and troubleshooting only if all CUD related requests are all on "Resolved" or "On-hold" status.
8. ICT support team will provide basic how-to support or troubleshooting on third party software related CUD academic or administrative activities only if the in-house knowledge and enough resources are available.
9. CUD will not be liable of the loss, leak, damage of any data locally stored in the personal hardware. CUD will not be liable to restore the affected data.
10. The end user has to notify ICT immediately if their device has been stolen, lost or otherwise compromised so that the team can take the appropriate actions.

### 17.2 Appropriate Use

The Appropriate Use Policy (AUP) includes the use and access to ICT resources, equipment, and services.

**a) User**

It is the Users responsibility to read, understand and observe the ICT-AUP. You are responsible for exercising good judgment in the use of the University's technological and information resources. Just because an action is technically possible does not mean that it is appropriate to perform that action.

**As a user of the University's ICT Network you must:**

- Abide by all local and Emirate laws.
- Abide by all applicable copyright laws, trademarks and licensing.
- Observe, understand and abide by all copyright laws pertaining but not limited to music, videos, games, images, texts and other intellectual property in both personal and work environments.
- Consider all information in which you access and share over the internet as such materials are vulnerable to invasion of privacy, unauthorized access and malware which could result in invasion of privacy and/or copyright infringement

It is required by all users to report any suspicious account activity when security may be at risk or policy violations have occurred.

**b) Canadian University Dubai**

It is the University's responsibility to ensure that the information, resources, and services have availability, integrity, accessibility, and security and to promote, revise and enforce the ICT-AUP.

**c) Violations**

Upon suspicion of a breach of the ICT-AUP user accounts will be disabled immediately followed by an investigation. Each violation of the ICT-AUP will be investigated on a case by case basis where privacy of user information will be the first priority. In some instances of violation(s), Canadian University Dubai has the right to access and view user data including confiscation of personal devices as required.

Upon conclusion of a violation, necessary action will be taken to the maximum extent of University policies and regulations followed by any local and federal laws.

**17.3 University Technological Infrastructure and Social Media**

Under no circumstances shall any account holder of Canadian University Dubai use any of the Information and Communication Technology (ICT) resources as outlined in the ICT Appropriate Use Policy (AUP) for unapproved communication/transmission of any private, confidential or intellectual property of the University and/or its members. Such mediums include but are not limited to; social networking sites, student newspapers, student television, digital signage, notice boards.

IT services help Desk are available during and after class hours to assist and support faculty and students with any issues related to online learning platform in addition to our regular face to face classes. IT Services help Desk are equipped with software that can remotely view student's desktop/laptop to provide quick and seamless support.

For all online services, we are available by telephone at 04-709-6222 or via email us at [icthelpdesk@cu.ac.ae](mailto:icthelpdesk@cu.ac.ae)

## 18 Student Accommodations

Canadian University Dubai is committed to providing students with an international academic experience, guided by the highest educational and corporate ethics, adding value to the personal and professional lives of its graduates, and the communities in which we serve.

Canadian University Dubai promotes Canadian perspectives in learning, research, and application, grounded in appreciation and respect for diverse cultures and UAE values.

We strive to meet this commitment in our student accommodations by providing accommodations conducive to study and positive social interaction in an atmosphere of dignity and mutual respect.

### 18.1 General Rules

**All residents must allow their fellow students the opportunity:**

- To read and study undisturbed in their room
- To sleep without disturbance from noise
- To have free access to their room without pressure from roommates
- To live in a safe, clean, and drug and alcohol-free environment

**All students must:**

- Respect all UAE laws and rules, culture, and religion.
- Respect UAE culture and religion regarding the relationship between women and men and refrain from sexual harassment and indecent exposure.
- Maintain the well-being of their roommates and refrain from harassment, discrimination, intimidation, or causing physical harm.
- Respect all rules and instructions given by the Accommodation Officer or his agents.
- Respect the personal privacy of fellow students.
- Respect the personal property of their roommates
- Respect the University accommodation property.
- Show respect towards university personnel, students, and security staff.
- Show tolerance for different cultural and religious practices, living styles, and food preferences.
- Practice good kitchen hygiene.
- Inform other residents politely and respectfully if they are violating your rights or the rights of other students.
- Inform the Accommodation Officer or Student Affairs if they feel that this atmosphere is not being provided.

### 18.2 Safety, Security, and Student Conduct

#### a) In Case of Emergency

<b>Police</b>	<b>999</b>
<b>Ambulance</b>	<b>998</b>
<b>Fire Department</b>	<b>997</b>

**b) Incidents**

In the event of a non-emergency incident at the Student Accommodations please contact: **Mr. Samer** or **Ms. Soumia** at:

	<b>Sameer 055-8602331</b>
	<b>Soumia 055-8035463</b>

**c) Fire Prevention**

Smoking, the burning of incense or candles, or using any open flame other than the kitchen stove is prohibited. Any student detecting smoke or fire must sound the fire alarm, call the fire department by dialing 997, and inform the Security Officer. Students must evacuate the building in the event of a fire alarm. Please ensure to be familiar with your address location.

**d) Quiet Hours**

At all times students must respect the right of other students to study. Students must not make disturbing noise between 10:00 p.m. and 7:00 a.m.

**e) Cleaning**

It is the responsibility of the students to ensure the cleaning of their rooms and maintain a neat environment in the accommodations up to the University’s standards.

**f) Room Inspections**

At any time, a university administrator may visit a student’s accommodation. Upon presentation of proper identification by the staff member, the student must allow the University administrator to inspect the accommodation.

**g) Substance Abuse**

Recreational drugs, narcotics, and alcohol are not permitted on any University property including in student rooms. Entering Student Accommodations while under the influence of drugs or alcohol is not allowed. Smoking is also forbidden on university property and in student accommodation. Violation of this policy will result in disciplinary action which could result in permanent expulsion from university accommodation and possibly the University. The parents of students under 21 will be informed of any incidents.

**18.3 Failure to Comply with the Accommodation Policy**

Failure to comply with the University Accommodation Policy may result in a written warning, counselling or a disciplinary hearing depending on the severity of the offense. A hearing could result in penalties ranging from a written warning to progressively more severe penalties which could include letters to parents, suspension or expulsion from student accommodation or the University or referral to Police or other authorities, and possible legal sanctions.

**18.4 Registration for Accommodation**

Only Canadian University Dubai students who are registered, full-time students of the University and have paid or have arranged the payment of tuition and accommodation fees are eligible to reside in the University provided accommodations.

**Moving In:**

Once a room has been assigned students will be given a room key. Students must review and sign a room inventory form.

## 19 Occupational Health, Environment and Safety Policy

### 19.1 Introduction

The Canadian University Dubai (CUD) provides a consistent A-class level of education and work performance that meets and exceeds the quality standards and students' expectations conforming to the requirements and specifications cited in all types of educational services offered in a safe, ethical, and socially responsible manner ensuring no harm to people, society or environment. CUD acknowledges that the dignity, safety, and well-being of people are central to the values of the University.

We are dedicated to safeguarding the health and safety of all individuals who are either involved in or impacted by our activities and operations. We are encouraging the reporting of incidents to all students and personnel and will openly report, measure, monitor, evaluate, and learn from them.

### 19.2 Objectives

Canadian University Dubai's Health and Safety Policy has the following objectives:

- To comply with the requirements of relevant legislations and current good practices;
- To identify significant hazards (the potential for harm), assess risks from activities involving those hazards and manage those risks;
- To promote a positive attitude to health, safety and wellbeing at the University amongst all staff and students
- To ensure that employees, students and others are adequately informed of the relevant identified risks;
- To ensure that staff and students are aware of the risks they may encounter;
- Ensure that this documentation and supporting information is made accessible, primarily through the University's web pages and at induction for staff;
- To make arrangements for co-ordination and co-operation with other stakeholders and third parties;
- To actively monitor the management of risks to health and safety;
- To review the effectiveness of health and safety risk management and, where appropriate, implement improvements;

### 19.3 General Safety Hazards

Faculty, staff and students must consider the following general safety hazards while on campus:

- Emergency lights will illuminate during an emergency.
- Emergency lights will illuminate during an emergency.
- Keep fire doors and emergency exits free of obstructions.
- Keep the areas in front of fire extinguishers and fire alarms clear at all times.
- Do not overload electrical outlets or extension cords. Report damaged electrical cords, broken switches, loose connections, or bare wires to the supervisor immediately. When necessary to run a cable or electrical cord across the floor, always use a cable cover to protect the wiring and prevent tripping.
- Cord-connected electrical appliances should have a grounded 3-wire conductor or be approved.

- Inspect and test all electrical devices according to their risk category, and protectively enclose them as practical and appropriate.
- Personal appliances such as kettles, heaters, and battery chargers are not allowed to be used on campus unless prior consent has been given.
- Visually inspect equipment and tools before plugging them in. If cables or plugs are either damaged or incorrectly fitted, do not use the equipment and remove it from service. Never use defective or inappropriate tools and equipment.
- Do not overload the top drawers of filing cabinets to avoid the possible tipping of the cabinet when the drawers are opened. Keep file and desk drawers closed when not in use to help prevent tripping accidents.
- Always use proper safety step stools or ladders for climbing. Never stand on swivel chairs or use them as step stools.
- Avoid wearing loose clothing, long sleeves, ties or inappropriate gloves when supervising or working in a laboratory or on machinery.

### 19.4 Laboratory Activities

**Students who participate in laboratory activities are given explicit directions on all issues related to personal safety. These are strictly enforced by the laboratory assistant who manages the laboratory. Items covered in the training of students include:**

<ul style="list-style-type: none"> <li>• Personal Protective Equipment</li> <li>• Work Area</li> <li>• Proper Attire</li> <li>• Safe Chemical Disposal Procedures</li> <li>• Chemical Control</li> <li>• Broken Glass Handling</li> <li>• Needle Safety</li> <li>• Electrical Hazards</li> <li>• Proper Labeling</li> <li>• Storage</li> <li>• Safety Equipment</li> <li>• Fire Extinguishers</li> </ul>	<ul style="list-style-type: none"> <li>• Proper Use of Other Safety Equipment</li> <li>• First Aid Kit</li> <li>• Material Safety Data Sheet (MSDS)</li> <li>• Safety Warnings</li> <li>• Compressed Gas Cylinders</li> <li>• Testing of Odors</li> <li>• Heating of Glass Tubing, Rods and Test Tubes</li> <li>• Handling of Acids, Bases and Water</li> <li>• Bunsen Burner Usage</li> <li>• Safe Heating of Organic Liquids</li> <li>• Safe Cooling of Organic Liquids</li> <li>• Safe Handling of Laboratory Instrumentation</li> </ul>
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### 19.5 Fire Safety Policy

Canadian University Dubai prohibits smoking in any of its buildings; there is a designated smoking area outdoors for those wishing to smoke. All students are expected to observe these regulations. Fire exit signs are posted at all exits to be used for evacuation and smoke detectors are placed in various strategic locations to provide early detection of smoke or fire. All fire extinguishers will be periodically checked by an outside company to ensure that they are in good operating condition. They will also do a safety inspection and check the building for fire hazards.

The Fire Marshal will supervise and coordinate the fire drill to ensure that all buildings are evacuated. Designated staff will be assigned as fire officials to take charge of the evacuation of a particular building in the event of fire. In addition, designated staff members will be trained as first aid attendants to assist fire officials with the evacuation. Fire drills will be practiced each semester in the academic buildings on campus to ensure that proper procedures will be followed in the event of a real fire.



**a) Prevention**

- Know your work area; know alternative routes and fire exits
- Know the location of firefighting equipment and how to use it
- Avoid overloading electrical sockets
- Report promptly any faulty equipment
- Keep fire exits clear at all times
- Smoke only in the designated area

**b) To Report Smoke or Fire**

- Activate the building fire alarm system. Alarms are located on each floor. The alarm signal will alert the rest of the staff and students.
- The Information Officer in the Reception area will immediately contact the Department of Civil Defense by dialing 997 and advise them of the location of the fire.

**c) When an Alarm Rings****Follow RACE Procedure:**

- R:** Rescue anyone in immediate danger
- A:** Activate building fire alarm to alert others and report the incident
- C:** Confine the fire by closing all doors
- E:** Evacuate the building using the closest exit and move to a safe distance away from the building

**Use of Fire Extinguisher:** (Only use if it is safe to do so)

**Follow PASS procedure:**

- P:** Pull the safety pin from the extinguisher, distance yourself 6-10 feet back from the fire
- A:** Aim the hose at the base of the fire
- S:** Squeeze the handle
- S:** Sweep the extinguisher from side to side starting from the front edge of the fire

**19.6 Fire Evacuation Plan****a) Steps to Take in Case of Fire**

- i. Activate the building fire alarm system. Manual alarms are located on each floor. The alarm signal will alert the rest of the staff and students.
- ii. The Student Information Officer in reception will immediately contact the Department of Civil Defense by dialing 997 and inform them of the location of the fire. The Registrar will take student attendance registers and the students' emergency phone numbers.
- iii. Class teachers are responsible for ensuring the safe orderly evacuations of any students that they have with them in the event of a fire, closing room doors behind them and going to the designated assembly point. Staff members who do not have students with them at the time of the fire should proceed to the nearest Hall and assist with evacuation.
- iv. The nurse will collect the emergency first aid kit and assist with the evacuation of students.

- v. Each designated fire official and first aid attendant will ensure that everyone has left their building and that all doors are closed, placing red “all clear” signs on the outside of the door.
- vi. Security will turn off all the AC units and then assist fire officials.
- vii. Class teachers are responsible for confirming that each of their students is outside of the building in the designated ASSEMBLY POINT
- viii. The Fire Marshal will supervise and coordinate with fire officials and first aid attendants to confirm that all buildings have been evacuated.

**b) Guidelines**

- i. Stay calm.
- ii. Use the stairs only. Never take an elevator.
- iii. Always use the nearest fire exit to leave the building. Go to the ASSEMBLY POINT.
- iv. Do not stop to take personal belongings with you.
- v. Staff is responsible for the evacuation of all students with them at the time; call for help if you need it.
- vi. Students and staff are not to return to the building until instructed by the fire department.
- vii. If you are trapped in a room, close and seal the doors. Call Security and tell them of your location.
- viii. Take an alternative route in case fire is located near your designated exit-proceed to the nearest exit in your location.

**19.7 Health and Safety Policy and Procedure For Student Activities**

Canadian University Dubai is committed to providing a safe and healthy environment for all students who participate in any on-campus and off-campus student activities such as sports and events. The university recognizes the importance of safety and health and will take all necessary measures to ensure that students, staff, and visitors are not exposed to potential risks that may result in personal injury or illness.

This policy also establishes guidelines and procedures to ensure the health and safety of students participating in on-campus and off-campus activities. It emphasizes the importance of personal responsibility, proper supervision, and adherence to safety measures to prevent injuries and accidents.

**a) Scope**

This policy and procedure apply to all on-campus and off-campus student activities organized by Canadian University and attended by its students. All students are expected to comply with this policy and procedure to ensure their safety and the safety of others.

**b) Responsibilities****Canadian University Dubai:**

- i. Provide adequate supervision, facilities, and equipment to support on-campus and off-campus student activities.

- ii. Ensure the availability of first aid kits and emergency contact numbers for off-campus student activities.
- iii. Provide trained event coordinator, coaches, and instructors in first aid and CPR techniques.
- iv. Develop and maintain an emergency action plan.

### Students:

- i. Complying with the rules and regulations set forth by Canadian University for each event.
- ii. Participating in any safety training provided by the university.
- iii. Reporting any potential hazards or unsafe situations to the event coordinator.
- iv. Using equipment, facilities, and resources with due care and attention.
- v. Disclose any pre-existing medical conditions to the sports club coordinator or coach before engaging in sports activities.
- vi. Engage in warm-up exercises before participating in any physical activity.
- vii. Wear appropriate sportswear and footwear that provide proper support and protection.
- viii. Remove jewelry or accessories that may pose a risk during sports activities.
- ix. Follow instructions provided by coaches, instructors, or event coordinators.
- x. Maintain proper hydration, nutrition, and rest to mitigate health risks.
- xi. Take personal responsibility for their safety and well-being during on-campus and off-campus student activities.
- xii. Ensure they have appropriate medical insurance coverage that includes coverage for sports-related injuries.
- xiii. Sign liability waiver before joining the off-campus student activities.

### c) Safety Measures

#### i. Safety Orientation:

- A safety orientation will be conducted by the EHS Officer in the beginning of the academic semester (Fall and Springs), providing an overview of safety guidelines, practices, and expectations for on-campus and off-campus student activities.

#### ii. Student Registration and Disclosure:

- Prior to participating in any on-campus and off-campus student activities, students must enlist his name to the coordinator/organizer and the student needs to sign a liability waiver.

#### iii. First Aid and Emergency Preparedness:

- Establish an emergency action plan for timely and effective response to injuries or accidents.
- Provide access to first aid kits in off-campus venues and inform participants about their location.
- Train event coordinator, coaches, and instructors in basic first aid and CPR techniques.
- Have emergency contact numbers readily available.

#### iv. Transportation:

- The university will provide transportation qualified and licensed drivers to ensure a safe journey for all passengers provided that a minimum of 10 students will avail of the transport.
- It is the responsibility of the students to follow all safety guidelines and regulations while on board the university-provided transport.

- The university reserves the right to cancel or modify the transportation arrangements due to safety concerns or unforeseen circumstances.
- The university will not be liable for any accidents, injuries, or damages incurred during the transportation to and from the off-campus venue.
- In case the minimum requirement of 10 students is not met, the university will provide clear instructions and directions to access the location, to ensure that students can travel under their own discretion to the off-campus venue safely and conveniently.

**v. Liability and Insurance:**

- The university will ensure safety for all participating students whether on-campus or off-campus student activities.
- Students must understand and accept that participation in any on-campus and off-campus student activities carry inherent risks, and they must take full responsibility for their own safety.
- The university will not be liable for any injury, accident, or damage that may occur during the on-campus and off-campus student activities.
- All students participating specifically in sports activities must have appropriate medical insurance coverage that includes coverage for sports-related injuries and accidents.

**vi. Incident Reporting and Investigation:**

For any untoward injury or incident, below procedure should be followed.

- **On-campus event:**
  1. Contact the Campus Nurse and EHS Officer for any accident/injury.
  2. The campus nurse/first aider will promptly administer first aid (if require) to the patient.
  3. Register the incident including relevant details, data and information and submit reports to the management and authorities as required.
- **Off-campus event:**
  1. First Aiders need to respond for any accident/injury.
  2. Event Coordinator including the coaches need to submit incident report with all the relevant details, data and information and submit reports to the management and authorities as required.
  3. Document incidents, conduct investigations, and take appropriate actions to prevent future occurrences.

**d) Review and Compliance**

This policy will be reviewed periodically to ensure its effectiveness and compliance with relevant regulations and standards. All stakeholders, including students, coaches, and instructors, are responsible for complying with this policy.

## 20 Academic Programs

The Canadian University Dubai offer the ability to study a Canadian based curriculum within the culture and values of the United Arab Emirates. The academic programs at Canadian University Dubai are housed within:

A. School of Architecture and Interior Design	
Department of Architecture	
1.	Bachelor of Architecture
2.	Bachelor of Science in Architectural Studies <ul style="list-style-type: none"> <li>• Building Information Modeling</li> <li>• Sustainability</li> </ul>
Department of Interior Design	
3.	Bachelor of Science in Interior Design
B. School of Engineering, Applied Science and Technology	
Department of Computer Engineering and Computational Sciences	
4.	Bachelor of Computer and Network Engineering Technology
5.	Bachelor of Science in Computer Science
6.	Bachelor of Science in Cyber Security
7.	Bachelor of Science in Software Design
Department of Electrical Engineering	
8.	Bachelor of Science in Electrical Engineering <ul style="list-style-type: none"> <li>• Electronics</li> <li>• Mechatronics</li> <li>• Telecommunication</li> </ul>
C. School of Management	
Department of Undergraduate Programs	
9.	Bachelor of Business Administration <ul style="list-style-type: none"> <li>• Accounting and Finance</li> <li>• e-Business</li> <li>• Events and Tourism Management</li> <li>• Forensic Accounting</li> <li>• Human Resource Management</li> <li>• International Business</li> <li>• Luxury Marketing</li> <li>• Marketing</li> <li>• Operations and Supply Chain Management</li> <li>• Sport Management</li> </ul>
Department of Graduate Programs	
10.	Master of Business Administration <ul style="list-style-type: none"> <li>• Finance</li> <li>• General Management</li> <li>• Human Resource Management</li> <li>• Marketing</li> </ul>
11.	Master in Information Technology Management

**D. Faculty of Communication, Arts and Sciences (FCAS)**

**Department of Communication and Media**

12.	Bachelor of Arts in Communication (English) <ul style="list-style-type: none"> <li>• Advertising and Integrated Marketing Communication</li> <li>• Digital Media and Journalism</li> <li>• Public Relations</li> </ul>
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**Department of Creative Industries**

13.	Bachelor of Arts in Creative Industries
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**Department of Public Health**

14.	Bachelor of Science in Public Health <ul style="list-style-type: none"> <li>• Environmental Health Management</li> <li>• Health Administration</li> </ul>
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**Department of Social Sciences**

15.	Bachelor of Arts in Psychology (English)
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16.	Bachelor of Arts in Psychology (Arabic)
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17.	Bachelor of Arts in Applied Sociology (Arabic)
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The two Masters programs at Canadian University Dubai offered by the School of Management

- Master of Business Administration (MBA)
- Master in Information Technology Management (MITM)

If you are unsure of the academic area you wish to pursue, please contact our highly qualified faculty advisors who are available to guide you.

## School of Management

### A Word from the Dean

I would like to take this opportunity to welcome you to the School of Management. In common with the overall approach at Canadian University Dubai, the School of Management brings you the very best of the diverse North American learning culture, providing a range of opportunities to develop your management-related knowledge and career. The curriculum, teaching methods and support services are innovative, dynamic and designed to deliver an authentic learning experience that is directly linked to state-of-the-art research and practice. All programs and courses are delivered by experienced faculty and talented researchers with local and international experience from North America and around the globe.

The choice you have made to study with us will help define your future career direction, and you will find our experienced faculty members to be capable teachers and researchers who are highly supportive of your ambitions. The faculty is committed to the pursuit of academic excellence through the use of outcome-based teaching and learning (OBTL) leveraging a new 'invention enriched' approach to curriculum development and delivery (the Invention Focused Curriculum or IFC). This approach means that every student in our faculty is encouraged to explore, develop, invent and apply newly discovered knowledge acquired during their time at CUD.

The School of Management has partnered with a range of globally renowned education and corporate institutions to provide exciting opportunities for students to progress and grow. The School offers a range of programs and courses designed to enable our students to excel in their chosen specializations. Complemented by an innovative curriculum and ultra-modern learning technology spread across its campus buildings, the School of Management gives you the skills, tools and knowledge to step into the business world ready to engage as the leader you have the potential to be.

### School of Management (FOM)

Canadian University Dubai



## 20.1 Department of Graduate Programs

### 20.1.1 Master of Business Administration (MBA)

Canadian University Dubai is a recognized leader of Masters level business education in the UAE and across the Gulf region. Graduates from our MBA program are well prepared for the challenges they will face in the increasingly globalized and technologically driven business environment.

Our MBA program focuses on meeting the current and future needs of business and government leaders in the Gulf region. The dynamic and competitive business environment of the 21st century calls for new management and leadership skills – our MBA will prepare you today, for the challenges of tomorrow.

Key to the success of our programs is its focus on developing the professional networks of our students and expanding their understanding of fundamental management principles through case studies, innovative partnerships and interactive seminars. Graduates from our MBA program are well prepared for the challenges they will face in a very competitive professional environment.

The School of Management offers Master of Business Administration (MBA) program with the following Focus Areas:

- General Management
- Finance
- Digital Marketing
- Talent Management Leadership

## Master of Business Administration (MBA) Program Requirements

Requirements	Compulsory Cr. Hrs.	Elective Cr. Hrs.	Total Cr. Hrs.
<b>Program Core Requirements (Core Courses)</b>	21	06	27
<b>Focus Area Requirements (MBA students are required to select one of the following Focus Areas)</b>			
i. General Management (GM)	-	09	09
ii. Finance			
iii. Digital Marketing (DM)			
iv. Talent Management Leadership (TML)			
<b>Total</b>	<b>21</b>	<b>15</b>	<b>36</b>

### Program Core Requirements [Core Courses - 27 Credits]

Course Code	Course Title	Prerequisite	Cr. Hrs.
MBA 640	Accounting for Decision Making	None	3
MBA 642	Managerial Finance	None	3
MBA 643	Business Research Methods	None	3
MBA 645	Marketing Management	None	3
MBA 648	Business Strategy	MBA 640, MBA 642, MBA 643, MBA 645	3
MBA 649	Business Ethics and Sustainability	None	3
MBA 651	Organizational Behaviour	None	3
<b>Research Project (Students are required to select One of the following two research projects.)</b>			
MBA 700	Applied Research Project	Complete 21 Cr. H. & CGPA of at least 3.0	6
MBA 710	Applied Consulting Project	Complete 21 Cr. H. & CGPA of at least 3.0	6

### Focus Area Requirements [09 Credits]

Canadian University Dubai's MBA program provides students with a strong analytical foundation in the fundamental aspects of management. In addition, students are free to specialize in one of the following Focus Areas.

#### a) General Management (GM) [09 Credits]

Students are required to select Three (03) courses from the following courses.

Course Code	Course Title	Prerequisite	Cr. Hrs.
MBA 675	Management of Technology and Innovation	None	3
MBA 676	Organizational Development and Sustainable Change	MBA 651	3
MBA 677	Strategic Leadership	MBA 651	3
MBA 678	Human Resource Development	MBA 651	3
MBA 679	Talent Management and Motivation	MBA 651	3

#### b) Finance [09 Credits]

Students are required to select Three (03) courses from the following courses.

Course Code	Course Title	Prerequisite	Cr. Hrs.
MBA 681	Corporate Finance	MBA 642	3
MBA 686	Derivatives	MBA 642	3
MBA 687	Investment Analysis	MBA 642	3
MBA 688	Financial Statement Analysis and Sustainability	MBA 642	3
MBA 689	Portfolio Management	MBA 687	3

**c) Digital Marketing (DM) [09 Credits]**

Students are required to select Three (03) courses from the following courses.

Course Code		Course Title	Prerequisite	Cr. Hrs.
MBA	690	Sustainable Marketing and Digital Branding	MBA 645	3
MBA	693	Business Marketing	MBA 645	3
MBA	697	Global Digital Marketing	MBA 645	3
MBA	698	Digital Products and Services	MBA 645	3
MBA	699	Consumer Behaviour	MBA 645	3

**d) Talent Management Leadership (TML) [09 Credits]**

Students are required to select Three (03) courses from the following courses.

Course Code		Course Title	Prerequisite	Cr. Hrs.
MBA	660	People Analytics	MBA 643, MBA 651	3
MBA	668	International Human Resource Management	MBA 651	3
MBA	669	Strategic Talent Management	MBA 651	3
MBA	677	Strategic Leadership	MBA 651	3
MBA	679	Talent Management and Motivation	MBA 651	3

**Study Plan - MBA (Focus Area - General Management)**

Semester	Course Code	Course Title	Prerequisite	Cr. Hrs.
Semester 1	MBA 642	Managerial Finance	None	3
	MBA 643	Business Research Methods	None	3
	MBA 645	Marketing Management	None	3
	MBA 651	Organizational Behaviour	None	3
	<b>Total</b>			
Semester 2	MBA 640	Accounting for Decision Making	None	3
	MBA 649	Business Ethics and Sustainability	None	3
	MBA XXX	GM Focus Area Elective (1)		3
	MBA XXX	GM Focus Area Elective (2)		3
	<b>Total</b>			
Semester 3	MBA 648	Business Strategy	MBA 640, MBA 642, MBA 643, MBA 645	3
	MBA XXX	GM Focus Area Elective (3)		3
	MBA 700 or MBA 710	Applied Research Project or Applied Consulting Project	Complete 21 Cr. H. & CGPA of at least 3.0	6
	<b>Total</b>			
<b>Total</b>				<b>36</b>

### Study Plan - MBA (Focus Area - Finance)

Semester	Course Code	Course Title	Prerequisite	Cr. Hrs.
Semester 1	MBA 642	Managerial Finance	None	3
	MBA 643	Business Research Methods	None	3
	MBA 645	Marketing Management	None	3
	MBA 651	Organizational Behaviour	None	3
	<b>Total</b>			
Semester 2	MBA 640	Accounting for Decision Making	None	3
	MBA 649	Business Ethics and Sustainability	None	3
	MBA XXX	Finance Focus Area Elective (1)		3
	MBA XXX	Finance Focus Area Elective (2)		3
	<b>Total</b>			
Semester 3	MBA 648	Business Strategy	MBA 640, MBA 642, MBA 643, MBA 645	3
	MBA XXX	Finance Focus Area Elective (3)		3
	MBA 700 or MBA 710	Applied Research Project or Applied Consulting Project	Complete 21 Cr. H. & CGPA of at least 3.0	6
	<b>Total</b>			
<b>Total</b>				<b>36</b>

### Study Plan - MBA (Focus Area - Digital Marketing)

Semester	Course Code	Course Title	Prerequisite	Cr. Hrs.
Semester 1	MBA 642	Managerial Finance	None	3
	MBA 643	Business Research Methods	None	3
	MBA 645	Marketing Management	None	3
	MBA 651	Organizational Behaviour	None	3
	<b>Total</b>			
Semester 2	MBA 640	Accounting for Decision Making	None	3
	MBA 649	Business Ethics and Sustainability	None	3
	MBA XXX	DM Focus Area Elective (1)		3
	MBA XXX	DM Focus Area Elective (2)		3
	<b>Total</b>			
Semester 3	MBA 648	Business Strategy	MBA 640, MBA 642, MBA 643, MBA 645	3
	MBA XXX	DM Focus Area Elective (3)		3
	MBA 700 or MBA 710	Applied Research Project or Applied Consulting Project	Complete 21 Cr. H. & CGPA of at least 3.0	6
	<b>Total</b>			
<b>Total</b>				<b>36</b>

**Study Plan - MBA (Focus Area - Talent Management Leadership)**

Semester	Course Code	Course Title	Prerequisite	Cr. Hrs.
Semester 1	MBA 642	Managerial Finance	None	3
	MBA 643	Business Research Methods	None	3
	MBA 645	Marketing Management	None	3
	MBA 651	Organizational Behaviour	None	3
	<b>Total</b>			
Semester 2	MBA 640	Accounting for Decision Making	None	3
	MBA 649	Business Ethics and Sustainability	None	3
	MBA XXX	TML Focus Area Elective (1)		3
	MBA XXX	TML Focus Area Elective (2)		3
	<b>Total</b>			
Semester 3	MBA 648	Business Strategy	MBA 640, MBA 642, MBA 643, MBA 645	3
	MBA XXX	TML Focus Area Elective (3)		3
	MBA 700 or MBA 710	Applied Research Project or Applied Consulting Project	Complete 21 Cr. H. & CGPA of at least 3.0	6
	<b>Total</b>			
<b>Total</b>				<b>36</b>

**20.1.2 Master in Information Technology Management (MITM)**

The Master in Information Technology Management (MITM) is designed to provide students with the tools they need to balance between the technical demands of an IT system, and the expectations and mandates of various stakeholders. Students will learn how to integrate information technology, management, and governance skills to effectively achieve organizational business strategic objectives. These combinations put graduates of this program in a position to succeed as Information Technology management experts.

The MITM has two sets of electives:

**Data Analytics** which will help you to develop the core skills and professional competencies to take on and advanced position leadership roles in data analytics and science sector. It focuses on the theories, functions and implications of data science techniques. It considers a range of best practices and scientific approaches to data science, managerial analytics and businesses intelligent techniques.

**Digital Transformation** which will help you to develop the core skills and professional competencies to take on and advanced position leadership roles in digital transformation and after transformation sectors. It focuses on the theories, functions and implications of digital transformation market needs, and considers a range of best practices and scientific approaches to cloud computing edge and fog computing and Cyber Security fundamentals.

Digital Transformation electives will also help sharpen your leadership acumen and give you the practical skills and appropriate mind-set and best practices techniques to develop in a constantly changing global landscape.

The curriculum goes beyond the basics of Information technology management to prepare you for senior management positions, enabling you to effectively lead Information Technology in an organization with integrity and responsibility.

## Master in Information Technology Management (MITM) Program Requirements

Requirements	Compulsory Cr. Hrs.	Elective Cr. Hrs.	Total Cr. Hrs.
<b>Core Requirement (Core Courses)</b>	27	09	36
<b>Total</b>	<b>27</b>	<b>09</b>	<b>36</b>

### Core Requirement [Core Courses - 27 Credits]

Course Code	Course Title	Prerequisite	Cr. Hrs.
MBA 642	Managerial Finance	None	3
MBA 643	Business Research Methods	None	3
MBA 649	Business Ethics and Sustainability	None	3
MIT 602	IT Services and Operations	None	3
MIT 604	Blockchain Technology	None	3
MIT 606	IT Governance and Management	None	3
MIT 607	Strategic IT Planning	None	3
MIT 700	Dissertation	Complete 18 Cr. Hrs. & CGPA ≥ 3.00	6

*NB: MBA 642, MBA 643, and MBA 649 are shared courses with MBA program*

### Electives Courses [09 Credits]

Students must complete either 3 courses in Data Analytics or 3 courses in Digital Transformation, depending on their interest and offerings which depend on the size of the cohort and Undergraduate background. The set of Elective courses will be offered only if the cohort includes a sufficient number of students holders of Bachelor degree in Computing or related.

#### Data Analytics Elective Courses [09 Credits]

Course Code	Course Title	Prerequisite	Cr. Hrs.
MIT 621	Data Sciences	None	3
MIT 622	Data Analytics for Managers	MIT 621	3
MIT 623	Business Intelligence	None	3

#### Digital Transformation Elective Courses [09 Credits]

Course Code	Course Title	Prerequisite	Cr. Hrs.
MIT 631	Cloud Computing	None	3
MIT 632	Edge and Fog Computing	MIT 631	3
MIT 633	Cybersecurity	None	3

**Important:** This set of elective courses requires a strong knowledge in coding.

### Study Plan - Master in Information Technology Management

Sem.	Course Code	Course Title	Prerequisite	Cr. Hrs.	
<b>Semester 1</b>	MBA	643	Business Research Methods	None	3
	MIT	602	IT Services and Operations	None	3
	MBA	649	Business Ethics and Sustainability	None	3
	MIT	XXX	Elective Course (1)		3
	<b>Total</b>				<b>12</b>
<b>Semester 2*</b>	MBA	642	Managerial Finance	None	3
	MIT	604	Blockchain Technology	None	3
	MIT	606	IT Governance and Management	None	3
	MIT	XXX	Elective Course (2)		3
	<b>Total</b>				<b>12</b>
<b>Semester 3</b>	MIT	607	Strategic IT Planning	None	3
	MIT	XXX	Elective Course (3)	None	3
	MIT	700	Dissertation*	Complete 18 Cr. Hrs. & CGPA ≥ 3.00	6
	<b>Total</b>				<b>12</b>
<b>Total</b>				<b>36</b>	

\* Research topics and research proposal of the dissertation must be approved before the end of Semester 2.



## 21 Summer Study Abroad Opportunities

Several of our faculty members have taken an entire class abroad to deliver a Canadian University Dubai course while exposing the class to a foreign country and its culture. These Study Abroad courses are usually offered in the summer time and may combine class time at our campus in Dubai with overseas delivery or the courses may be delivered entirely overseas.

Architecture courses or educational study trips have been offered in Germany and Italy.

Many of our partners have the capacity to provide local support to such initiatives. These can include airport pickup, residence and meal plans, guest lectures, cultural and social tours etc. If you are a student and are interested in taking part in such a course, speak to the Leader of your program.

## 22 Centre for Continuing Education and Life Long Learning

### 22.1 Continuing Education

- English Placement Testing
- English for Academic Purposes (EAP) Courses
- Intensive English Program (IEP)
- Mathematics for Academic Purposes Courses
- TOEFL / IELTS Testing

### 22.2 TOEFL / IELTS Testing

All Academic programs at Canadian University Dubai have an English proficiency requirement; we are able to offer a convenient on campus Institutional TOEFL and IELTS exam service for all prospective and currently enrolled students. The Institutional TOEFL test assesses a students' proficiency level in three different skills — reading comprehension, listening comprehension, and structure and written expression. Tests are carried out on a regular basis and dates are published in advance on our website. Students may also obtain additional information on pricing, timings and apply for the test through the Office of the Registrar.

## 23 Research at Canadian University Dubai

Canadian University Dubai is a research-focused institution with a broad portfolio of academic expertise. Across our Faculties and Departments – Management, Communication, Environmental Health Sciences, Electrical Engineering, Computer Engineering and Computational Sciences, Architecture and Interior Design – the University contributed significantly to the wider research community. The Research Hub at CUD was established to build a worldwide international research collaboration to enrich the university studies with the sustainable development goals and the wellbeing and engagement with the local, regional, and international societies as part of the University’s social responsibility. The Hub remains open for international calls for multidisciplinary research collaboration.

### 23.1 Goals and Objectives

The research initiatives and projects conducted at Canadian University Dubai are aimed at:

- Providing a means to reach out to student communities, practitioners in the workplace, and the business community and to raise awareness of the great opportunities and important challenges that research at Canadian University Dubai offers.
- Fostering and facilitating a broad multi-disciplinary involvement and an inter-disciplinary collaboration.
- Creating a web-based resource repository to facilitate research, education, and outreach to the student community.
- Stimulating industry/business/community interest and investment in university research by showing clear pathways to business benefits of research results.

The success of the research initiatives at the University will be measured by:

- Collaboration with government institutions (local, regional, and international), industry and other stakeholders to engage in research activities that have a direct impact on the UAE economy and society.
- Providing answers and solutions, as a research university, to the needs of the sustainable development goals (SDGs) and the NGOs
- Engaging our students at all levels into research, to gain broader knowledge and good understanding of the nature and importance of research in their field and education.
- Providing an enabling research environment to the faculty and student body in order to remain both research-active and competitive.
- Organizing International Conferences and Workshops to serve as forums for researchers and practitioners to exchange, network, present and discuss their work, as well as to contribute to the expansion of knowledge and to encourage research initiatives among the community of the University.

### 23.2 Research Partnerships

Through the Office of Research and Excellence, Canadian University Dubai continually seeks to foster research collaborations with both academic and business partners to generate knowledge that will be of benefit to wider society. This provides a unique opportunity for researchers within the University to contribute to first class research programs in collaboration with their peers in Canada, the US, Europe, Asia and other international settings.

Research initiatives are implemented in close collaboration with partner universities from Canada, including:

- University of New Brunswick;
- Brock University;
- Trent University;
- University of Prince Edward Island;
- Cape Breton University;
- Royal Roads University;
- University of Windsor Canada;

Additional research partnerships have been initiated with:

- Universiti Teknologi Malaysia (UTM)
- Multimedia University
- Inovative International College
- University Teknologi Malaysia (UiTM)
- Chung-Ang University Korea
- Hanyang University Erica
- University of Canada, Egypt
- The Hashemite Univeristy Jordan
- The Chicago School of Professional Psychology
- MoU Universite de Lyon (UdL)
- La Rochelle Université
- University of Petroleum and Energy Studies in India
- American university of the Middle East (AUM) in Kuwait
- Applied Science University (ASU) in Bahrain

These partnerships make the university a portal to Canadian and other international education systems and give Canadian University Dubai a global stature.

### 23.3 International Conferences

As part of its research agenda, Canadian University Dubai regularly organizes conferences and workshops that bring together both researchers and practitioners to share their experience and expertise on an international stage. These workshops enable multidisciplinary collaboration across diverse research areas with industry and businesses, both regionally and globally.

Canadian University Dubai has successfully organized the following conferences:

- International Conference on Leadership, Innovation and Entrepreneurship as driving forces of the Global Economy (ICLIE), April 20th-22nd, Atlantis The Palm, Dubai, UAE  
<http://www.iclie.com>
- International Conference on Web & Open Access to Learning, November 25th - 27th, 2014. Atlantis The Palm, Dubai, UAE <http://www.icwoal.org/>
- International Conclave on Data Analytics, BI, Action Research & Cases in the Power and Energy Sector February 23rd -26th, 2014.
- 6th Joint IFIP Wireless and Mobile Networking Conference, (WMNC 2013), April 23rd-25th, 2013. Atlantis Hotel. Dubai. UAE.
- 4th International Conference on Networked Digital Technologies (NDT'2012) - April 24th-26th, 2012.

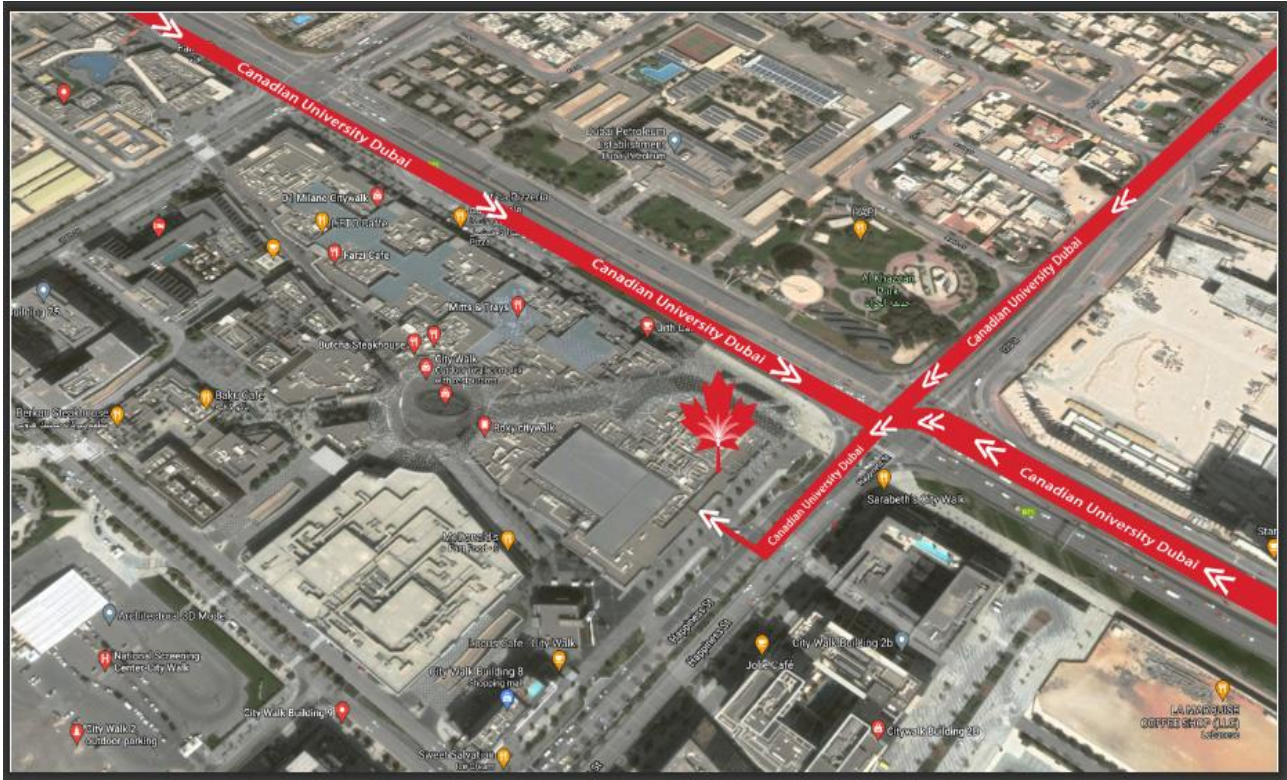
- International Symposium on Networks, Computers and Communications (ISNCC 2021), October 31 – November 2, 2021. Dubai, UAE. <https://sites.google.com/view/isncc2021>
- PRME Chapter MENA 9th Annual Forum & 2022 Conference, March 22nd – 24th, 2022. De Montfort University Dubai Campus, UAE.
- 7th Annual International Conference of the International Association for Silk Road Studies (IASS 2022), February 20th to 24th 2022. Canadian University Dubai, UAE.
- International Seminar and Conference on Learning Organisation (ISCLo), November 25th – 26th, 2021.

### 23.4 Distinguished Speakers

Canadian University Dubai has had the pleasure of hosting numerous distinguished guest speakers, including:

- H.H. Sheikh Mohammed Maktoum Juma Al Maktoum
- H.E. Tun Dr. Mahathir Mohamad
- H.E. Anurag Bhushan, Consul General of India to UAE
- Dr. Sam Ozarsky, St. Michael's Hospital, Toronto
- Dr. Cigdem Berdi Gokhan, Cankaya University
- Dr. Ajay Mathur, Director General, Bureau of Energy Efficiency, and Member, Prime Minister's Council on Climate Change, India
- Professor Muriel Médard, MIT, Boston, USA
- Professor Norman C. Beaulieu, University of Alberta, Canada
- Professor Abbas Jamalipour, University of Sydney, Australia
- Professor Bayan Sharif, Khalifa University, United Arab Emirates
- Ms. Aisha Mohamed Al Abdooli, Acting Assistant Undersecretary Environment Affairs Sector, Ministry of Environment & Water, UAE
- Mr. A. C. Chaturvedi, Executive Director, NTPC LTD, India
- Mr. Neeraj Bansal, Country Head(India), Real Estate and Construction – KPMG
- Mr. Jinendra Gugaliya, Scientist, ABB Corporate Research Centre, India
- Mr. R.S. Mani, Regional General Manager (QE) – Middle East – ABS Group Inc
- Mr. Niraj Mathur, Sr. Lead Assessor, Lloyds, Dubai
- Mr. U. K. Das, AGM (EC) NTPC Ltd., India
- CA. Nitin Wadhwa, Assistant Manager, Energy Efficiency Services Limited, Ministry of Power, India
- Mr. Vivek Soni, Ph. D. Scholar, Indian Institute of Technology Delhi, India
- Professor Mary Gentile, Creator/Director of Giving Voice to Value
- Professor Hossam Ali-Hassan, York University Toronto, Canada
- Professor Langdon Morris, Futurist, Creator of Innovation Master, United States
- Farah Naz, Head of Innovation, Sustainability & ESG - MENA, AECOM, United Arab Emirates
- Professor Winka Dubbeldam, Chair and Miller Professor of Architecture, University of Pennsylvania, United States

## University Campus and Map Location



## CONNECT WITH US

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[www.facebook.com/canadian.university.of.dubai/](http://www.facebook.com/canadian.university.of.dubai/)

City Walk Campus  
Al Safa Street – Al Wasl  
City Walk Mall

Phone: +971 4 321 9090  
Fax: +971 4 321 1991  
[info@cud.ac.ae](mailto:info@cud.ac.ae)