



UNIVERSITY OF BIRMINGHAM DUBAI

University of Birmingham Dubai

STUDENT HANDBOOK

2023-24

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Welcome Message

Welcome to the University of Birmingham Dubai.

You are now a member of one of the World's leading international Universities and part of the elite Russell Group of UK universities, with currently 11 Nobel Prize winning researchers amongst its alumni.

Our legacy is in connecting the brightest students from across the globe, offering an outstanding educational experience delivered by excellent teachers in a University renowned for its research and teaching.

Your university journey is extremely valuable in shaping your years ahead as it is your first step towards building a prosperous future in which you are the owner of the path ahead. A great benefit to you begins by getting involved in campus life.

This is a crucial time to gain independence and autonomy, experience personal growth, embrace yourself with leadership and soft skills that will provide you with a competitive advantage once you graduate and use those four years to find yourself and identify your objectives.

The UOBD Student Handbook is an information portal to understanding our policies, procedures, rules, and regulations. Students are obligated to understand, interpret, and uphold the policies outlined in the Handbook. UoBD holds students responsible for their actions, including failure to comply with community standards and requirements. Therefore, the more students understand about UoBD policies and procedures, the greater their educational experience will be.

We look forward to guiding you and supporting you throughout your journey to make your UoBD experience a successful and rewarding one.

David Sadler
Provost, Dubai

General Information

Your Student Email

You will receive your username when you are asked to complete online registration. Your email address will be username@student.bham.ac.uk (for example, if your username is ABC123, your email address will be ABC123@student.bham.ac.uk). You can access your student email account by accessing the MyUoB app (via your phone, or online: intranet.birmingham.ac.uk/MyUoB)

My UoB App

The official app for the University of Birmingham brings together key services and resources and allows you to move your favourite features to create an app display that is personalised to you. MyUoB is available now for Undergraduate and Taught Postgraduate students via the App Store and Google Play. Find out more at: intranet.birmingham.ac.uk/MyUoB

Student Intranet

The Student Intranet is an important source of information that will help keep you up to date on a variety of areas. Here you will find information about campus facilities, wellbeing support, student administration and much more: intranet.birmingham.ac.uk/student

Canvas

Canvas is the University's Virtual Learning Environment (VLE). You may use it to access course materials, complete and submit assignments, and view lecture recordings. Your Department, School and / or College may also use it to send you important notifications about your studies, so please ensure you check it regularly. Canvas can be accessed at the following webpage: canvas.bham.ac.uk

Contacting You

Throughout the year we will contact you with important information about the Programme, this will be done via Canvas and / or email. It is very important that you check both Canvas and your University email address regularly.

Change of Personal Details

If there are any changes to your personal details, including your Home or University address, please promptly update this information. You can find information on how to update your Personal Details, as well as other online support, on our ['Student Help' webpages](#).

Queries

If you have a query, you should first check the *Frequently Asked Questions* section on the main Programme page on Canvas, or consult the relevant sections of this Handbook.

If your query cannot be answered using these sources, then please do email us at dubaistudentservices@contacts.bham.ac.uk. A member of the team should respond to your query within five working days.

Undergraduate / Postgraduate Office Information

The Student & Programme Administration Office is located on the first floor of the building. Your first port of call if you have a query is to visit the team at The Hub, located atop the Spanish steps, in between the Library and the offices.

The office caters for Undergraduate / Postgraduate matters and the opening times are at the time this handbook is created:

- *Monday to Thursday: 08:30-17:00*
- *Friday: 08:30-12:00*

These timings will be adjusted once the academic year timetables are published in order to cater to all programmes.

Module Handbooks

Module handbooks will be posted onto Canvas for you to access when you need to. You should refer to these so that you know what is expected of you for each module you study. They will detail the specifics of your chosen programme in regards, but not limited to, programme structure and modules, assessment and marking criteria, professional bodies, and collaborative arrangements.

Timetables

You will receive email correspondence prior to Welcome detailing how to access your Timetable for the forthcoming academic session. Your Student and Programme Administration Office will be able to help you with any queries about the content of your timetable, such as the modules you have been assigned to. Technical issues with accessing your timetable should be directed to the [IT Service Desk](#).

Teaching Day & Week

The standard University teaching week is:

- *Monday: 08:00-18:00*

- Tuesday: 08:00-18:00
- Wednesday: 08:00-18:00
- Thursday: 08:00-18:00
- Friday 08:00-12:00

Postgraduate classes are likely to be held on evenings (17:00-22:00) and / or weekends.

You may have teaching at any time during these periods; teaching events will appear on your Timetable. Some Programmes do not follow the standard teaching day or may see some amendments due to unforeseen events. Continuous information on your Programme's timetable will be circulated in a timely manner by the relevant Academic teams and the Student and Programme Administration Office.

Academic Calendar and University Closure

Academic year dates are published on the [university website](#). Academic year dates may vary for some programmes of study, so please check your offer letter and all communications you are sent by your academic school.

Specific information relating to university closures and observed UAE public holidays are also available on our [website](#).

Office Hours

All members of academic staff (unless they are on study leave) have office hours when they guarantee to be available to see their tutees and other students. Academic staff will make their office hours known to you. If you are unable to see an academic staff member because their office hours conflict with your timetable, you can email them to arrange an alternative appointment.

You are strongly encouraged to take advantage of office hours. You can attend either individually or in a small group. As well as providing you with the opportunity to discuss material on a one-to-one basis, office hours give academic staff important information on how the module is progressing. You may also visit an academic staff member during their office hours for additional feedback on assessed coursework.

Attendance

You are strongly advised to read the University's Code of Practice on Student Attendance and Reasonable Diligence, which is available on the [Codes of Practice, Policies and Guidance pages](#).

All full-time students are required to attend / engage for the whole semesters which comprise the academic year. Your contribution to taught sessions is valued and you have a responsibility to members of academic staff and to your fellow students to be diligent in this respect. For detailed information on Student Attendance and Reasonable Diligence, please visit the link above.

Persistent non-attendance, lack of engagement and / or non-submission of coursework, without good reason, could result, after due warning, in the university following the due diligence procedure to exclude a student from examinations or require a student to withdraw from the University.

A student who, for good reason, wishes to be absent from the university for any part of a semester must first obtain the permission of the Senior Tutor.

For information on attendance recording procedures, please follow this link [Dubai Attendance Recording and Reasonable Diligence 2021/2022 - A Guide for Students](#) *It will be updated for the academic year 2022/2023 so make sure you visit the page and familiarise yourself with the information early on your journey.*

Student Visa Holders

As part of its Student Sponsor licence duties, the University of Birmingham is required to monitor the academic engagement of its sponsored students. This means that the University will report to the UAE's relevant governmental and semi-governmental authorities, students who do not fully engage with their Programme.

Examples of the way in which student engagement may be monitored include, but are not restricted to:

- Attending:
 - required lectures;
 - seminars or tutorials;
 - examinations
- Submitting coursework;
- Undertaking required laboratory work;
- Undertaking research or fieldwork;
- Completion of the online right to study process.

If you have any concerns about your visa, immigration status or attendance requirements you are advised to contact the Student & Programme Administration Office.

Withdrawals

If you are contemplating withdrawing, either temporarily from the Programme, or permanently from the University, you must arrange to see your Programme Director.

After making your decision, you will be required to visit the Hub and complete the relevant paperwork.

Library Services

Library Services supports the information resources and services needs of staff and students undertaking high quality research, learning and teaching at the University. Information about the LRC/Library and its resources, including electronic resource services are available through the following links:

To search the Library catalogue, use: www.findit.bham.ac.uk

To find resource lists for your modules, search at www.resourcelists.bham.ac.uk

Library Services: <https://intranet.birmingham.ac.uk/dubai/student/library/index.aspx>

Study Spaces

There are a wide range of study spaces on campus that are open to all students. Each of these spaces has its own characteristics - some are small and quiet, others are larger and busier. We also have a number of group study rooms that students can book and use. If you would like to book a group study space or learn more about our study spaces, please speak to us at The Student Hub.

IT Service Desk/ Tech Bar

The Tech Bar is your first point of contact for IT related queries. You can explore their helpful knowledgebase for answers to a wide range of queries and report any faults using their online portal:

<https://universityofbirmingham.service-now.com/itportal/>

You can also use their Live Chat or visit them in the Main Library.

Microsoft 365

Microsoft 365 is a cloud-based platform that offers a range of different integrated services and tools, accessible from anywhere, designed to help us simplify how we work together. It brings together the Microsoft products you're used to, like Word, Excel, PowerPoint and Outlook, and adds new functions to connect everything and everyone together. As a student at the University of Birmingham you can download and use Microsoft 365 for free.

Your access to Microsoft 365 will be available for the duration of your studies at the University. Please visit the [Microsoft 365 page](#) for more information.

Wi-Fi

Wi-Fi access is available across campus via the 'Eduroam' network. For information on this network, including how to connect to this network, please visit the [IT Service Desk](#)

Printing and Photocopying

You can print, scan and photocopy on any multifunctional device across campus using your student ID card, through the [University's Managed Print Service](#).

Health and Safety-Dubai

University of Birmingham Dubai is committed to providing and maintaining a healthy and safe working environment for its' staff, students, visitors, and anyone who may be affected by its activities. Standards of performance should as a minimum achieve compliance with statutory requirements and University policy. For more information please visit the University of Birmingham Dubai [Health and Safety Internet page](#)

Fire Safety

Emergency Plan is applicable to all University of Birmingham Dubai employees to comply with the requirements of Federal and Local Authorities and protect, students, contractors, visitors and others in an emergency. Emergency plan outside the policies about fire and other safety regulations.

[Emergency Plan](#)

Fire Warden

Dare Pitan

Omar Naqash

Bharat Shrestha

Isaac Katuruza

Rajesh Tripathy

Dr Archibong Eso Archibong

Smoking Policy

Smoking policy establishes a clear set of standards and processes for the No Smoking areas and smoking prohibition within the University of Birmingham Dubai Campus. See smoking policy [here](#)

Hazardous Waste Policy

University of Birmingham is committed to provide a safe working place for students, staffs, faculties, contractors and the visitors of the university who will be exposed to the hazardous materials and to those areas of campus which may be affected by presence of such materials. Details can be found under the [hazardous waste policy](#).

List of facilities in Dubai

Large Seminar Room	Dry Laboratory	Female Prayer Rooms
Medium seminar room	General Laboratory	Male Prayer Rooms
IT Clusters	Students Recreational Lounge	Cafeteria & Food Hall
Auditorium	Locker Rooms	Library Facility
Lecture Theatres	Games Room	In Campus Car Parking
Interview room	Tutorial Rooms	First Aid Room
Social learning Area	Large Meeting Rooms	
Staff Office & Lounge	Academic/Events Training Room	

Dining facilities (Dubai campus)

University has got a café and food hall for students, staff, visitors to enjoy variety of food & beverages. Food hall is based on the ground floor serving a variety of food items. In addition to the food hall, University has also got a dedicated coffee shop located on the first floor. University has also got a vending machine which provide a variety of products.

Recreational facilities (Dubai campus)

University has got a dedicated Student Association space, which has got a pool table, foosball table and a variety of board games. Student association is location on both sides of the campus wings on ground and first floor.

In addition to this, we also have got the DIAC parkland, we has got a variety of sports facilities which includes tennis, football, badminton etc.

Prayer rooms (Dubai campus)

Male and Female prayer rooms are available on the ground floor of the campus. Both the prayer rooms have got dedicated ablution areas and toilet facilities.

Laboratory

The Health and Safety of all lab users including students, staff, contractors, guests, etc. is paramount at the University of Birmingham Dubai. The significance of this is indicated in the overall Health and Safety Governance of the institution and more especially, the laboratories residing with the Chief Operating Officer of the Institution who chairs the Health and Safety Governance Group. The day-to-day H&S management of the lab resides with a dedicated Lab specialist who work in tandem with the Engineering H&S Coordinator and the University's Health and Safety Officer. Details of laboratory can be found under the [Lab manual](#).

First Aid Room

University has got a dedicated first aid room on the ground floor. First aid has got a nurse. The nurse is available from 9 am to 5 pm (Monday to Saturday).

Nurse Name: Vinisty Gnanamani Jebadurai Manickaraj

First Aid room extension number: +971 (0)4 42 80596

First Aiders

Dare Pitan

Omar Naqash

Moustafa Ibrahim

Isaac Katuruza

Philip Keirl

Parvez Mia

Yusuf Hassan

Zak Ali

Olivia Goncalves

Sarah Benson

More details can be found under the [First Aid Policy](#)

Security

Security is an important aspect of university life. Security Services provide a safe and secure environment for students and ensure that the University is an enjoyable place to study. Security Services operate 24 hours a day all year around. The Security Office can be found on the ground floor within the Atrium area. You can contact security helpdesk on 04 42 80626

Further information can be found on the [Security Services Intranet page](#). Student Services also offer great advice on staying safe on their [staying safe Intranet page](#)

Academic, Wellbeing and Social Support

Personal Academic Tutor

All students at the University of Birmingham Dubai are assigned a single person who will be their personal academic tutor. The personal academic tutor is an experienced member of the academic staff in the students' school. They will deliver academic tutorials and monitor students' progress through individual tutorial meetings which will be scheduled in advance.

The main source of up-to-date information about the Personal Academic Tutorial system is the relevant CANVAS page.

Personal Academic Tutoring at the University of Birmingham is underpinned by the [Code of Practice \(CoP\) on Personal Academic Tutoring](#). The CoP defines the role of the Personal Academic Tutor as to support academic progress and personal development throughout a student's time at the University.

Student CANVAS site:

<https://canvas.bham.ac.uk/courses/47845>

Your Wellbeing

There is a wide range of support available to help you take care of your physical and mental wellbeing. Support available includes things such as one-to-one advice appointments, drop-in services, workshops, self-help guides and resources as well as specialised support where appropriate.

Find out more on the [Your Wellbeing Intranet page](#).

Student Disability Service

The Student Disability Service, operated by our Student Experience & Wellbeing team, can arrange course and study-related reasonable adjustments and additional academic-related support for students with a disability, including long-term mental or physical health conditions, autistic spectrum conditions and specific learning difficulties.

If you have a disability / long-term health condition, and you have not already registered with the Student Disability Service, it is advisable to do so as soon as possible in order to access the full range of support available to you.

Find out more on the [Student Disability Intranet page](#).

Student Help & the Student Hub

The [Student Help Knowledgebase](#) provides answers to hundreds of frequently asked questions. Please, make sure you select the Dubai option in the drop-down menu for a more tailored answer where applicable.

The [Student Hub](#) is located at the heart of the Dubai Campus, atop the Spanish steps on the first floor. Students can visit the student information team to find an answer to a query they have, make a request for help / support, or, where necessary, access specialist support.

Academic Skills Centre and Study Support

The Academic Skills Centre (ASC) is a part of Library Services. It supports taught students to become more effective learners, thinkers and communicators.

The ASC can help develop:

- Academic writing
- Digital skills
- Confidence in maths and statistics
- Research and information skills
- Other skills such as referencing, time management, critical thinking and revision.

Visit the [Academic Skills Centre Intranet page](#) to make an appointment, book a workshop, or find out more about the services they offer.

Alternatively, please feel free to approach our dedicated Library team at the Hub

English Language Support

The Birmingham International Academy's (BIA) **Academic English Programme** provides Academic English language and skills development free of charge to all international students currently studying at the University of Birmingham whose first language is not English.

Fluency and accuracy in English are key for academic interaction and engagement, completion of assessments, social communication, networking and employability. The BIA offer a range of flexible learning opportunities all year round, to develop skills and confidence in academic English

To find out more about the Academic English Programme visit the:

- [BIA Academic English homepage](#);
- [BIA Academic English FAQs](#);

- [BIA Academic English Canvas Course.](#)

Alternatively, please feel free to approach the Student & Programme Administration team.

Medical

Staying healthy at University will help you make the most of your time here. Students are strongly encouraged to obtain a local medical insurance.

Outbreaks of vaccine-preventable infections can sometimes happen at universities because of shared living and varied friendship groups. The University works with health partners to quickly contain any infectious illness and inform staff and students who may be at risk. Regular updates will be provided to inform students, visitors, and staff.

Finance and Fees

For information about paying your student fees for tuition or accommodation, visit the [Student Fees Intranet page](#).

Careers Network

As a student at the University you have access to our expert careers support and a wide range of services to help you take that next step towards employment. You can obtain careers advice information from our dedicated Careers Network Team, which offers face-to-face advice and guidance appointments. Students can submit careers-related queries including requests for general careers advice, CV and application form advice and general information. Find out more about Careers Network and your College team on the [Careers Network Intranet page](#).

Student Representation

University of Birmingham Dubai Students' Association (UoBDSA)

The Students' Association is here to offer support, guidance and academic advice whenever you need it. We can help you discover what you love and meet new friends through student groups and societies. If you're looking to build your skills outside your studies, we can provide you with leadership and representation experience through our Student Representation service. Details of Student Association and related support are available on our dedicated [webpages](#).

Memorandum of Understanding between UoBD and the UoB Guild of Students

The relationship between the University of Birmingham Dubai, the University of Birmingham Dubai Students' Association and the University of Birmingham Guild of Students is guided by a Memorandum of Understanding (MoU) between the University of Birmingham Dubai and the Guild of Students. This includes rules/guidelines for the organization, development and conduct of student clubs or associations, including fiscal control and the role of faculty/professional staff advisors. That MoU is available from the Student Experience and Wellbeing Team who support the administration and logistics of the Student Association.

Student Association Guidance

The University of Birmingham Dubai Students' Association also has available as needed a range of policy and procedure documents that help shape their work and how they operate for the Dubai campus. They can be requested from the Student Experience and Wellbeing Team and will be made available to all those who participate more formally in University of Birmingham Dubai Students' Association activity.

They are:

- University of Birmingham Dubai Student Leaders Forum Terms of Reference
- Student Clubs and Groups in Dubai
- Social Media and Online Communications Policy and Procedure
- Zero Tolerance Policy
- Bye-Laws of the University of Birmingham Guild of Students

Student Representation System

The aim of the SRS is to ensure that every student and postgraduate researcher at the University of Birmingham is effectively represented to the University and the

Student Association by a fellow student or postgraduate researcher, and are partners in their education to allow a more active involvement in, and ownership of, their learning. This representation may be at programme-level, Department-level, or School-level, as well as College and University level, and includes the relevant education, programme approval, and quality assurance committees.

Student Reps and Postgraduate Research (PGR) Reps are current Birmingham students and researchers, who work to collect and act on your feedback and to represent your academic interests to the University.

Staff Student Forum

Formal student (including postgraduate researchers) and staff interactions occur through Staff Student Forums (SSFs). SSFs can be at programme-level, Department-level, or School-level and represent specific or combined levels of study. SSFs discuss topics related to education and other topics arising from the students and / or postgraduate researchers being represented. This may include the content and quality of programmes and modules, the development of the curriculum and its delivery, assessment methods, learning and teaching methods, the provision of research skills support for postgraduates, feedback on assessed work, student support and / or supervision, learning resources, facilities, or study spaces (please note this list is not exhaustive). Common themes arising from SSFs are, when necessary, disseminated to College Forums, College committees, and the University-level Student Representation System Advisory Board.

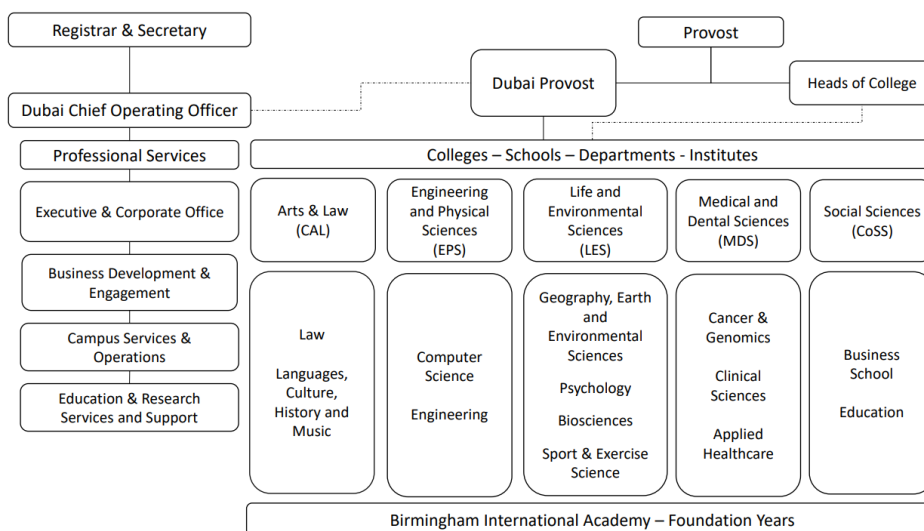
University Legislation

The [University's Legislation](#) addresses matters of institutional governance and organisation. As defined in the University Statutes, University Legislation consists of the [Charter](#), [Statutes](#), [Ordinances](#), [Regulations](#) and [Codes of Practice](#) of the University. All members of staff and students are subject to the Legislation.

Whilst the Charter and Statutes are at the top of this hierarchy and address matters of institutional governance and organisation, and the Ordinances provide more detail on the exercise of powers than in the Statutes, most students are affected directly by Regulations and Codes of Practice, which contain principles and standards designed to control or govern conduct, or provide direction.

Dubai Campus Organizational Chart

Our structure allows greater interdisciplinary work and fosters a culture of collaboration for both academic and Corporate Services staff. Details of our structure can be found herewith, as approved in August 2022 by our Dubai Senior Management Team (DSMT):



University Regulations

The University Regulations contain principles and standards designed to control or govern conduct or provide direction at a more detailed level than Ordinances. These Regulations apply to all members of the University, including students.

There are nine different sections of University Regulations, in addition to a Library Regulations document. These nine sections are described, and available to view, on the [University Regulations Intranet page](#).

Please note that these Regulations are subject to being modified during the academic session. The University has reserved the right to make changes, as appropriate, which bind all members of the University, including students.

Codes of Practice, Policies and Guidance

Supplementing the Regulations, there are a number of academic and academic-related Codes of Practice, Policies and Guidance documents. These documents set out the procedures to be followed in specific areas, and failure to comply can result in disciplinary action.

Please visit the [Codes of Practice, Policies and Guidance Intranet page](#) to find out more information, including viewing the documents.

Please note that these documents are subject to being modified during the academic session. The University has reserved the right to make changes, as appropriate, which bind all members of the University, including students.

Cohort Legislation

The University introduced 'cohort legislation' in 2017-18. This means that the legislation that applies to you, as a student, will depend upon the year in which you started your studies:

- If you entered the first year of your Programme in the 2021-22 academic session you will be subject to the 2021-22 legislation. This means the [2021-22 Regulations](#) and [2021-22 Codes of Practice, Policies and Guidance](#) will apply to you for the duration of your Programme of study.
- If you entered the first year of your Programme in the 2022-23 academic session you will be subject to the 2022-23 legislation. This means the [2022-23 Regulations](#) and [2022-23 Codes of Practice, Policies and Guidance](#) will apply to you for the duration of your Programme of study.

Please note, if you are entering directly into a later year of a Programme, or transferring from one Programme to another, you will normally be subject to the same legislation as other students in your year. For example, if you enter directly into the 2nd year of a Programme in 2021-22 you will normally be subject to the 2020-21 legislation, so that you are subject to the same legislation as the majority of your peers (who will have entered in the 2020-21 academic session).

If you have any queries about which legislation applies to you, or any other general queries about legislation, please contact your School or email: legislationqueries@contacts.bham.ac.uk.

Legislation Applicable to All Years of Entry

Students also need to be aware of, and will be expected to comply with, University-wide policies and guidance, which are updated from time to time, and apply to every student no matter on their year of entry (i.e. they are not cohort specific).

These include, but are not limited to:

- [University Health and Safety Policies](#)
- [IT Services Policies and Procedures](#)
- [Data Protection Policy](#)
- [Equality and Diversity Policies](#)
- [Anti-Bribery and Corruption Policy](#)

Changes to Legislation

University Legislation may need to be amended from time to time, either to reflect external requirements (for example, those of professional or accrediting bodies) or because a change to policy or practice has been agreed internally. Consideration will be given to whether any proposed change should apply to all legislation or to a specific cohort, and students will normally be consulted about or informed of the change, depending on its nature. Information is published when any significant changes are made to University Legislation.

Student Charter

The [Student Charter](#), jointly developed by students and staff, outlines the standards and core principles of our learning community. It applies to all registered students of the University following Taught or Research Programmes, whether studying on or off campus.

Extenuating Circumstances

During your period of study any number of circumstances may affect your ability to perform well in assessments (for example: essays, presentations, oral examinations, class tests and final examinations).

"Extenuating circumstances" is the process of informing your School of circumstances that have affected you during the year. Depending upon the nature and severity of these circumstances your School may wish to take them into account when the Board of Examiners meets to decide what your progress decision should be.

To ensure that details of your extenuating circumstances are handled with the utmost sensitivity, privacy and confidentiality, discussions about the validity of requests for extenuating circumstances will take place at Extenuating Circumstances Panels (held after each University assessment period, to ensure that requests for extenuating

circumstances are considered in a timely manner) rather than at the full meeting of the Board of Examiners (held at the end of the academic year). The Board of Examiners will not discuss details of the extenuating circumstances you present.

Further information, including information on how to present extenuating circumstances, can be found on the [extenuating circumstances pages](#).

Academic Appeals

The academic appeals process allows you to appeal against a progress decision from the Board of Examiners. You are only able to appeal against a progress decision (e.g. resits, failing your course, being granted an alternative qualification) or degree classification. This process is right for you if:

- You want to challenge a progress decision you received at the end of a module or course of study, either because you think that something demonstrably went wrong with the University's procedures or because you had difficulties that the University didn't know about (and you have good reason for not having submitted extenuating circumstances at the appropriate time).
- If you are a postgraduate research student, you may also appeal if you feel that there has been bias in the assessment of your thesis on the part of one or more of the examiners.

Your progress decision will be made available to you after your marks have been confirmed by the Board of Examiners. You may only appeal once the progress decision has been published on the [Student Gateway](#).

Further information about academic appeals can be found on the [academic appeals pages](#).

Student Complaints

The complaints process covers situations in which you are unsatisfied with your experience at the University or with the services it provides. This process is right for you if:

- You have a concern or complaint about programmes, modules, services or facilities provided by the University
- You have a complaint about action, or lack of action, by the University or its staff.

The complaints process covers both informal and more formal stages of complaint. The complaints process can't provide academic redress (i.e. challenging a progress decision).

Further information about student complaints is available on the [student complaints pages](#). There is also information on this page for students who wish to raise a concern or make a complaint about another student.

Student Conduct & Fitness to Practise

The University of Birmingham Dubai is a great place to live and study, and we want you to have an enjoyable and safe time as a member of a diverse University community. As a student of the University of Birmingham Dubai you are required at all times to conduct yourself in an appropriate manner in your day-to-day activities, including in your dealings with other students, staff, and external organisations.

During your time as a student, we expect you to behave:

- Safely, and with regard to the safety of others;
- With civility, consideration and respect for others;
- In accordance with University policies, rules and regulations, and all applicable laws.

You have a responsibility to treat all members of the University community with respect and represent the University as responsible ambassadors through your good conduct on and off campus. This applies anywhere and at any time but is particularly important whilst on campus, on fieldwork or placement, on other study away from the University, on the sports field, or whilst engaged in any other University of Birmingham Dubai-related activity.

Good conduct means:

- Recognising the diversity of the University community and not discriminating against others
- Being honest, considerate, and courteous towards others
- Behaving in a respectful manner towards others so that they do not feel that they are being harassed, bullied, or coerced, whether within or outside the University
- Acting responsibly and showing respect for University property
- Acting within the law and not engaging in any activity or behaviour that is likely to bring the University into disrepute.

Dubai International Academic City, DIAC, has set out the student code of conduct applicable for all students belonging to universities in their operating zone. The information poster can be found [here](#). Additional information can be found in our webpages related to [DIAC and Dubai code of conduct](#).

Examples of unacceptable behaviour are provided below:

(This list is not exhaustive)

- Violence against another person (including threats to hurt)
- Indecent, threatening, intimidating or offensive behaviour or language (including that of a sexualised nature)
- Bullying and harassment
- Abusive comments (including those that relate to sex, religion, sexuality, and race), whether in person or online
- Possessing, supplying or selling any controlled drug or psychoactive substance (such as cannabis, LSD, cocaine, MDMA) on University property
- Significant damage to University property or property of other students, staff or visitors to the University
- Unauthorised use of University property
- Disruption of University activities (including lectures, meetings, sporting and social activities)
- Contempt of the University's disciplinary authorities
- Falsification of University documentation or documents in relation to the University
- Impersonation of others in connection with the University
- Acts of bribery such as an offer or inducement to influence another in their duties
- Misuse of IT facilities
- Persistent minor offences
- Receiving a criminal conviction
- Serious plagiarism
- Taking non-permitted items into an examination which could give the student an unfair advantage (including notes, mobile phones and smart watches).
- Communicating during an examination (including online examinations)
- Sharing or saving information about the content of examination questions or answers with other students or third parties (including in-person, electronically or via social media)

Unacceptable behaviour can take place in person as well as via social media.

Students registered on Fitness to Practise programmes may have further obligations placed on them with regard to their expected behaviour.

What is harassment?

Harassment is any behaviour that is *unwanted* and could reasonably be considered as violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

Behaviour amounting to harassment may include:

- Unwelcome sexual advances
- Inappropriate or unnecessary physical contact, including invasion of personal space and inappropriate touching
- Sexually explicit language, jokes, verbal and physical innuendo
- Using demeaning, gender-specific terminology
- Display or circulation of sexually explicit materials
- Coercive demands for sexual favours
- Inappropriate comments about a person's appearance, intrusive questions, comments or remarks about a person's private life and malicious gossip
- Pestering, spying or stalking
- Physical assault or threats of physical assault
- Insults, name-calling and offensive language and gestures
- Ridiculing and undermining behaviour
- Intimidating, coercive or threatening actions and behaviour
- Isolation, non-cooperation or deliberate exclusion

Sexual harassment can take many different forms including those outlined above - from inappropriate language to sexual assault. There doesn't need to have been physical contact for sexual harassment to have taken place.

How does the University deal with alleged misconduct?

- Students can report allegations to Student Conduct, Complaints and Appeals by submitting a Concern Review Form. If the police are investigating the same incident or related matter, the University will normally start its own investigation, but will immediately then put it on hold until the police investigation and any related court proceedings are completed. In circumstances where there is a criminal investigation, the University may be required to disclose information to the police. Where this is the case, the University would consider whether the information should be released, and may discuss the request with the student concerned.
- In serious cases the University can take precautionary action whilst an investigation is ongoing. Precautionary action can include temporarily suspending a student from the University or temporarily restricting their access to certain premises or facilities.
- There are differences between criminal investigations and University investigations. Under the criminal process, the allegations will be treated as a potential criminal offence. Under the University misconduct process, the

University would determine whether a student has breached the University's regulations. The University cannot determine whether or not a criminal offence has occurred.

- The University may choose to investigate conduct occurring in relation to a programme of study, conduct on campus, fieldwork, placements or study abroad and exchange programmes, on social media or whilst engaged in any other University related activity. In certain limited circumstances the university may investigate conduct irrespective of where it occurs. It should be noted that the University's procedures are not intended to resolve disputes or relationship breakdowns.
- If there is sufficient evidence, misconduct can be dealt with summarily (by issuing a low-level sanction such as a formal written warning, fine, community service, or an agreement as to future behaviour or to engage with appropriate support) or non-summarily by referring the matter to a College Misconduct and Fitness to Practise Committee, depending on the seriousness of the alleged offence or other circumstances of the case, such as alleged repeated misconduct.

The University investigation process is an evidence-based process and decisions are made on the balance of probabilities, which means we would be looking at whether the evidence indicates that it is more likely than not that a breach of regulations has occurred. If the University determines that no further action can be taken it does not mean that the University is questioning whether or not a student is telling the truth, it normally means that there is insufficient evidence which can be used in misconduct proceedings to adequately support the suggestion that there has been a breach of University Regulations.

If misconduct is found proven, a range of sanctions could be applied by a College Misconduct and Fitness to Practise Committee which range from a formal written warning, restricting access to certain University facilities, suspension from the University, or withdrawal from the University (with or without an award). For academic offences, sanctions could also include those which will have an impact on assessment marks, module marks, and degree classification. In some circumstances, the sanction imposed will mean that the student will not be eligible to receive a Degree from the University. However, each case is decided by the Committee with due regard for the particular circumstances, taking into consideration all of the evidence including any relevant aggravating factors or mitigating circumstances of the student.

Information about Student Conduct and Fitness to Practise is available on the [Student Conduct pages](#).

Social Media

The University has certain expectations of students when using social media, particularly where they have identified themselves as a University of Birmingham Dubai student or where their communication is in relation to their programme of study or any extra-curricular aspect of their registration at the University.

You are expected:

- To consider others' feelings when adding content, commenting or distributing content made by others.
- To respect others' freedom of speech and abide by the University's [Code of Practice on Freedom of Speech](#)
- To provide feedback in relation to the programme of study and the University through appropriate channels e.g. through surveys, Student Reps and the Guild of Students
- To follow the principles of Academic Freedom as defined in Ordinance 3.18

You should not use social media to add or distribute material or content that:

- Is defamatory – which is defined as the communication of a statement that makes a false claim, expressly stated or implied to be factual, that may harm the reputation of someone or something
- Could be considered to be harassment or bullying, whether directed towards another University student, a member of University staff or a member of the public
- Uses phrases or language which could be considered to be abusive, hateful, sexist, racist, homophobic or discriminatory
- Includes information on matters relating to staff or fellow students without their permission
- Includes photographs, images or recordings of members of staff or students, without their permission, or that could be considered embarrassing or abusive.

You should note that your behaviour on social media is covered by the [University's Legislation](#).

You need to be aware that comments on social media may result in Civil or Criminal Legal action.

Academic Misconduct and Examinations

Every year several students are subject to investigations because of an alleged examination irregularity. Examination irregularities are investigated by Student Conduct, Complaints and Appeals as a case of Academic Misconduct. Following an

investigation, cases may be referred to a College Misconduct Committee. This could result in the student concerned having their examination mark reduced to zero (with no resit), or in severe cases, the student being withdrawn from the University with no award.

What is an Examination Irregularity?

An examination irregularity occurs if you breach University Regulations relating to academic conduct. Examination irregularities could include:

- Taking notes into an examination
- Using or being in possession of a phone, a smart watch or other non-permitted electronic devices, e.g. having a phone in your pocket
- Annotations (written notes) in books/dictionaries
- Having writing on your body/arms/hands during an examination
- Arranging for somebody else to take your exam on your behalf
- Taking an exam on the behalf of another student
- Obtaining, accessing or attempting to obtain or access to an unseen assessment.
- Talking to or communicating with other students
- Causing a disturbance
- Copying from another student
- Storing text in calculators or other electronic devices
- Removing papers from the exam room
- Taking blank paper into an examination
- Taking correction tape or fluid (Tippex) into the examination

Why does the University take Exam Irregularities seriously?

The University wants to maintain high standards. Exam irregularities can:

- Give a student an unfair advantage.
- Disadvantage other students who act fairly
- Impact on the credibility of the University and your degree

What are the rules and regulations for online examinations and assessments?

The University Regulations regarding examinations apply to online examinations and assessments. These rules apply during the period of each examination. For instance, if the examination takes place over 24 hours, such as from 10am one day until 10am the next day, this is the examination period, not the one or two hours during which you will take your own examination). In particular:

- You should conduct these exams as you would if the examinations were being sat on campus.

- You must not communicate or attempt to communicate with anyone during the period of the exam. This applies before you have started, and after you have finished your own examination. This means that:
 - You must not share information about the content of the examination questions, with other students or other third parties, whether this be in person or electronically (including by social media, gaming, or other similar platforms)
 - You must not share your answers with other students or third parties, whether this be in person or electronically (including by social media, gaming, or other similar platforms)
 - You must not discuss the contents of the examination/assessment with others or collaborate with other students or third parties in the writing or drafting of answers.
 - You must not save, replay, post, or take screenshots of examination questions or suggested answers on social media, gaming platforms or similar.
- You must not copy or attempt to copy from another student's work.
- You must not be involved in any arrangement whereby another party undertakes the assessment on your behalf.
- You must not obtain or access, or attempt to obtain or access, an unseen assessment, except where this has been expressly agreed with the Principal Academic Unit
- Any work you submit must be your own work.
- You must not access non-permitted materials when undertaking the assessment.

If you have any concerns about another student's conduct during the examination, you should contact your School Office in the first instance.

Similarly, if you have a question about the examination (for instance, you are concerned there is an error), you should contact your School (relevant details are usually provided at the start of the examination).

How can I avoid committing an examination irregularity during an in-person and invigilated examination that takes place on campus?

We recommend you do the following:

Before the exam (if the exam is taking place on campus):

- **Check where your exam venue is in advance:** your exam venue may be in a building that you are not familiar with.
- **Remove any annotations, notes, paper, or post-it notes from texts:** check your dictionaries, statute books or other permitted texts to ensure that they are clean. If you have more than one copy, only take the clean copy to the exam.

- **If you are permitted to take a calculator into your exam, delete any stored items.** Check with your Programme Director whether you are allowed a calculator in the exam, and what type of calculator you are allowed to use.
- **Put permitted stationery in a transparent pencil case:** Pens, pencils and other permitted stationery items need to be in a transparent pencil case or clear plastic bag. Remove any correction tape/fluid (e.g. tippex) and notes from your pencil case as you cannot take these into an exam.
- **Dress appropriately for the exam:** some venues may feel warm and others may feel cooler, so consider wearing layers of clothing as you will not be allowed to wear a coat, jacket or scarf in the exam.
- **Wear a simple (non-smart) wristwatch:** if you think you may have problems seeing the clocks in the examination hall wear a wristwatch, as you won't be allowed to use your mobile phone to check the time.
- **Arrive at the exam hall early** - give yourself time to sort out your belongings and go to the toilet before you go into the exam hall.
- **Listen to the Invigilator's announcements before you go into the exam hall** – they are there to help you.

In the exam venue, before the exam starts:

- **Put your belongings in the designated area:** This includes any scarfs, hats, caps, coats or jackets. You are not allowed to keep your coat / jacket on the back of your chair.
- **Make sure any phones or smart watches are completely switched off (not just on 'Airplane Mode', 'Flight Mode' or 'Do not Disturb') and place them under your desk or in a designated area:** We would recommend that you do not take valuables such as a phone, smart watch, purse or wallet to the exam but if you do they must be stored correctly.
- **Make sure that your hands/arms are clean and have no writing on them:** if you have writing on your person, you **MUST** tell the Invigilator before the examination starts. Do not write on yourself during the exam.
- **Check your pockets:** make sure you do not have any not permitted items, such as revision notes, papers, your phone, or any device that access or store information. If you do have something in your pockets that is not permitted or you are unsure about, you must tell the Invigilator before the exam starts.
- **Listen carefully to the Invigilator's instructions.**

During the exam:

- Raise your hand if there is a problem during the exam (for example, you cannot see the clock): the Invigilator will come to speak to you and support you with any issues.

- **Inform the Invigilator if you realise you have something on you that should not be permitted:** you will usually be able to continue the exam but they may ask you some questions.
- **Speak to the Invigilator if you are concerned about another student's behaviour in the exam.**

Exam tips

- Try to get some rest and sleep before your exam
- Allow plenty of time to travel to and find the venue, especially if it's somewhere you haven't been before
- Have your pens, pencils, ID card and permitted equipment ready before going into the exam

You can find more information on exam rules on the [exam rules pages](#).

You can find more guidance in relation to online examinations on the [Guidance for online examinations and assessments webpage](#)

Where can I get help?

If you are anxious, stressed, or feeling ill, you may want to access support, which is available from the Student Experience & Wellbeing team. Further information on [Your Wellbeing services](#) at the University are available on the link provided..

Academic Integrity and Plagiarism

Plagiarism occurs where a Student claims as their own, intentionally or by omission, work which was not done by that Student. This may occur in several ways e.g., copying and pasting material, adapting material and self-plagiarism. Plagiarism also includes a Student deliberately claiming to have done work submitted for assessment, which was never undertaken by that Student, including submitting work written by a third party and fabricating data.

The University of Birmingham provides guidance on plagiarism. Guidance can be found on the [student conduct page](#) and the [library referencing page](#).

Your Tutor or Programme Director will be happy to advise if you are unclear on any aspect of what constitutes plagiarism.

The following information on plagiarism should only be viewed as general guidance. For up-to-date guidance please see the hyperlink above.

What is plagiarism?

Examples of plagiarism are:

- Cutting/copying and pasting material from the online sources
- Copying the work of another student (past or present) including essay material, laboratory data or computer code
- Copying course material or lecture notes
- Copying material from a textbook or journal
- Resubmitting your own work that you have already submitted for another assignment (“self-plagiarism” or “auto-plagiarism”)
- Collusion – collaboration between two or more students in preparing a piece of work (which could be an online exam, a timed essay, or other types of assessment) that is presented as individual work. This does not include collaboration as part of group work.
- Fabrication or misrepresentation – claiming to have done work that you haven't done, either negligently or by false or misleading representation of evidence, results or data.
- Unacceptable proof reading – having somebody else re-write your text with the purpose of improving your research, arguments or contributing new research or arguments is not acceptable and may be deemed to be plagiarism.
- Commissioning work/buying essays and software – Submitting as part of an assessment, work you have not done, which has been bought from an essay writing company/website, downloaded from an essay repository, or prepared by someone other than you. This would constitute a deliberate attempt to deceive the marker.

Plagiarism is a serious matter for the University. If you are found to have plagiarised, a sanction may be imposed, which could range from a mark reduction, you not being able to obtain the credits in a module and even withdrawal from the University.

Your responsibility regarding plagiarism

It is important that you make sure you understand plagiarism and how to avoid it. If you need further information you should speak to your Personal Academic Tutor or the module leader. There are resources available at the University, including an online course which can be accessed through Canvas. The resources can be found on the [student conduct plagiarism page](#).

At this University you are expected to submit work that demonstrates compliance with two important prerequisites:

- a level of independent thought, grounded in the teaching received.
- the provision of clear referencing to all sources consulted, both within the main body of the work submitted and in any separate listing of sources.

It should be clear from a consideration of these two key requirements why plagiarism is unacceptable. By definition, a piece of work that has been plagiarised will never be able to meet either of the above criteria. Asking yourself prior to submission whether your work passes both tests is a useful method for determining whether there is likely to be a problem with plagiarism.

The University has the Code of Practice on Academic Integrity which covers all assessments, including conduct in exams and class tests and plagiarism. There is also guidance to accompany the code of practice. Both documents can be found on the [Codes of Practice, Policies and Guidance](#) pages.

Degree Classifications, the Degree Outcomes Statement, and External Advisors on Academic Standards

In May 2019, the UK Standing Committee for Quality Assessment published a [Statement of Intent](#) proposing that every higher education provider across England produce and publish a Degree Outcomes Statement analysing their degree classification profile and articulating the results of an internal review in the context of their arrangements for teaching, learning and assessment of students, academic regulations, and academic governance.

The University of Birmingham's Degree Outcome Statement is available on the [Quality Assurance and Enhancement webpage](#) and contains high-level information on how degrees are calculated and classified, amongst other valuable information.

The Statement of Intent also recommended that an institution's governing body incorporates external assurance of the degree outcomes statement and suggests appointing a dedicated external advisor on degree classifications. The University has therefore appointed two External Advisors on Academic Standards; one to scrutinise undergraduate standards and the other to scrutinise postgraduate taught standards. These are senior academic roles providing external scrutiny, quality assurance and advice in relation to the University's ongoing review of degree classifications and academic outcomes for students. The roles will complement and enhance the work already undertaken by subject- and programme-level External Examiners in setting and maintaining academic standards and providing external assurance of the quality of the University's awards.

General Data Protection Regulation & the Student Privacy Notice

The University of Birmingham needs to keep certain information about its employees, students and other users to allow it to monitor performance, achievements, and health and safety. It also needs to process information, for example so that staff can be recruited and paid, courses organised and also to ensure legal obligations to funding

bodies and government are complied with. To comply with the law, information must be collected and used fairly, stored safely and not disclosed to any other person unlawfully. To do this, the University must comply with the Data Protection Principles set out in the General Data Protection Regulation (GDPR) and other data protection laws.

The [University's student privacy notice](#) provides information about how the University uses your personal data while you are a student at the University of Birmingham. It is important that, as a student, you review, in full, the information on this page so you are aware how the University will use your personal data.

Within the student privacy notice you will see that your data is shared with only those University staff who need access for the purpose of delivering our academic and non-academic services and facilities. Your personal data is also shared with a range of external organisations as is necessary for the purposes set out on the student privacy notice and as permitted or required by law. For example, this may include the following:

- The providers of any external or collaborative learning and training placements or fieldwork opportunities (we will explain to you how and when this will be shared when we collect the data from you);
- Any relevant professional or statutory regulatory bodies (for example, the General Medical Council); we will tell you in what circumstances we share data with these organisations.

If you have any queries relating to how your data is processed or shared, please speak with your Student & Programme Administration Office in the first instance.

Confirmation of Receipt of Handbook

2022-23 Academic Year Handbook

By electronically signing this form you (the student) confirm that you have received the handbook and read it in full, with particular attention paid to the sections on Plagiarism, Extenuating Circumstances and University Legislation.

Submitting the response online will now serves as confirmation you have fully read the Handbook.

Caveat / Statement

The information in this handbook is provided for your guidance and although every effort has been made to ensure accuracy the University reserves the right to modify or cancel any statement it contains in light of events occurring after its production.

This handbook should be used along with, and not as a substitute for, University Legislation, available on the [University of Birmingham Intranet pages](#). The latter are the authoritative documents and may be subject to change. Nothing in our handbook, therefore, constitutes a formal contract between you, the student, and the University. Nonetheless, we have done our best to supply you with the basic information you will need about your studies in an accessible and useable form.