Student Handbook

Undergraduate Programmes

2024-2025
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Message from the Chancellor

Dear Students,

A warm welcome to all of you who have walked through the portals of Emirates Aviation University as a new student or a continuing one.

The year ahead promises to be an exciting one for you as a scholar, and as a part of the Emirates success story and the exciting developments in Dubai as well as the region.

The University has many new initiatives on the 'whiteboard', designed to make the courses more interesting and interactive. The icing on the cake of course is that the University is licensed, and the programmes are accredited by the Ministry of Education in the UAE.

Emirates and Dubai are symbols of supreme success against all odds and are fast becoming global icons. The extraordinary changes wrought by the travel industry in Dubai opens up a world of career opportunities for you, which is why the University has carefully designed its aviation programs to equip you with the necessary academic underpinning and management skills.

We hope the success of Emirates and Dubai will rub off on our student community and I look forward to hearing of your many triumphs in the coming years.

All the very best.

H.H. Sheikh Ahmed Bin Saeed Al Maktoum
Chancellor
Emirates Aviation University

Message from the Vice-Chancellor

It is with great pleasure that I welcome you to Emirates Aviation University (EAU). The University has made significant progress over the past years, and we are very proud of our mission of excellence and strong commitment to the success of our students. Our faculty and staff are well-qualified, experienced, and dedicated to help you achieve your academic goals. Your education at EAU is an investment that will provide a lifetime of value and enable you to fully develop your potential.

All academic/applied programmes offered by the University have been prepared to ensure your technological competence and enhance your generic skills that are highly demanded in today's job market. In addition, the University offers many extracurricular opportunities to promote your continued growth and development.

This Handbook will provide you information about the academic / applied programmes, admission and registration regulations, and various services offered by the University. If you have any questions, do not hesitate to contact us.

I hope that you will take full advantage of the opportunities offered by the University for your personal, intellectual, and professional growth. On our side, you will always find us ready to serve your needs in any way we can.

Professor Dr Ahmad Al Ali
Vice-Chancellor
Emirates Aviation University

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1. Student Rights and Responsibilities

Admission to EAU carries with it the expectation that students will conduct themselves as responsible members of the University community, that they will comply with the established rules and regulations of the University, maintain high standards of honesty and integrity, and respect the rights, privileges, and property of other members of the University community. Moreover, the EAU students are expected to conform to the laws of the greater society and regulations established to assure the orderly conduct of the affairs of the University. As such, students are subject to the rights, responsibilities, laws, and regulations of each community and are accountable to both.

1.1 Student Rights

1. Each member of EAU has academic freedom, personal rights, and liberties. The University treats every member with due fairness.

2. Admission to the University and the University's services, facilities and activities are open to all students without regard to race, gender, or national origin.

3. The freedom of students to learn and to evaluate ideas and concepts is basic to the educational process.

4. Students are free to discuss, to express opinions and to hear expression of diverse opinions. Such expression of opinions and discussion must be accomplished without disrupting operations of the University.

5. Students have a right to be evaluated in courses solely based on their performance in meeting appropriate academic criteria established for the course.

6. Students are free to form and join associations with other University students provided such organisations are in conformity with the purpose of the University and conform to established University regulations and UAE laws.

7. In the administration of disciplinary matters, the concerned parties shall be accorded procedural fairness. In such situations, whether formal or informal, the fundamental principles of due process shall be recognised.

8. Students have the right to appeal for hearing their grievances.

1.2 Student Responsibilities

As part of the University community, each student enjoys social, cultural, and educational opportunities. S/he also agrees to abide by the regulations and standards of conduct operative in the University community. Becoming a member of this community implies a positive responsibility toward the well-being of the entire community. Students at EAU are expected to fulfil the following responsibilities:

1. Students shall act in a civil and responsible manner that is supportive of the educational process. Disruption of the education process by a student or group of students denies all other members of the University community their individual educational rights.

2. Students shall accept responsibility for their actions and serve as positive role models for others.

3. Students shall abide by the laws, rules, and regulations. Obedience to Dubai and UAE laws and to university regulations is expected of each member of the University community.

4. Students shall share and agree to advance the purpose of the University. They shall contribute in promoting an environment that is conducive to learning and nurturing a sense of shared and mutual community responsibility.

5. Students are expected to have respect for truth, honesty, and integrity in all their activities at the University.

6. Students are expected to demonstrate high moral standards. Each student is expected to give consideration to the highest standards of conduct and character. No one should either offend the wider community or infringe upon the rights and privileges of others.

7. Each student must recognise that his/her actions and values reflect upon the University community.

2.   Student Participation in Faculty Councils

Students' representatives are selected from the undergraduate academic/applied programmes and invited to attend their Faculty Council, at least once per semester. This participation provides a formal channel though which students are able to present their opinions, suggestions, and complaints to the concerned University administrators.

3.   Students Council and Clubs

3.1 Students Council

An established Student Council represents all students of that EAU and is committed to achieving the objectives stated in these regulations and the implementing of decisions thereof. The term of membership in the Student Council is one academic year.
The Student Council seeks to achieve the following:

1. Assisting in the induction of new students to the educational institution and campus.
2. Working as a liaison between students and Students Service Office to serve the students, address their issues, and defend their point of view.
3. Enhancing the spirit of participation, teamwork, and cooperation among students, administration, faculty members, and employees of EAU.
4. Representing the students of EAU in student gatherings of other educational institutions in the country.
5. Developing national awareness among students and strengthening the spirit of belonging and bearing responsibility.
6. Developing awareness of moral values.
7. Raising the level of intellectual, social, sporting, and artistic life within EAU.
8. Discovering students' talents, abilities, and skills, refining them, and developing their creative spirit.

The Student Council is not permitted to deviate from the objectives stated, and EAU has the right to supervise and direct the Student Council's programs and projects within the scope of the objectives.

EAU shall have one Student Council, although it is permissible under circumstance to establish another Student Council with the approval of the Ministry of Education based on the suggestion EAU's Vice Chancellor. This is a freely elected body representing all the students of EAU. The members of the Council are full-time students. The main purpose of the Council is to:

1. act as a link between the Student Services Office and the student community in the planning and executing extracurricular activities.

2. represent the students with the faculty and administration of EAU and act as an instrument of student opinion concerning matters pertaining to students and the EAU community; and

3. encourage students of common interest and hobbies to form sub-groups and clubs in order to widen the area of activities and enhance operations.

The Students Council is formed according to the following policy, and in compliance with any relevant decree issued by the UAE Ministry of Education:

1. Members of the Council are elected by the students of the University.

2. The candidates for the Council membership are nominated from all programmes and from all levels of study.

3. Members must be full time students.

4. The nomination of candidates for membership must be free of any form of prejudice, age, gender, nationality, race or ethnicity.

5. The election of the Council members will be under the supervision of the Students Service Office with the help of faculty members, where required.

6. The Council members will elect between them a Council President, a Vice-President and a Secretary.

7. The Council will be guided and supervised by the Students Service Office.

8. The Council will not participate or encourage any activity which is prohibited by law.

9. The Council Members will:

   - liaise between students and the Students Service Office.
   - act as a link between students and the academic and administration departments.
   - plan and execute activities and mobilise students to get involved; and
     supervise the activities of clubs and sub-groups formed under its umbrella.

3.2 Clubs and Sub-groups

Students with common interests or hobbies are encouraged to form sub-groups or clubs under the umbrella of the Students Council. These clubs will comply with the rules and regulations governing the operation of the Council. A member of the Council will be assigned the responsibility of liaising with each club, supervising its activities, and linking the club to the Council. The activities of the clubs will be supervised and also guided by the Students Services Office. Each club will have its own elected council. The liaising member from the Students Council will attend the meetings of the Club Council.

Recognition of a student organisation may be withdrawn by the Student Council or by the Student Affairs Officer for any violation of university regulations and policies.

Professional, scientific, and academic associations, with a link to international or national professional organisations will operate under the jurisdiction of the faculties and the approval for their establishment will be granted by the Faculty Councils.

The scheduled EAU Clubs are listed below:

Sports Club

Focusing and assisting the sports coaches in creating sports teams, organizing in-campus tournaments, managing sports events, and arranging sporting competitions to encourage athletic talent for EAU students and the university community.

Students Support Services Club

Focusing on supporting students staying in our dorm, taking part in community service projects, and establishing programs that benefit the student community, the environment, and society.

Social Activities and Events Club

Specialised in planning and organising social events and leisure trips to strengthen ties between learners, educators, and staff members.

Culture and Arts Club

Specialised in planning cultural events, bringing attention to national concerns, and developing the artistic and cultural energies of students. Aso specialised in planning artistic activities that allow students to show off their skills and improve their artistic output.

Public Relations and Media Club

Responsible for organising media activities, managing public relations, and developing students' creative, media, and marketing capacities.

Entrepreneurship Club

Responsible for organizing seminars and lectures aimed at developing scientific and technological capabilities, disseminating knowledge, and applying it through scientific and academic societies.

4.   Learning Resource Centre

The EAU Library enriches the learning process by providing material and resources to support the curriculum and the general information needs of students and faculty. In addition to books, professional magazines and journals, the library provides on and off campus access to online resources. The library works in conjunction with the faculties to provide academic resources for all courses taught at EAU. The library provides a quite study area and students are able to borrow books and other learning resources to read/view at home.

4.1 Working Hours

The regular working hours during the semester consistent with the hours of instruction at the University is Monday – Thursday: 7:00 am to 7:00 pm, Friday: 7:00 am to 3 pm (with the possibility of monitoring and adjustment, if necessary), Saturday and Sunday: 9:00 am to 2:00 pm (only during exam weeks and PG Programmes).

The opening hours will be announced to students through Moodle.

4.2   Print Resources

Resources: LRC is well stocked with all essential and required books for the curriculum. All the books are catalogued in the Library Management System Virtua. In addition to print collection of 13964 print books, EAU LRC also provides access to 130042 E-books through EBSCO and Proquest.

EAU LRC also subscribes to an adequate number of Electronic Journals.

4.3   E-Resources:

E-resources subscribed by EAU Library

1.   Access to the following E-resources are provided through Moodle

Step 1: Students need to log in to Moodle with Windows ID and password provided by the IT department at the beginning of semester.

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Step 2: Under courses there will be Library updates with all relevant information about EAU Library including timings, catalogue and access details of all resources subscribed by EAU.

S. No	Name	Description
1	EBSCO E-BOOKS	A collection of 130,000 E-books in the field of Management, computer science and other allied fields
2	Proquest E-book Central	A collection of customized lists of 29 books mainly in Aeronautical Engineering & Aviation safety & security
3	Journal of Air Transport Management	Online E-journal subscribed through science direct
4	Journal of Propulsion and Power	Online Journal from AIAA
5	Journal of Aircraft	Online Journal from AIAA
6	Harvard Business Review	Online access to HBR including archives.

4.4 Access to Collection

The library provides easy access to collection through Virtua which is the Automated Library Management System. The books are classified according to the Dewey decimal classification system and catalogued in the Library Management System. Online Public Access Catalogue (OPAC) facilities are available online enabling students to search for titles in the collection by keyword, author, title and subject and renew books online.

4.5 Borrowing

Any student who is registered with a valid student ID card may borrow resources from the library. Students can borrow up to three resources at a time for a week.

Reference materials cannot be borrowed.

4.6 Inter Library Loan (ILL)/Document Delivery Service

The library has established ILL/Document Delivery Services through agreements with local institutions where journal articles can be acquired from print and non-print resources. The agreements do not cover books.

4.7 Code of Conduct for the Use of the Library

The users of the library must:

1. Present their University ID whenever requested by the library staff, as this is needed to borrow books and for identification purposes.

2. Maintain silence.

3. Abide by the regulations governing the use of services.

4. Take care of their money and valuables at all times, since the library is not responsible for loss or theft.

5. Take any material away only after they have been checked out at the Circulation (Loans) Desk.

6. Use library equipment carefully and follow instructions for use. They should seek library staff for assistance if necessary.

The users of the library must not:

1. Use any audio-visual equipment nor mobile telephones without the consent of the library staff.

2. Bring food and drinks into the library.

3. Damage nor deface material.

4. Misplace catalogued material, books, journals, etc.

5.   Student Services and Facilities

5.1 Learning Support Services

Learning support services are provided to students by the faculties through dedicated workshops on areas such as effective learning, time management, study skills, research, referencing and academic writing skills. In addition to these dedicated workshops, learning support is integrated to the curriculum via the learning, teaching and assessment strategies.

5.2 Student Counselling

Students in need of professional counselling service can approach the Students Services Office (SSO) of EAU either directly or through their Academic Advisors. The Student Services Team may direct these students to their external health provider or provide them with a list of external organisations specialising in health and wellbeing, for example, The Lighthouse Arabia, LifeWorks or the Camali Clinic. The Camali Clinic also deliver student sessions on mental health and wellbeing covering topics such as exam stress. In emergency cases, the student can access the professional counselling services provided by the Emirates Group Counselling System or in the most serious cases they will be referred to Rashid Hospital which has a 24/7 Psychiatric ER.

5.3 Academic Advising

Academic advising is the process by which students receive assistance in forming their educational goals and plan ways to achieve them. Advisors provide information, support and guidance to students and foster the sense of responsibility in them to achieve their goals based on individual circumstances, personal development and skills.

EAU is keen to provide assistance and guidance to its students and recognises the need for, and importance of, academic advising throughout each students' programmes of study. All new students receive initial advice from the Admission and Registration Department where they

register courses for their first semester of study. Students are then assigned an Academic Advisor within one month from the start of their first semester at EAU.

An academic advisor is a faculty member from the student's programme of study who assists and guides students in matters pertaining to their study plan and academic affairs. A student must consult with his/her academic advisor before registering courses for each semester. The student's registration form must be signed by the student's academic advisor to be processed. All students are required to meet with their individual academic advisor at least twice each semester. Students are encouraged to seek advising not only regarding immediate course decisions but also concerning their long-term academic goals.

Students must personally assume the responsibility for completing all requirements established by the University for their programme of study. A student's advisor may not assume these responsibilities. Any substitution, waiver or exemption from any established requirement or academic standard may be accomplished only with the appropriate approval.

5.4 Career Advice and Career Development Programme

The main objective of the EAU Student Career Development Programme is to enhance the employability of students by assisting them to clarify their educational and career goals as well as acquire employment-seeking skills and ultimately attain desired employment. This will be accomplished through the participation of students, faculty members and administration within the University and their collaboration with the alumni, the employers and community from outside the University.

The Student Career Development Programme will:

1. Assist students to develop/clarify their academic and career interests.

2. Assist students to develop and implement successful job search strategies.

3. Work with faculty members, students' advisors and administrators to integrate career planning and academic curriculum as well as coordinate internship programmes.

4. Assist employers to achieve their hiring goals.

5. Coordinate with alumni to provide assistance to students.

This will be achieved by providing students with a variety of information and data on work opportunities and by organising a variety of activities involving people from within the University and from the community. The activities may include workshops, seminars, lectures, exhibitions, orientation programmes and industrial visits. Some of the key topics that are of interest to students are:

1. Self-assessment

2. Job search strategies

3. Resume assistance

4. Employer feedback from campus interviews

5. Practice interviews

6. Internship preparation

The Career Development Programme is managed by the EAU Enrolment and Students Affairs Unit.

5.5 Prayer Rooms

Male and female prayer rooms are available on-campus.

5.6 IT Facilities & Services

5.6.1 Computer Laboratories

EAU is committed to providing a learning environment in which students have access to the technological tools needed to successfully achieve their academic objectives. Hence, the University provides a number of computer labs serving different purposes. These are as follows:

1. **Teaching Computer Labs**

   These are reserved for teaching purposes; for any classes that require the use of computers as part of the curriculum.

   Users: Student groups supervised by a member of staff

   Location: Teaching Block Ground Floor

   Labs 2 - 5

   Timing: As per lab schedule published at the beginning of each semester

2. **General Access Computer Labs**

   Open to all students on a first-come, first-use basis.

   Users: All students

   Location: Teaching Block Ground Floor

   Labs 1 & 6

   Timing: Monday – Friday   07:00 – 19.00

5.6.2 Students Access to IT Services

Students will receive a user IDs and passwords upon completing course registration. This can be used to access all IT hardware and services including computers, wireless network, email service, Moodle learning platform, library catalogue and printing services.

5.6.3 Wi-Fi Network

The Wi-Fi network is available across the campus under the student specific wireless network name "Students".

5.6.4 University Email Account & Productivity Tools

Each student is provided with a university-run Microsoft Office 365 account, which includes a 50 GB email account, a 1 TB cloud storage OneDrive account, a complete suite of Microsoft Office Pro solutions (Word, PowerPoint, Excel, etc.), and an array of connectivity and collaboration tools under the MS Office 365 suite.

After registration and issue of your EAU email address all communication between the University and the students will take place via this email. We will not send any communication to your personal email, and it is each student's responsibility to constantly check their EAU email account.

Students are also required to use the OneDrive cloud storage solution to store and share all their files and data.

5.6.5 Student Smart ID Cards

All students are issued with a smart card to be used as their identification card for campus and library access. The smart card can also be used to operate the multi-function printing devices that are distributed across the campus.

5.6.6 Online Course Management System – Moodle

All courses are facilitated through the University Online Learning System, Moodle that is accessible via http://moodle.eau.ac.ae using the common IT credentials.

Moodle can provide students with 24-hour access to course materials along with access to assignment submission through Turnitin tools. All university and department wide news and announcements are posted on Moodle pages. It is the responsibility of each student to check this on a daily basis.

5.6.7 Printing Services

EAU has deployed a networked printing service across the campus, through a large number of multifunction printing devices (print, scan & photocopy), that can be accessed using the smart ID cards. Students can also operate the printing devices through a unique PIN code that is provided to them upon completion of the registration process.

The printing solution includes a cloud-based service that allows access to printing jobs via the http://print.eau.ac.ae website as well as a mobile based application to enable the use of personal smart devices to print.

5.6.8 Computer Lab Rules

- Booting-up computers from removable media (CD's, DVD's, External Drives, etc.) is not allowed.

- Students should never interfere with the original computer configuration or setup: BIOS setup, Windows operating system setup, files and directory created, hardware setup, etc.

- Students are not allowed to install any new software or hardware onto the laboratory computers without the explicit knowledge of EAU IT and prior approval from the students' Programme Co-ordinator.

- Unauthorised copying of software or using illegally copied software on any of the University hardware is in violation of UAE copyright law and is strictly forbidden. Any violations of such nature are taken very seriously.

- Students must respect the privacy of others by not accessing their files or electronic mails.

- Students must promptly leave the work stations for scheduled classes or upon request by the Laboratory Supervisor.

- Computer games, videos, and music are strictly forbidden in the laboratory at all times, unless supplied by the faculty for educational purposes.

- It is prohibited to show, view, copy, download or scan pornographic materials in any form.

- Breaching the security of the University software and hardware is strictly prohibited. Any violations of such nature are taken very seriously.

5.6.9 Using the Internet

EAU provides students with unrestricted internet access via Wi-Fi or lab PC's through-out most of the campus, with the exception of some of the labs where the purpose of the internet access is mainly for research, such as in the library.

However, as an internet user, any student breaching privacy or copy rights will be held responsible and may result in legal or financial action being taken against him/her.

5.7 Recreational and Cultural Activities

The University encourages sporting activities to promote the physical health and well-being of students. The EAU Student Services Office (SSO) arranges various activities that include football, basketball, volleyball, tennis, badminton, table tennis and billiards. There are several sports teams, coached by qualified people, and the University teams participate in national competition events.

The University encourages its students to organise social and cultural events as well as participate in events organised by other institutions of higher education in UAE. Social and cultural events within the University promote a friendly and cooperative environment amongst students, administrative staff, and faculty. Such events also promote ties between students and the society as well as allowing students to develop leadership skills.

5.8 On campus Student Accommodation Policy

<u>Emirates Aviation University Accommodation</u>

Emirates Aviation University is committed to providing students with high quality student accommodation that provides every student with a safe and well-maintained environment in which to reside and study. The UAE is a global capital for tolerance, and we welcome students from different cultures to live in an environment of openness and respect that promotes coexistence. The student accommodation at Emirates Aviation University was designed to establish a sense of student community coupled with responsible, independent, and shared living. We hope you have an enjoyable stay with us.

Please refer any question or problem concerning your stay to the EAU Accommodation Officer Mrs. Hilda Dewan. She can be contacted as follows:
- 04 6050103, or
- 04 6050132.
- eau.accommodation@emirates.com

Access Cards

1. Residents must not give their room access card to anyone.
2. Residents will be charged 250 AED to replace a lost access card.
3. Access cards must be returned when checking-out.

Check-in & Check-out Procedure

1. Students are not permitted to check-in before or after the following check- in/out dates, unless approval was granted from EAU Accommodation Officer:

Academic Year 2024/2025		
Semester	**Check-in Dates**	**Check-out Dates**
Fall Semester 2024	As specified in the academic calendar	28/12/2024
Spring Semester 2025	As specified in the academic calendar	13/05/2025

2. Check-in takes place from 7:00 am – 3.30 pm in the Student Accommodation.
3. Students may check-in after working hours and during weekends, however, this must be approved by the Accommodation Officer prior to arrival.
4. Students must fill up "Interim check-out form" if they would like to leave the campus for a short period within their original booking (the form is available with the accommodation security guards)
5. The Emirates Aviation University Security team will be available to assist with the check-in 24/7.
6. On check-out you must return the room access card and complete the check-out form.
7. Students who move out of the accommodation and do not follow the correct check-out procedure will be liable for the full cost of their accommodation.
8. Students will be charged daily for any extra day beyond their original booking if they didn't vacate their rooms from their personal belongings, didn't complete the check-out form and didn't return the room access card.
9. The room will be inspected before checking-out and the student will bear the cost of any damage during their stay. This will be added to your account and should be settled directly with the Finance Office.

Refund Policy

1. Any student who cancels their accommodation booking **at least** one week prior to the start of the Semester for which they have paid is entitled to a 100% refund.
2. Any student who cancels their accommodation booking **less than** one week prior to the start of the Semester is entitled to a 75% refund.
3. Accommodation fees are non-refundable and non-transferable after the start of the Semester, unless the student's application for admission is not approved.
4. Other than the circumstances above, there will be no refund for early departure from the accommodation for any reason.
5. Students who are dismissed from Emirates Aviation University Student Accommodation due to a violation of Emirates Aviation University's Accommodation Policy are not entitled to a refund of accommodation fees.

Emergency

1. In case of emergency, contact:

Police	999
Ambulance	998
Fire Department	997
EAU Residence Security	Female: 04 6050219 Male: 04 6050220

2. For non-emergency incidents in the Student Accommodation, please contact Emirates Aviation University Security Staff who are on duty 24 hours a day, 7 days a week.

Guests and Visiting Hours

1. Visitors are not allowed inside the rooms except in the lobby area. However, mother, father, brother, sisters are allowed inside the room until 10:00 pm.
2. Males are not allowed in the girls' section (mother and sisters are only allowed until 10:00 pm).
3. Students may entertain guests of the same gender until 10.00 pm in the common areas on the ground floor.
4. Students are responsible for the behaviour of their guests and visitors. Any misconduct will be subjected to disciplinary action and expulsion from the accommodation.
5. Overnight guests are not permitted.
6. Residents are not permitted to sub-let or allow anyone to live in their rooms.

Health & Safety

1. Residents must ensure that communal areas including passageways and stairwells are kept clear at all times.
2. Students are prohibited from climbing out of windows, throwing objects / refuse from windows or entering the roof space.
3. Residents must not engage in any activity that could harm the health or safety of any resident or member of staff.

Substance Abuse and Disciplinary Measures

1. Smoking of Cigarettes, Shisha, E-cigarettes, or any type of Tobacco is strictly prohibited in the rooms and inside the residence building.
2. Possession, use, sale, distribution, consumption of illegal drugs, controlled substances or residue of controlled substances is prohibited and will be immediately reported to Dubai Police.

3. Possession, consumption, or distribution of alcoholic beverages is strictly prohibited on the premises including all Emirates Aviation University buildings and grounds.
4. Gambling - in any way, shape, or form - is strictly prohibited in the UAE, in the rooms and inside the residence building.

Respect & Tolerance

1. All residents must be tolerant, considerate and respect each other and staff at all times.
2. The use of vulgar and abusive language, threatening or physical behaviour will not be tolerated.
3. Residents must respect the right of other students to study at all times.
4. Residents must have regard for others with respect to playing of music/ loud behaviour.
5. Students must not make disturbing noise between 11:00 p.m. and 7:00 a.m.
6. If you feel your own peace and quiet is being offended speak to the offending party in a reasonable manner. If you cannot resolve the matter, contact Security and the accommodation officer.

Room Inspections

1. Room inspections will normally be conducted when the resident is present.
2. Emirates Aviation University reserves the right to enter rooms in the interests of the health, safety and proper conduct of the residents, or to maintain or repair the premises.

Fire Prevention

1. Electrical devices such as cooking devices, irons etc. are not allowed inside the rooms.
2. Residents must not burn candles, incense sticks or use naked flames due to the risk of fire and sensitivity of the fire detector equipment.
3. Any resident detecting smoke or fire must first sound the fire alarm and inform the Security Guards who will call the fire department.
4. In the event of a fire alarm, residents must evacuate the building and go directly to the designated Assembly Point.
5. It is the personal responsibility of every student to ensure they are familiar with the evacuation policy provided in every room.

Housekeeping

1. Residents are responsible to maintain their rooms to a good level of cleanliness.
2. Nailing and drilling of any fittings to the walls, ceilings or any part of the room is strictly prohibited, as is graffiti.
3. Rubbish must be disposed of through the trash slot located on each floor.
4. General cleaning inside the room will be conducted by our cleaning team every Monday at 10:00 am onwards. This is a compulsory routine to keep the building clean and hygienic.
5. Please keep your valuable items locked as cleaning team will not be responsible for any missing items from inside the room.
6. Pest control will be conducted once a month, students will be notified in advance.

Internet

1. Wireless Internet connections are provided in the rooms and communal areas.

Laundry

1. There are two laundry rooms on each floor of the accommodation.
2. Laundry tokens can be obtained from the Accommodation Officer base in the Student Services Offices located next to the Learning Resource Centre.
3. Washing of bed linen is the responsibility of each student.
4. Students are required to provide their own laundry detergent.

Maintenance

1. All maintenance and repairs issues must be reported immediately to the Accommodation Officer for action.

2. A maintenance logbook is provided in Reception to record maintenance and repair issues.
3. Our maintenance team will ensure all repairs are carried out as quickly as possible.

Meals

1. Meals are not included in the accommodation fees.
2. Students may purchase meals and snacks from the University Cafeteria, Costa or mini supermarket located on campus.
3. On arrival each student will be provided with a list of local supermarkets as well as delivery options.
4. Students can order meals online; food delivery is allowed to the reception area of the accommodation building.

Cooking facilities

1. Students are allowed to bring electric rice cooker and air fryer (with timers) and use them strictly inside pantries. Security guards will confiscate any device without a timer and can be returned back to the students on their final check-out.
2. Cooking inside the rooms is prohibited, however students can cook their meals in the accommodation pantries located in the same floor of their rooms.

Personal Belongings

1. Each student is required to bring their own personal belonging including bed linen, towels, crockery, detergents, personal hygiene items etc.
2. Residents are responsible for their own valuables and should lock their rooms at all times.

Pets

1. Pets are not allowed in the Residence building.

Sports Facilities

1. The swimming pool is free of charge for residents.
2. The swimming pool is monitored by a Lifeguard. Students must adhere to the instructions given by the Lifeguard and to the safety rules related to the usage of the swimming pool.
3. Residents can use the Gyms located in the accommodation building free of charges (boys and girls sections)
4. Mix genders inside the Gyms are not allowed.
5. The swimming pool and Gyms timings are attached separately.

Parking

1. Residents may use the car parking slots located next to the accommodation building.
2. All vehicles must display a current Emirates Aviation University Student Permit. You can register for and collect your permit from the Security Staff at the main University Reception.
3. Students must park in compliance with the University parking requirements.

Students' Accommodation Policy Undertaking

I, the undersigned, acknowledge that I have read and understood the Emirates Aviation University Accommodation Policy and agree to comply with all conditions.

I further agree to respect and comply with the laws and regulations of the UAE. I understand that failure to do so will result in disciplinary action which could include a written warning, suspension or expulsion from the University Accommodation or from the University. Criminal or civil action is also a possibility.

I will not hold Emirates Aviation University liable for any personal injury, loss or damage to my property resulting from my failure to follow the above rules, regulations, and laws.

Student Name: _____ Room no: _____

Mobile no: _____

Student Signature: _____ Date: _____

5.9 Catering

Hot meals are available in the University Cafeteria, which is located on-campus, and serviced by Emirates Catering. A Costa Coffee Shop is also located on-campus and there is a mini-market offering a range of items.

5.10 Health Services

EAU has an on-campus First-Aid Centre to provide first-aid emergency services. For serious injuries or emergencies requiring treatment at a hospital, an ambulance will be called to transfer the student to a hospital. The expenses for ambulance and hospital treatment are the student's responsibility.

5.11 Orientation

Each Semester our Student Services Office organise an Induction Programme to welcome new students to the University. The aim of the programme is to support students as they settle in to university life and for some, living away from home for the first time. In addition to informing new students about the facilities and services provided by the University, operational matters, policies, procedures, and regulation, we also provide a range of social activities for new and returning students. These provide opportunities for students to meet fellow students from other programmes. Some of the induction activities include:

5.11.1 Series of events for students:

- Team Building Activity
- Welcome to EAU Presentation
- Campus tour
- Programme Induction (Meet the Faculty)
- Study Skills Workshops
- Academic Writing Skills Workshop
- Snacks and Activities
- Workshop / Excursion

5.12 Alumni Relations

Emirates Aviation University has an Alumni unit that is responsible for establishing, managing, and developing the Alumni community at the University, including co-ordinating the production of Alumni communication material for the University. The unit maintains contact with EAU alumni, develops an alumni club, co-ordinates alumni activities and, specifically, tracks the employment of alumni.

The unit supports with identifying and initiating new contacts locally and in other parts of the GCC and worldwide; it develops and enhances key relationships with Alumni community to maximise potential opportunities for the University.

The unit is also responsible for managing the end-to-end Alumni events, with recommendation for improvements and evaluating the success.

The Alumni information is for the evaluation of the effectiveness of the EAU's programmes.

6. Proper Use of Institutional Facilities

Please refer to Section 8 for the Code of Conduct within the University premises.

6.1 University Timings

Administration working hours:
Monday – Thursday	07:00 - 15:30 hrs.
Friday	07:00 - 15:00 hrs.

Class Timings:
Day Time classes	08:00 - 19:00 hrs.
Based on student's schedule.	

Permission must be obtained from Programme Co-ordinators to remain in university outside normal timetabled hours. Timetables will be issued upon the students' arrival or will be sent through email. Students can check their schedules on Moodle at any time. Students are not permitted to enter any restricted area unless accompanied by faculty, staff, or security.

6.2 Student ID card

A student ID card will be issued and is valid for the duration of the programme. Students should carry it at all times. A student ID is needed to access EAU premises, facilities and car park.

6.3 Car Park

In order to access EAU parking, each student must have an EAU parking permit displayed on their car at all times. The parking permit is free and issued to students upon registration along with the student ID Card and valid driving license. Permits can be collected from the Security Staff at EAU Reception. Students need to be aware that permits change every semester and are reissued by EAU Security. Therefore, students need to ensure that a valid current permit is displayed on their cars at all times. Students who do not have a valid permit will not be permitted to use the parking facilities.

Students must adhere to the parking regulations and only park in the designated student parking areas. Violations of traffic laws on campus such as reckless driving and unauthorised parking will result in a fine and persistent breaches will result in the removal of parking rights or a disciplinary action taken against the student which ranges from a verbal warning to suspension or even dismissal from the University.

7.   Student Publications

EAU encourages student publications with appropriate support and guidance provided by the Student Services Office. The Student Council is authorised to publish a newsletter under the supervision of the Student Affairs Officer. Students may propose other publications and get the approval from the Student Affairs Officer. However, it is important that published material must not violate the rules and regulations of the University or the laws of Dubai and the UAE.

8.   Student Code of Conduct

8.1 Student Dress Code

1. Students are requested to dress conservatively respecting local culture.

2. Male students should either wear national dress or long trousers and must have their upper arms and shoulders covered. They are not permitted to wear earrings or body piercings.

3. Female students should wear national dress or skirts covering the knees or long trousers. Upper arms must be covered, and acceptable, conservative dress must be maintained at all times.

4. Slippers and sandals are not permitted on campus.

5. T shirts / trousers bearing images or implying messages which are not in accordance with the UAE culture will not be tolerated. Students who do not meet the dress code will be prevented from attending class and may face disciplinary action.

6. Male students with long hair or spikes will not be permitted in workshops and will not be permitted for On-Job-Training (OJT). Female students are required to tie their hair when in the workshop or OJT facilities at all times. *(excluding Business and Computer Science Students).*

7. Students not conforming to the dress code of the University will not be permitted to attend classes and will be marked absent.

8. Students not wearing safety shoes and overalls will not be permitted in the workshops and On-Job-Training (OJT) facility. *(excluding Business and Computer Science Students).*

9. Students must ensure they take care of their personal hygiene.

8.2 Misconduct

The following acts of misconduct are subject to disciplinary action:

1. In view of the cultural norms of Dubai and the UAE, physical contact between male and female students is strictly prohibited.

2. Inappropriate dress.

3. Abuse, verbal or physical, of any person on the University premises, at any event or function sponsored by the University or where the University is present.

4. Reckless and unruly damage of university premises or property.

5. Theft in any form or unauthorised taking of university property, or property belonging to any member of the University or any visitor to the University.

6. Fraud in any form, such as alteration or misuse of university records, or unauthorised use of documents with intent to deceive.

7. Intentional obstruction or disruption of teaching or teaching-related activities.

8. Entering, or attempting to enter, University premises without authorisation.

9. Failure to comply with published policies or regulations on the use of University facilities.

10. Alcohol and drug violations as defined by university policy and the laws of Dubai and the UAE.

11. Smoking inside any of the buildings on campus. Smoking is only permitted in the external designated smoking areas.

12. Use or possession of prohibited material such as fireworks, explosives or weapons on university premises.

13. Gambling or any other illegal activity on university premises, at any function sponsored by the University or where the University is present.

14. Unauthorised use of the University name and/or its property by any person or organisation.

15. Harassment or intimidation.

16. Abuse or misuse of any University computer and its equipment, such as theft of parts, deleting information, internet theft or knowingly introducing a computer virus.

17. Failure to comply with the direction of university staff, faculty or other officials in the performance of their duties.

18. Violations of traffic laws on campus such as reckless driving and unauthorised parking inside the University grounds.

19. Violations of Dubai or UAE law.

Any violation of rules and regulations or misconduct will result in a disciplinary action taken against the student which ranges from a verbal warning to suspension or even dismissal from the University. All records concerning violation of the Code of Conduct or academic integrity rules will be maintained for a period of at least five years. In case of severe violations resulting in suspension or dismissal, the penalty will become a permanent part of the student record and will be maintained indefinitely.

9. Academic Dishonesty

Students at EAU are expected to act responsibly in all their academic pursuits. They must adhere to the highest standards of academic integrity in all their work and should not attempt to violate the academic integrity rules. Academic violations include, but are not limited to, the following:

1. Dishonesty in class assignments and projects.

2. Cheating or attempting to cheat or helping others cheat in examinations.

3. Plagiarism; to plagiarise is to steal or pass off as one's own (the idea or words of another); use (a created production) without crediting the source; to commit literary theft; present as new and original an idea or product derived from an existing source (Webster's Third New International Dictionary of the English Language, Unabridged, p. 1728). Plagiarism may involve using the ideas, images, words, statements or an entire passage of someone else without attribution. Plagiarism also includes copying or downloading articles, research papers or other material from the Internet without giving proper attribution. Students' should avoid plagiarism in all their assignments.

4. Submitting work or material prepared by another person.

5. Giving unauthorised assistance to other students in their experimental work or lab projects.

6. Complicity in any form of academic dishonesty.

7. Deliberate falsification or alteration of data or information.

8. Any act carried out with the intention of deceiving the course instructor to obtain a false grade.

9. Intentionally interfering (altering or damaging) the work of other students including course projects, laboratory experiments and computer files, etc.

9.1 Disciplinary Action

Any student who is caught and proved to have attempted to carry out any of the academically dishonest acts above shall be liable to disciplinary action. The instructor of the course will have the right to consider the student "fail" in the test, exam, or assignment in which the misconduct took place, if this act was part of the semester work. The Programme Co-ordinator will be informed of the case. If the act was during the final, end of semester, examination the case will be referred to a disciplinary committee, formed by the Faculty Dean. The committee will investigate the case and make its recommendations to the Dean. The Dean will make the final decision with regards to the case, and if the academic dishonesty is upheld, the student will be considered "fail" in the assessment, course or in all courses registered in that semester.

9.2 Student Performance

1. Students are expected to work consistently to meet all assessment deadlines and standards.

2. It is the student responsibility to submit his/her assignment on time before the deadline. This should include a Turnitin.

3. Late assignment submissions will result in a penalty. A one-week late submission results in a 10% deduction on the assignment marking; while an assignment submitted between 1 and 2 weeks late will be subject to a 20% deduction on the assignment marking. Submissions after two weeks will be considered a fail on the assignment.

4. Students may request an extension for an assignment deadline based on special circumstances, such as verified illness, or severe family issues. Students should submit their extension requests to the relevant lecturer who in turns submit it to the Programme Manager for a final decision in consultation with the Dean.

10.   Complaint Proceedings and Grievances

Any member of the University community may file a complaint against a student or group of students, to the Faculty Dean, if s/he feels that there is a violation of his/her rights or the Student Code of Conduct. The complaint should be a concise and complete statement of allegations. Based on the information provided, the Faculty Dean, or their representative, will forward the complaint to the Disciplinary Committee, which in turn will determine whether a violation has occurred, meet with the student(s) and decide on the sanctions or a further course of action. The concerned student will be notified in writing of the decisions taken and disciplinary actions levied, if any. The decision of the Vice Chancellor is final.

A student may appeal to the Vice-Chancellor regarding any disciplinary action (including academic dismissal) taken against him/her. All appeals must be in writing and submitted to the Vice-Chancellor office within seven working days after the decision is delivered. The Vice-Chancellor will review the appeal, determine its viability, and decide the course of action.

10.1   Student Grievances

EAU is committed to treating all students equitably and fairly. It does not differentiate between students on the basis of race, colour, religion, gender and national origin. It is the policy of the University that students shall be free from the effects of misconduct by other members of the University community, including faculty members and University officials. Accordingly, EAU has developed regulations and procedures regarding student grievances whereby students are given the opportunity to appeal for hearing their grievances.

A grievance arises when a student has reasons to believe that s/he has been treated in an arbitrary or discriminatory manner or subjected to inappropriate behaviour by an official member of the University community. While students have the right to bring a grievance forward against the concerned official, they are encouraged to first attempt a good-faith resolution of the grievance. This can be achieved by either direct discussions with the

concerned official or by bringing the matter to the attention of his/her academic advisor or the head of the unit or Department in which the grievance arises. If such attempts do not succeed in settling the dispute amicably, or the student decides to proceed directly to bring a grievance forward, s/he must initiate the formal process within three weeks of the alleged incident in dispute. This is done by submitting a formal grievance in writing to the Dean of the Faculty in which the student raising the grievance is registered. The grievance must be submitted in writing and should include the following:

1. Name, ID number, Faculty/Programme and phone number of the student submitting the grievance.

2. Identification of the office or individual(s) against whom the grievance is brought.

3. A factual description of the incident that caused this grievance.

4. The date, time, and location of the incident.

5. A listing of all individuals who witnessed any part of the incident in dispute.

Upon receipt of the formal grievance, the Faculty Dean shall form a committee to investigate the dispute. The committee shall carry out detailed investigations including interviews with the concerned parties and witnesses from both sides. Depending upon the grievance, pertinent data and information may also be gathered by the committee. At the completion of the investigation, the committee shall submit its report with appropriate recommendations to the Faculty Dean who will take the decision, to be communicated in writing to both parties.

If the grievant is not satisfied with the decision, s/he may seek relief through direct appeal to the Vice-Chancellor within two weeks of receiving the decision. The decision of the Vice-Chancellor shall be final.

11. Safety Issues

For the safety issues, please refer to the Student Safety Handbook on Moodle.

12. Student Records

Documents and information submitted to the University during application and the transcripts showing students' academic achievements are considered as a permanent record. The permanent students' records are managed by the Admission and Registration Department.

Students' records are considered confidential and their disclosure to a third party requires the written consent of the student. No consent shall be required to disclose the personal identification within the extent of UAE federal laws. The following are some exceptions which permit disclosure without consent:

1. Information may be disclosed to an official in the University with legitimate academic interest.

2. The response to the official request of another academic or professional institution, where the student is enrolling or seeking employment.

3. Information may be disclosed to students' parents or his/her sponsors, unless otherwise requested by the student in writing. In which case, the parents and sponsors will be informed of the student's denial to the right of disclosure.

The student shall be responsible for notifying the University of any changes to be entered into the record, such as change of address or any change in personal profile. The University considers the data provided by the student as the correct data and the student will be responsible for any ramification resulting from obsolete personal data.

The student is entitled to inspect and review his/her education record through a written request submitted to the Admission and Registration Department. If the student finds any information inaccurate or misleading s/he can ask for its amendment. The University will take the appropriate action in light of the evidence or justification presented by the student and will notify the student of its decision.

13. Academic Policies

13.1 Programme Completion Requirements

13.1.1 Academic Programmes:

A student will be awarded the bachelor/higher diploma/diploma after fulfilling the following requirements:

1. Complete all the programme requirements (courses, internship, etc.), as specified in the programme curriculum, which is included in Appendix A of the University Catalogue – Undergraduate Academic/Applied Programmes 2024-2025.

2. Accumulate a minimum overall grade point average (CGPA) of 2.0 (on a 4.0 scale).

Transfer Credits

A maximum of fifty percent (50%) of the total credits required to obtain a degree at EAU can be transferred from other institutions of higher education, subject to EAU Transfer Admission Policy (Section 7.2 of the University Catalogue – Undergraduate Academic/ Applied Programmes 2024-2025). Furthermore, the majority of the final thirty credit hours must be completed at EAU.

Minimum and Maximum Periods of Enrolment

The baccalaureate degree programmes offered by EAU normally require eight regular semesters (four years), to fulfil all the graduation requirements. For these programmes, the minimum study period is four regular years, while the maximum allowed time is seven years from admission to EAU as an undergraduate student including any period of approved registration suspension. A student in good standing could be allowed to suspend his/her

registration for up to two semesters. Only in exceptional cases, an extension of up to two semesters may be granted by the Faculty Dean upon the recommendation of the Programme Co-ordinator and the approval of the Faculty Council.

The higher diploma degree programmes offered by EAU normally require six regular semesters (three years), to fulfil all the graduation requirements. For these programmes, the minimum study period is three regular years, while the maximum allowed time is six years from admission to EAU as an undergraduate student including any period of approved registration suspension. A student in good standing could be allowed to suspend his/her registration for up to two semesters. Only in exceptional cases, an extension of up to two semesters may be granted by the Faculty Dean upon the recommendation of the Programme Coordinator and the approval of the Faculty Council.

The diploma degree programs offered by EAU normally require four regular semesters (two years), to fulfil all the graduation requirements. For these programmes, the minimum study period is two regular years, while the maximum allowed time is five years from admission to EAU as an undergraduate student including any period of approved registration suspension. A student in good standing could be allowed to suspend his/her registration for up to two semesters. Only in exceptional cases, an extension of up to two semesters may be granted by the Faculty Dean upon the recommendation of the Programme Co-ordinator and the approval of the Faculty Council.

Maintaining Good Academic Standing

Undergraduate students who are enrolled in an EAU academic programme are required to maintain a CGPA of 2.0 (on a 4.0 scale) for satisfactory performance and graduation. The Academic Probation & Dismissal Policy is outlined in Section 13.3 of the University Catalogue – Undergraduate Academic/Applied Programmes 2024-2025.

Merit of Degree

The merit of the degree upon graduation is determined on the final CGPA and is defined in the following table:

CGPA	Merit
From 3.80 to 4.0	Excellent with Honours
From 3.50 to 3.79	Excellent
From 3.0 to 3.49	Very Good
From 2.50 to 2.99	Good
From 2.0 to 2.49	Satisfactory

13.1.2 Applied Programmes:

A student will be awarded the Applied Bachelor/Advanced Diploma/Diploma after fulfilling the following requirements:

1. Complete all the programme requirements (courses, internship, etc.), as specified in the programme curriculum, which is included in Appendix A of the University Catalogue – Undergraduate Academic/Applied Programmes 2024-2025.

2. Accumulate a minimum overall grade point average (CGPA) of 2.0 (on a 4.0 scale).

Transfer Credits

A maximum of fifty percent (50%) of the total credits required to obtain a degree at EAU can be transferred from other institutions of higher education, subject to EAU Transfer Admission Policy (Section 7.2 of the University Catalogue – Undergraduate Academic/Applied Programmes 2024-2025). Furthermore, the majority of the final thirty credit hours must be completed at EAU.

Minimum and Maximum Periods of Enrolment

The Applied Bachelor degree programmes offered by EAU normally require eight regular semesters (four years), to fulfil all the graduation requirements. For these programmes, the minimum study period is four regular years, while the maximum allowed time is seven years from admission to EAU as an undergraduate student including any period of approved registration suspension. A student in good standing could be allowed to suspend his/her registration for up to two semesters. Only in exceptional cases, an extension of up to two semesters may be granted by the Faculty Dean upon the recommendation of the Programme Co-ordinator and the approval of the Faculty Council.

The Advanced Diploma degree programmes offered by EAU normally require six regular semesters (three years), to fulfil all the graduation requirements. For these programmes, the minimum study period is three regular years, while the maximum allowed time is six years from admission to EAU as an undergraduate student including any period of approved registration suspension. A student in good standing could be allowed to suspend his/her registration for up to two semesters. Only in exceptional cases, an extension of up to two semesters may be granted by the Faculty Dean upon the recommendation of the Programme Co-ordinator and the approval of the Faculty Council.

The Diploma degree programmes offered by EAU normally require four regular semesters (two years), to fulfil all the graduation requirements. For these programmes, the minimum study period is two regular years, while the maximum allowed time is five years from admission to EAU as an undergraduate student including any period of approved registration suspension. A student in good standing could be allowed to suspend his/her registration for up to two semesters. Only in exceptional cases, an extension of up to two semesters may be granted by

the Faculty Dean upon the recommendation of the Programme Co-ordinator and the approval of the Faculty Council.

Maintaining Good Academic Standing

Undergraduate students who are enrolled in an EAU Applied programme are required to maintain a CGPA of 2.0 (on a 4.0 scale) for satisfactory performance and graduation. The Academic Probation & Dismissal Policy is outlined in Section 13.3 of the University Catalogue – Undergraduate Academic/Applied Programmes 2024-2025.

Merit of Degree

The merit of the degree upon graduation is determined on the final CGPA and is defined in the following table:

CGPA	Merit
From 3.80 to 4.0	Excellent with Honours
From 3.50 to 3.79	Excellent
From 3.0 to 3.49	Very Good
From 2.50 to 2.99	Good
From 2.0 to 2.49	Satisfactory

13.2   Student Study Load

Student Study Load is the total number of credit hours a student is registered for during a semester. It is determined by the student ability and achievement. A student who is enrolled in an undergraduate academic/applied programme usually registers for 15–18 credit hours (five to six courses) in each regular semester. The required minimum study load is 12 credit hours in any regular semester. Under special conditions and with the approval of the Faculty Dean, based on a recommendation by the Programme Co-ordinator, a student may be allowed to increase his/her study load to 21 credit hours in one semester provided that his/her cumulative GPA is above 3.25. All credits exceeding 15 credit hours will require a supplemental fee. A student can register for up to 6 credit hours (two courses) in a summer semester. However, graduating students may be allowed to register for up to 9 credit hours (three courses) in the summer semester if recommended by their academic advisors.

13.3   Academic Probation & Dismissal

13.3.1 Academic Programmes:

1. Students who are enrolled in an EAU undergraduate academic programme are required to maintain a CGPA of at least 2.0 for satisfactory performance and graduation.

2. If the cumulative GPA of a student is less than 2.0 at the end of any semester s/he will be placed under academic probation.

3. The student after the first academic probation will be allowed to register four courses with a maximum load of 13 credit hours and must at least repeat one course.

4. A student on academic probation for the second consecutive semester is allowed to register four courses with a maximum load of 13 credit hours and have to repeat at least two courses.

5. A student on academic probation for the third consecutive semester will be dismissed from EAU.

13.3.2 Applied Programmes:

1. Students who are enrolled in an EAU undergraduate applied programme are required to maintain a CGPA of at least 2.0 for satisfactory performance and graduation.

2. If the cumulative GPA of a student is less than 2.0 at the end of any semester s/he will be placed under academic probation.

3. The student after the first academic probation will be allowed to register four courses with a maximum load of 13 credit hours and must at least repeat one course.

4. A student on academic probation for the second consecutive semester is allowed to register four courses with a maximum load of 13 credit hours and have to repeat at least two courses.

5. A student on academic probation for the third consecutive semester will be dismissed from EAU.

13.4 Attendance Policy

Attendance and class participation are considered critical for effective education at EAU as it enhances the learning process. Therefore, students, who are enrolled in an EAU undergraduate academic/applied programme, are expected to attend classes regularly in all their courses. Failing to attend 25% of the classes in any course, without an exceptional reason will result in the student failing the course. The attendance policy which applies to each course at EAU is as follows:

- A student who is absent for 10% of the theoretical and practical class hours will be issued First Warning.
- A student who is absent for 20% of the theoretical and practical class hours will be issued Second Warning.
- A student who is absent for 25% of the theoretical and practical class hours will be issued a Notification of Failure and assigned a grade F for the course.

Classes missed due to exceptional circumstances will be recorded in the attendance log. The student, his/her parent or guardian will need to submit a written explanation to his/her academic advisor, accompanied by supporting documents, prior to the absence or in exceptional cases, no later than 1 week after the absence. The academic advisor will input his/her recommendation and forward to the Programme Coordinator for consideration at the next Faculty Council. The

Council will decide whether the absence although recorded, will or will not be counted towards the issuance of Absentee Warnings / Notification of Failure. This decision will be communicated to the student, or his parent or guardian, his/her academic advisor, and appropriate faculty.

Even if the absence is accepted by the Faculty Council, the student may not realistically be able to complete the course work to be able to pass the course. In such cases the academic advisor may advise the student to refer to the withdrawal policy.

13.5   Progression

13.5.1 Academic programme:

A Student who registers for, and successfully completes, a lower qualification (diploma or higher diploma) may apply for a higher qualification (higher diploma or bachelor). In which case, and once admission to the programme is granted, all his/her completed credits will be honoured and s/he will have to successfully complete the remaining programme requirements (courses, internship, etc.) to obtain the higher award.

A student who registers for a higher qualification (higher diploma or bachelor) can exit with, and is awarded, a lower qualification (diploma or higher diploma) only if s/he (1) completes all the programme requirements (courses, internship, etc.); (2) accumulates a minimum grade point average (CGPA) of 2.0; (3) submits a written request to exit with the diploma/higher diploma award.

13.5.2 Applied programme:

A Student who registers for, and successfully completes, a lower qualification (Diploma or Advanced Diploma) may apply for a higher qualification (Advanced Diploma or Applied Bachelor). In which case, and once admission to the programme is granted, all his/her completed credits will be honoured and s/he will have to successfully complete the remaining programme requirements (courses, internship, etc.) to obtain the higher award.

A student who registers for a higher qualification (Advanced Diploma or Applied Bachelor) can exit with, and is awarded, a lower qualification (Diploma or Advanced Diploma) only if s/he (1) completes all the programme requirements (courses, internship, etc.); (2) accumulates a minimum grade point average (CGPA) of 2.0; (3) submits a written request to exit with the Diploma/Advanced Diploma award.

13.6   Grading and Assessment

13.6.1 Course Assessment

13.6.1.1   Academic programme:

Students' performance, in each course, is assessed according to an evaluation criterion that is outlined by the concerned faculty and is detailed in the course syllabus. The overall distribution of marks is normally as follows:

Coursework, class participation and attendance	25 – 50 %
Midterm Exam	20 – 30 %
Final Exam	30 - 50 %

Coursework includes tests, quizzes, group and individual assignments, research and laboratory work.

The pass mark in each course is 60%.

13.6.1.2   Applied programme:

Students' performance, in each course, is assessed according to an evaluation criterion that is outlined by the concerned faculty and is detailed in the course syllabus. The overall distribution of marks is normally as follows:

Coursework, class participation and attendance	25 – 50 %
Midterm Exam	20 – 30 %
Final Exam	30 - 50 %

Coursework includes tests, quizzes, group and individual assignments, research and laboratory work.

The pass mark in each course is 60%.

13.6.2 Grading System

13.6.2.1   Academic programme:

The Grade Point Average (GPA) is based on a four-point scale. The following grading system is used at EAU:

Marks	Grade	Points
90+	A	4.0
85 – 89	B+	3.5
80 – 84	B	3.0
75 – 79	C+	2.5
70 – 74	C	2.0
65 – 70	D+	1.5
60 – 64	D	1.0

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< 60	F (Fail)	0.0
	LW (Late Withdrawal)	0.0

Grades not calculated in the Grade Point Average (GPA) are:

I	Incomplete
W	Withdrawal
T	Transferred

13.6.2.2   Applied programme:

The Grade Point Average (GPA) is based on a four-point scale. The following grading system is used at EAU:

Marks	Grade	Points
90+	A	4.0
85 – 89	B+	3.5
80 – 84	B	3.0
75 – 79	C+	2.5
70 – 74	C	2.0
65 – 70	D+	1.5
60 – 64	D	1.0
< 60	F (Fail)	0.0
	LW (Late Withdrawal)	0.0

Grades not calculated in the Grade Point Average (GPA) are:

I	Incomplete
W	Withdrawal
T	Transferred

13.6.3   Grade Point Average (GPA)

The points earned in a course are calculated by multiplying the grade point value of the letter grade by the number of credit hours of the course. The Grade Point Average (GPA) for a given semester is calculated by dividing the sum of the points earned in all the courses taken in that semester by their total credit hours.

Example

Course	Number of Credit Hours	Grade	Grade Points	Earned Points
English 1	3	A	4	12
Introduction to IT	3	B+	3.5	10.5
Introduction to Math	3	B	3	9
Engineering Mechanics	4	C+	2.5	10
Electrical Principles	3	C	2	6
Total	**16**			**47.5**

GPA = (47.5 / 16) = 2.97

13.6.4 Cumulative Grade Point Average (CGPA)

The CGPA indicates the student's overall average performance up to the last completed semester. It is calculated by dividing the sum of the total points earned in all the courses completed to date by the total number of completed credit hours.

Only the last grade of a repeated course is counted in the calculation of the CGPA regardless of whether it is the higher grade or not. Even though credits for repeated courses are only counted once, both grades will appear in the student's transcript.

13.6.5 Incomplete Grade and Make-up Examinations

All students have to attend the final exams of the courses for which they are registered to get their work completed. In the case of unexcused absence, a student is given an F grade for the missing work with course grade computed accordingly. Only in exceptional cases, when there is a compelling medical or other such emergency certified by a medical or other professional, an "Incomplete" grade (I) is given as a final grade in a course. In this case, the student must submit an incomplete request, to the Registration Department, within a maximum of one week from the examination date. S/he must also present the relevant supporting documents. Upon approval by the Faculty Council, the student is allowed to take a make-up examination before the end of the second week of classes of the next regular semester. The Faculty Council may impose up to 20% reduction on the student's total mark for any course in which a student has an incomplete grade.

It is the responsibility of the student to find out from his/her professor the specific date for the make-up examination. An (I) grade pending beyond the specified time limit will revert into an F grade.

13.6.6 Grade Appeals

Students are entitled to professional fair evaluation of their academic work. Should a student have a legitimate reason to believe that there is a need to review his/her final exam paper in a particular course, s/he may submit a petition to the Registration Department within a period of two weeks following the announcement of the final results. The request will be transferred to the concerned faculty member to review the exam paper and calculation of marks. The Registration Department will notify the student of the decision. If the student continues to believe that the issue is not resolved, s/he may submit an appeal to the Faculty Dean who, after reviewing the student's work, will make the final decision on the grade appeal.

13.7 Interactive E-Learning Policy

13.7.1 Policy Overview

The Interactive E-Learning policy applies to traditional blended modes of delivery to fully e-learning delivery, whether on a temporary or permanent basis. Regardless of mode, Emirates Aviation University (EAU) is committed to delivering the highest quality interactive educational experience to all our students. Unless specified, all EAU policies and procedures apply to every student and programme, irrespective of mode of attendance.

13.7.2 Learning Resources

Each student is provided with a university-run Microsoft Office 365 account, which includes a 50 GB email account, a 1 TB cloud storage OneDrive account, a complete suite of Microsoft Office Pro solutions (Word, PowerPoint, Excel, etc.), and an array of connectivity and collaboration tools under the MS Office 365 suite.

Interactive E-Learning provides EAU with the capacity to deliver a synchronous learning experience requiring students to engage in the programme of learning, regardless of their location. Faculty are also encouraged to record e-learning sessions and provide asynchronous learning for students who may encounter connectivity or scheduling challenges. The key tools currently utilised to support E-Learning are:

Moodle managed learning environment providing learner-centric tools and collaborative learning environments that empower both teaching and learning.

Turnitin is the plagiarism detection software used by students to submit summative assessments to identify similarities with existing sources. It can also be used formatively to support students to improve their academic writing**.**

Microsoft Office 365 is the cloud-based suite integrated experience of apps and services, including Word, Excel, PowerPoint and One Drive, the online file storage and sharing app that allows faculty and students to share files.

Microsoft Teams is a unified communication and collaboration platform utilised by EAU to effectively deliver interactive e-learning. It enables faculty and students to create a collaborative class environment enabling faculty and students to engage and connect as they would in a conventional class environment. Faculty can have face-to-face interaction with students, share teaching materials, facilitate group discussions, and monitor student engagement and attendance.

Kahoot is a free audience response system used to deliver quizzes to review students' knowledge and understanding. It can be used in class or as part of a formative e-learning strategy.

CodePost is a free tool that can be used to support e-learning by enabling faculty to provide feedback on student programming work, both automated feedback (tests) and manual feedback (annotations directly on code)

MOSS 'Measure of Software Similarity' is an automatic system for determining the similarity of programmes. It enables faculty to objectively check all programmes solutions for evidence of plagiarism.

Our **Learning Resources Centre** also provides students with access to electronic library resources to support e-learning and complement the e-resources provided as part of the programme of learning.

13.7.3 Learning Support

All faculty and students involved with e-learning programmes are provided with personal training and technical support to ensure they have the necessary equipment, software, communications tools, and internet connectivity to effectively engage with e-learning. EAU IT Department provide this training and support to ensure all e-learning students have the required skills to succeed in their programme of learning. Technical support is provided in person, online and by telephone.

EAU provides one model of support for all students, regardless of mode. We are committed to providing high-quality academic advising to assist students in the development and pursuit of academic objectives consistent with their life goals and the available opportunities at the University. Each student has direct access to an academic advisor, who focuses on subject-related issues and advice. The academic advisor has particular expertise in the programme specialisation (major). Academic advising is delivered by faculty members who maintain office hours and are available for students during the scheduled office hours. In addition, faculty will engage with students out with office hours if required.

Admission to EAU carries with it the expectation that both on campus and e-learning students will conduct themselves as responsible members of the University community, that they will comply with the established rules and regulations of the University, maintain high standards of

honesty and integrity, and respect the rights, privileges, and property of other members of the University community.

This Student Handbook provides on-campus and e-learning students with a guide to help them understand the services and facilities available to support them during their studies. It offers guidance on an extensive number of topics including their rights and obligations as an e-learning student of Emirates Aviation University.

13.7.4 Learning Environment

The EAU IT Department oversee the supply, periodic maintenance, upgrading and development of the e-learning environment. The EAU IT Department co-ordinates with other departments and the Faculties through the Academic Computer Services Committee and through other ad hoc committees, which may be formed in special cases, to ensure that the e-learning environment meets the requirement of the University.

13.7.5 Programme Delivery

All programmes delivered at EAU have the same learning outcomes and require equivalent academic rigor and quality of student performance, irrespective of the mode of delivery. Students are given advanced notice if any element of their e-learning module or programme requires their physical presence on campus. Our interactive approach to e-learning provides students with a similar learning experience to those who engage in an entirely face-to-face mode. All modes require students to engage in their learning experience and synchronous learning enables faculty to ensure student participation through an active and supportive learning environment.

EAU Student Academic Integrity Policy expects every student to act responsibly in all their academic pursuits. They must adhere to the highest standards of academic integrity in all their work and should not attempt to violate the academic integrity rules.

The Student Staff Ratios maintained by EAU are the same for every mode of attendance to ensure the effective participation of all students, and to encourage and support interaction among students and between students and faculty.

13.7.6 Professional Services

All students, regardless of whether they follow a fully face-to-face, blended or fully e-learning mode of delivery are subject to the same EAU programme admission criteria.

E-learning students are permitted to access the same Student Services offered to on-campus student, however, it may be necessary to provide the e-delivery of some services where the student in unable to be physically present on campus.

14. EAU Staff Directory

The full EAU staff directory is also available and updated regularly on the EAU website.

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15.   Academic Calendar (2024-2025)

EAU Academic Calendar 2024 – 2025

Fall Semester 2024
September – December 2024

Day	Date	Event
Monday - Friday	July 1st - August 30th 2024	Registration Period (returning students)
Thursday & Friday	August 29th - 30th, 2024	Induction for new students – 2 days
Monday	September 2nd, 2024	First day of classes
Monday - Friday	September 2nd - 6th, 2024	Add and drop period
Friday	September 6th, 2024	Deadline for accepting change of major
Friday	September 13th, 2024	Deadline for suspending registration Deadline for accepting credit transfer
Friday	November 8th, 2024	Deadline for withdrawing from a course (W)
Saturday-Monday	December 14th - 23rd, 2024	Examination Period
Tuesday - Sunday	December 24th, 2024 - January 12th, 2025	Winter break
Thursday	January 2nd, 2025	Announcement of final examination results
Monday - Tuesday	January 6th - 7th, 2025	Re-sit exams

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Spring Semester 2025
January – May 2025

Day	Date	Event
Thursday - Friday	January 2nd - 10th, 2025	Registration Period (returning students)
Thursday & Friday	January 9th - 10th, 2025	Induction for new students – 2 days
Monday	January 13th, 2025	First day of classes
Monday - Friday	January 13th - 17th, 2025	Add and Drop Period
Friday	January 17th, 2025	Deadline for accepting change of major
Friday	January 31st, 2025	Deadline for suspending registration Deadline for accepting credit transfer
Monday - Friday	March 31st - April 4th, 2025	Mid-semester break
Monday	April 14th, 2025	Deadline for withdrawing from a course (W)
Saturday-Saturday	May 3rd - 10th, 2025	Examination Period
Monday	May 12th, 2025	Summer break
Friday	May 16th, 2025	Announcement of final examination results
Monday - Tuesday	May 19th - 20th, 2025	Re-sit exams

Summer Semester 2025
June – July 2025

Day	Date	Event
Friday - Friday	May 16th - 30th, 2025	Registration period (returning students)
Monday	June 2nd, 2025	First day of classes
Monday - Thursday	June 2nd - 5th, 2025	Add and drop period
Friday	June 13th, 2025	Deadline for withdrawing from a course (W)
Thursday - Friday	July 3rd - 4th, 2025	Final examinations (UG)
Friday	July 11th, 2025	Announcement of final examination results

Document History

Version No	Date	Update Information	Approved By
V 1.0	October 2017	Manual was created.	Vice-Chancellor
V2.0	January, 2021	**New policies developed based on 2019 Ministry Standards:** ▪ 5.1 Learning Support Services ▪ 5.8 Student Accommodation ▪ 8.1 Student Dress Code ▪ 8.2 Misconduct ▪ 14 EAU Staff Directory **Existing policies reviewed:** ▪ Introduction pages *(pictures updated)* ▪ 5.9 Catering *(few amendments)* ▪ 5.11 Orientation *(few amendments)* ▪ 6.3 Car Park *(few amendments)* ▪ Section 10 Complaint Proceedings and Grievances *(added including academic dismissal)* ▪ Added section 13.7 Interactive E-Learning Policy	Vice-Chancellor
V2.1	December, 2021	**New policies added:** ▪ 4.2 Print Resources ▪ 4.3 E-Resources ▪ Section 14 Staff Directory updated as per the EAU Website ▪ Section 15 (Academic Calendar 2021-2022) added	Vice-Chancellor
V2.2	January, 2022	**Added the below section:** 9.2 Student Performance 1. Students are expected to work consistently to meet all assessment deadlines and standards. 2. It is the student responsibility to submit his/her assignment on time before the deadline. This should include a Turnitin. 3. Late assignment submissions will result in a penalty. A one-week late submission results in a 10% deduction on the assignment marking; while an assignment submitted between 1 and 2 weeks late will be subject to a 20% deduction on the assignment marking. Submissions after two weeks will be considered a fail on the assignment. 4. Students may request an extension for an assignment deadline based on special circumstances, such as verified illness, or severe family issues. Students should submit their extension requests to the relevant lecturer who in turns submit it to the Programme Manager for a final decision in consultation with the Dean. ▪ Section 4.1 and 6.1 (updating the working hours to Monday – Friday).	Vice-Chancellor
V2.3	May, 2022	Updated section 14 Staff Directory and updated the faculty from "Faculty of Aviation Studies and Business Management" to "Faculty of Aviation and Business Management"	University Council

V 2.4	Oct, 2022	- Update manual to academic year 2022-2023 - Updated 15. Academic Calendar (2022-2023) - Update to 14. EAU Staff Directory - Updated section 14 Staff Directory and updated the faculty from "Faculty of Aviation and Business Management" to "Faculty of Business Management"	Vice-Chancellor
V 2.5	Jan, 2023	- Updated section 14 Staff Directory - Introduced policy no 5.12 Alumni Relations - Updated policy 5.8 On campus Student accommodation Policy	Vice-Chancellor
V 3.0	Oct, 2023	- Section 13.6.1 Course Assessment and Section 13.6.2 Grading System updated	UCM
		- Updated Manual based on new EAU Strategic Plan 2023-2028 - Section 4.1 LRC working hours updated	Vice-Chancellor
V4.0	August, 2024	- New Academic Year updates	Vice Chancellor and IEU Manager
V4.1	April 2025	- Staff Directory Update	UCM

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