

STUDENT HANDBOOK
2023-2024



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**RAK MEDICAL & HEALTH
SCIENCES UNIVERSITY**



H.H. Sheikh Saud Bin Saqr Al Qassimi

Ruler of Ras Al Khaimah and Supreme Council Member
United Arab Emirates



H.H. Sheikh Mohammed Bin Saud Bin Saqr Al Qasimi

Crown Prince of Ras Al Khaimah
United Arab Emirates

Table of Contents

Message from the President	5-6
History and background	7-8
1. University Vision, Mission, Core Values and Functions	9
1.1 Vision	9
1.2 Mission	9
1.3 Core Values	9
1.4 Functions	10
2. Colleges and Departments	13
3. Students' Rights and Responsibilities	14
3.1 Academic Freedom	14
3.2 Evaluation	15
3.3 Protection Against Improper Disclosure	15
3.4 Freedom of Speech and Expression	15
3.5 Student Publications	15
3.6 Student Records	16
3.7 Student Attendance and Academic Regulations	16
4. Policy for E-Learning	17-20
5. Policies Governing Student Affairs	21
5.1 Identification Cards	21
5.2 Dress Code	21
5.3 Laboratory Coats and Scrub Suits	24
5.4 University Policy on Research	24
5.5 Policy on Students Participation in Conferences	25-29
5.6 Students Participation in University Activities	29
5.7 Community Engagement	29

Table of Contents

6. Student Counseling, Career Services & Academic Advising	30
6.1 Counseling Services	30
6.2 Career Counseling and Career Planning	31
6.3 Academic Advising at RAKMHSU	32
6.4 Special Education Needs & Disability (SEND)	35
7. Student Support Services	36
7.1 Learning Skills and Tutorial Programs	36
7.2 Dining Services	36
7.3 Student Health Services	36
7.4 Residence Halls	36
7.5 Recreational Facilities	37
7.6 Spiritual Facilities	38
7.7 Campus Facilities and Safety	38-48
7.8 University Student Locker Policy	48-52
7.9 IT Enabled Services and Resources of the University	52-57
7.10 Library	58-66
8. Student Council	67
8.1 Student Council	67
8.2 Term of Office	67
8.3 Functions and Objectives	67
8.4 Eligibility Criteria for Election/Nomination to the Council	68
8.5 Other rules and guidelines	68
8.6 Meeting and Business	69
8.7 Finance	70
8.8 Amendments	70

Table of Contents

9. University Guide to Student Behavior	71
9.1 Introduction	71
9.2 Student Academic and Professional Integrity	71
9.3 Academic Honesty	73-74
9.4 Student Disciplinary Policies and Procedures	74-79
9.5 Student Grievance Policy	79-81
10. Financial Information	83
10.1 Tuition and Other Fees	83-86
10.2 Concession in Tuition Fee	87
10.3 Tuition Fees for Readmitted and Transferred Students	88
10.4 Eligibility for Registration of Students	88
10.5 Registration of Students	88
10.6 Late Registration Fee	88
10.7 Action against Non-Registration	89
10.8 Refund Policy	89
10.9 Refund of Transport Fee	89
10.10 Policy of Cheque Bounce	89
10.11 Student Residence Facility	90
10.12 Bank Loan Assistance	90
10.13 Health Insurance	90
11. Contact Information	91-94
12. Office of Student Affairs	95



President's Message

Dear Students

It is my pleasure to welcome you to RAK Medical and Health Sciences University, the first comprehensive health sciences university in the UAE, and one of the leading medical and health sciences universities in the region.

With the kind support from His Highness Sheikh Saud bin Saqr Al Qasimi, UAE Supreme Council Member and Ruler of Ras Al Khaimah, RAKMHSU has established itself as a credible destination for medical education in the UAE and Gulf Region.

We at RAK Medical and Health Sciences University (RAKMHSU) are extremely proud to be fully managed by the Government of Ras Al Khaimah, which enables us to prioritize our students' learning and success before anything else.

RAKMHSU is providing a favorable ambience to around 1200 students from 50 nationalities, and it aspires to further growth by establishing more masters programs not only in nursing and pharmacy, but also in the medical and dental programs. It is a matter of great satisfaction to see our students excelling in academics, as well as in other co-curricular and extracurricular activities bringing laurels to the university!

This Student Handbook provides the students with an in-depth and broad guidelines of the University's Vision, Mission, Core Values and Functions, Colleges and Departments in addition to Students' Policies, Financial Information and Student Support Services.

Every student should be well versed with all the guidelines incorporated in this Handbook and other university's publications relevant to students and academic programs. We look forward to facilitate you to become outstanding leaders in healthcare profession.

I'm delighted to welcome you again to RAKMHSI, and I look forward to seeing you in our beautiful campus!

President

Professor Ismail Matalaka, FRCPath

HISTORY AND BACKGROUND

1.1 RAK Medical and Health Sciences University

RAK Medical and Health Sciences University (RAKMHSU) has been set up under the visionary leadership of His Highness Sheikh Saud Bin Saqr Al Qasimi, Supreme Council Member and Ruler of Ras Al Khaimah. Now, RAKMHSU is completely owned and managed by RAK Government.

RAK Medical and Health Sciences University was granted the initial licensure and initial accreditation for MBBS in July 2006. Classes for the first intake of students to the MBBS program were started in October 2006. The undergraduate programs in Dentistry, Pharmacy and Nursing were started from September 2007 after obtaining initial accreditation from the Commission for Academic Accreditation (CAA) under the Ministry of Higher Education and Scientific Research. The Registered Nurse-Bachelor of Science in Nursing Bridge program was started in September 2008. RAKMHSU was the first University in the UAE to start Master of Science program in Nursing from 2011 and two Master of Science programs in Clinical Pharmacy and Pharmaceutical Chemistry 2012. MS in Pharmaceutics commenced in the academic year 2014-2015 with initial accreditation. Now, in addition to the Master of Science in Nursing (MSN) - Specialty Adult Health Nursing and MS in Clinical Pharmacy, we also have MSN- Specialties Pediatric Nursing, Community Health Nursing, Psychiatric-Mental Health Nursing, MS in Pharmaceutical Chemistry and MS in Pharmaceutics programs after due accreditation. One more master's program was added in year 2020-2021 Master of Science in Midwifery, which is also the first program in UAE. All the Undergraduate and Graduate programs have received the renewal of accreditation from the Commission for Academic Accreditation (CAA), Ministry of Education - Higher Education Affairs, UAE.

1.2 Present Campus

RAKMHSU initially commenced its operations from the campus at Burairat. In February 2009, RAKMHSU moved to its permanent campus, adjoining Sheikh Saqr Hospital and RAK Hospital in Ras Al Khaimah, with state-of-the-art facilities for a quality Health Science programs, including lecture halls, faculty rooms, multipurpose laboratories, skills laboratories, anatomy dissection hall, library, student's center and administrative offices.

RAKMHSU is very proud to have all the state-of-art facilities for a quality Health Science Programs. Further, two independent buildings for both Nursing and Pharmacy Colleges in addition to an Examination Centre and a Sports Complex are fully functional. The RAK College of Dental Sciences, FZC, Ras Al Khaimah, which sponsors, RAK College of Dental Sciences has its own independent state-of-art building equipped with ultra-modern dental facilities.

With the addition of state-of-art infrastructure, RAKMHSU has taken one more significant step towards International Standards.

Constituent Colleges and their Programs:

The University comprises of the following colleges, through which all the programs are offered. Further, there has been series of changes in the duration of the program, curriculum and the eligibility criteria based on the new guidelines from the Ministry of Education.

- RAK College of Medical Sciences (MBBS / MD Program)
- RAK College of Dental Sciences (BDS Program)
- RAK College of Pharmacy: B.Pharm, MS in Clinical Pharmacy, Pharmaceutical Chemistry and Pharmaceutics.
- RAK College of Nursing: BSN, RN-BSN Bridge Program and MSN Program: Specialties-Adult Health Nursing, Pediatric Nursing, Community Health Nursing, Psychiatric-Mental Health Nursing and Master of Science in Midwifery.

1. UNIVERSITY VISION, MISSION, CORE VALUES AND FUNCTIONS

1.1 Vision

To be a leading medical and health sciences University in the UAE dedicated to the pursuit of academic excellence by fostering, disseminating and applying knowledge and intellectual values to ensure an enriching future for the student community and preparing them to join the medical and health sciences field of the 21st Century.

1.2 Mission

RAK Medical and Health Sciences University is committed, through its offering of academic programs in the medical and health sciences fields, to prepare both Undergraduates and Graduates of either sex and of all Nationalities in developing critical practice skills and latest knowledge. This will equip them with knowledge, practical and clinical skills and enabling them to make a valuable contribution to patient and health care as individuals and as responsible members of society for the communities of not only Ras Al Khaimah, but also UAE along with the neighboring Gulf countries. The University is also committed to contributing to the advancement of knowledge through its support for research conducted by its faculty and students, and the promotion of lifelong learning bound by ethical clinical practice.

1.3 Core Values

RAKMHSU's eight values underpin the way in which it conducts all of its activities and contribute to the achievement of its Vision and Mission.

- 1) Collegiality
- 2) Honesty and Integrity
- 3) Equity
- 4) Agility
- 5) Excellence
- 6) Student Centricity
- 7) Lifelong Learning
- 8) Innovation

1.4 Functions

Goal 1 :

To ensure that it offers academic programs in medical and health sciences of high quality, which are recognized locally, regionally, and internationally.

Objectives:

- a) To design, develop and offer Undergraduate programs after the accreditation process is completed for the respective Undergraduate program. Already RAKMHSU has been carrying out the Medical (MBBS / MD), Dentistry (BDS), Pharmacy (BPharm), Nursing (BSN), Nursing (RN–BSN Bridge program) programs successfully after the accreditation process. In addition, RAKMHSU shall offer other appropriate programs as and when approved.
- b) To design, develop and offer Graduate programs after the accreditation process is completed for the respective Graduate programs. Already RAKMHSU has been carrying out the Master of Science in Nursing in (a) Adult Health Nursing, (b) Pediatric Nursing, (c) Community Health Nursing and (d) Psychiatric – Mental Health Nursing and MS in Midwifery; and Master of Science in Pharmacy in (a) Clinical Pharmacy and (b) Pharmaceutical Chemistry Pharmaceutics. In addition, RAKMHSU shall offer other appropriate programs as and when approved.
- c) To recruit and retain academic fraternity committed to creation and application of knowledge;
- d) To develop clinical skills and training in cutting edge technologies to be acclaimed internationally by competent healthcare professionals;
- e) To develop clinical skills and training in cutting edge technologies to be acclaimed internationally by competent healthcare professionals;
- f) To provide required infrastructure facilities,
- g) To develop an evaluation system to monitor the outcome of all courses, infrastructure facilities and actions taken for improvement in each College and clinical setting and to ensure the key results are entered into the annual strategic plan for action and review.
- h) To recruit students committed to acquiring knowledge, skills and appropriate attitudes towards patient care.

Goal 2:

To promote openness, diversity, fairness and academic freedom.

Objectives:

- a) To demonstrate the ability to organize, record, research, present, critique and manage health science related information.
- b) To demonstrate the ability to work effectively as part of a health care team with appreciation for the multiple contributions of other health care professionals to the health of the individual and the health of the community.
- c) To monitor the access students, faculty and administrative staff have to records, faculty development and seminars.

- d) To evaluate coordinators, supervisors, students and patients in relation to openness, diversity and fairness and to ensure that the key results are entered into the annual strategic plan for action and review.
- e) To promote interdisciplinary opportunity for students and staff

Goal 3 :

To ensure that its graduates are equipped with knowledge and skills, which allow them to enter the medical and health sciences fields as accomplished healthcare professionals and competent self-learners, critical thinkers, team players, ethically oriented, for contributing towards the development of the society they live in.

Objectives :

- a) To develop strategies to support lifelong learning via both print and electronic sources and to remain current with the advances in medical and health sciences knowledge, skills and practice.
- b) To demonstrate the ability to acquire new information and data and to critically appraise its validity and applicability to one's professional decision.
- c) To demonstrate the ability to communicate compassionately and effectively, both verbally and in writing with colleagues, patients and their families.
- d) To display the personal attributes of compassion, honesty and integrity in relationships with patients, colleagues and communities.
- e) To exhibit a capacity for self-evaluation, moral reflection and ethical reasoning to form the basis for a self-directed, lifelong engagement and involvement in the medical and health sciences profession; and
- f) To monitor the outcomes of the strategies to support lifelong learning for students, academic faculty and administrative staff and to ensure the key results are entered into the annual strategic plan for action and review.
- g) To develop an alumni association to support graduates in their profession after graduating from RAKMHSU.

Goal 4:

To contribute to the advancement of medical and health sciences knowledge and practice through its support of research activities conducted by its faculty and students.

Objectives:

- a) To encourage faculty to participate in scholarly activities by attending conferences, seminars and enabling them to publish research papers in scientific journals.
- b) To facilitate the faculty to write for research projects and receive research grants.
- c) To facilitate the utilization of intellectual property of the University for the betterment of the humanity at large.

- d) To monitor budgetary support of and access to conferences, external seminars, research and to ensure the key results are entered into the annual strategic plan for action and review.

Goal 5 :

To render ethical healthcare and service to all patients with highest degree of accountability to self and community.

Objectives :

- a) To be able to describe and discuss the implications of basic ethical principles including confidentiality, informed consent, truth telling and justice for the care of the patient.
- b) To demonstrate the ability to educate the patients and community about various health problems and to motivate them to adopt health promoting behaviors.
- c) To monitor student and faculty access to continuing education programs, speakers bureaus, clinical training and to carry out patient and community surveys and to ensure the key results are entered into the annual strategic plan for action and review.

Goal 6 :

To accentuate the growth of the University by promoting various academic activities, by establishing inter-institutional alliance with premier health Universities and organizations.

Objectives :

- a) To foster interaction with industries, to promote research, infrastructure development and student placement.
- b) To establish consortial agreements with other premier health institutions and Universities to foster academic research collaboration including faculty and student exchange.
- c) To monitor the development of outreach programs, internships, collaboration with other universities/institutions and to ensure the key results are entered into the annual strategic plan for action and review.
- d) To monitor the development of a career planning unit and to ensure the key results are entered into the annual strategic plan for action and review.
- e) Current performance and the quality of the internationalization process is turned into new opportunities for strategic institutional developments.

2. COLLEGES AND DEPARTMENTS

The University offers all its programs through the following constituent colleges:

- RAK College of Medical Sciences – MBBS/MD Program
- RAK College of Dental Sciences – BDS Program
- RAK College of Pharmacy – B. Pharm and MS in Clinical Pharmacy, Pharmaceutical Chemistry and Pharmaceutics.
- RAK College of Nursing:
 - BSN Program,
 - RN - BSN Bridge Program and,
 - MSN Program : • Adult Health Nursing • Community Health Nursing • Pediatric Nursing
 - Psychiatric - Mental Health Nursing
 - MSM Program : Midwifery

The other colleges share courses in basic medical sciences with various departments of the Medical College. In addition, there are departments which are specific to the programs in Dentistry, Pharmacy and Nursing, which are being taught by the respective faculty of Dentistry, Pharmacy and Nursing.

The General Education Program (common for the students of all health sciences) enables students to develop academic skills, acquire liberal knowledge, shape individual values, and apply skills, knowledge, and values in their academic, professional, personal and social lives.

The General Education Program includes the language skills of reading, writing, speaking and listening in both English and Arabic, Thinking Skills, Mathematical and Statistical Skills, Information Technology Skills, Humanities and Ethics, Physical Sciences and Research Skills.

These areas of study make it possible for students to acquire and create knowledge, and consequently, they enable students to assess existing values and develop new values.

Please refer to RAKMHSU Catalog for more details of the admission requirements and procedure (Section 8) and the Academic Programs (Sections 13-16).

3. STUDENTS' RIGHTS AND RESPONSIBILITIES

Students' Rights and Responsibilities

For the university to function as a harmonious unit, certain guidelines have been established to coordinate and facilitate internal interaction. This handbook outlines the rights, freedoms and responsibilities of all students at RAKMHSU.

Besides clarifying these special rights and responsibilities, this handbook sets out the means by which violation of these rights and responsibilities will be treated by the University.

RAKMHSU facilitates the transmission of knowledge, the progress of students and improvement of the society. Students at RAKMHSU are encouraged to develop the capacity for critical thinking, engagement in an independent search for truth, developing maturity in moral and social behavior as well as the cultivation of intellectual excellence. Students are guaranteed the privilege of exercising certain rights without fear of prejudice i.e. the pursuit of educational goals and learning opportunities within the curricula of the College and within the resources of the College, provided such actions do not interfere with the rights of others or the effective operation of the institution. The behavior of the students as a group creates the environment within which each student, faculty member and administrator, lives and works. The patterns of student attitudes and behavior determine the character of the entire community and the prestige of RAKMHSU as an Educational institution. Concern for creating a facilitatory, conducive and scholarly environment decrees that the students must be guided by a set standards of rights and responsibilities. It is with this point in mind RAKMHSU affirms basic standards of behavior that cannot be disregarded by the enrolled students. Any behavior which seriously affects the academic performance of the student or of fellow students, which offends the sensibilities of others (whether students, faculty members or visitors), or which causes damage to the property of the College or of individuals will result in disciplinary action. RAKMHSU students are required at all times to show due respect and courtesy, orderly conduct and compliance with the Institutional rules and regulations.

3.1 Academic Freedom

Intellectual development is best fostered in an atmosphere of active engagement in the educational process, and therefore, free discussion, free inquiry and free expression regarding issues within the domain of the course or program are encouraged.

3.2 Evaluation

- Students are evaluated on the basis of their academic and clinical performance.
- Use of information not related to the standards of evaluation is inappropriate. Students may appeal an evaluation that they allege is not based on these criteria. The appeal should take place through the appeal process of the university.

3.3 Protection against improper disclosure

Ordinarily, information obtained from students in the course of counseling, teaching or advisory meetings shall be treated as confidential. Under certain circumstances it may not be possible to maintain confidentiality of such information. Such circumstances include situations where a student's communication indicates potential harm to another student, or to another party, or where maintaining the confidentiality would prevent a faculty member from fulfilling his/her responsibility to protect society and the reputation and integrity of the College/University. In such situations the faculty member or the Advisor has the obligation to take appropriate follow-up action, safeguarding to the extent possible, and the confidential nature of the information. In instances of doctor-patient, religious or other privileged interactions, the guidelines controlling those special situations shall prevail.

3.4 Freedom of speech and expression

Students may discuss all questions of interest to them and may support causes, so long as these activities do not violate laws of the country, rules, policies and procedures of the university, or adversely affect the operation of the university

The right of free speech and expression does not include activity that may endanger the safety of any member of this university community, or damage any of the university community's physical facilities. It does not include any activity that disrupts or obstructs the functioning of the university or threatens such disruption or obstruction.

Moreover, modes of expression, including, electronic transmissions, that are unlawful or indecent, or that are grossly offensive on matters such as race, color, national and ethnic origin, religion, sexual orientation, sex, age and disability, are inconsistent with accepted norms of conduct of the university and will not be acceptable.

3.5 Student Publications

3.5.1 Publications of Student Council

Publications that are written or distributed by Student Council, have editorial freedom, but shall be subject to review by the organization's Faculty Advisor. The university retains the right to impose discipline for good cause on the managers, editors and writers of student publications. Any information given by by the Student Council or students to electronic media/press/web shall be vetted by the Faculty Advisor.

3.5.2 Distribution of handbills, posters, pamphlets and other written material

Posters and other similar written notices must be registered with the Office of the Student Affairs, before it is to be distributed or displayed. Such notices shall be displayed only in locations designated for that purpose.

Distribution of handbills and pamphlets in classrooms or offices is prohibited. Organizations that are not formally recognized by the university shall not distribute such material anywhere within the university premises or in any university event.

3.5.3 Misuse of Cyberspace including Blogging

Students should refrain from misusing or abusing web based technologies including internet, blogging etc to adversely comment or malign the reputation of the university or faculty or staff or anything related to the university. Any genuine issue concerning student body should always be discussed through available channels with the university authorities.

3.5.4 Student participation in university governance

The students are encouraged to express their views through established channels, on issues of College/University policy and on matters of general interest to the student body.

3.6 Student Records

Official student records or student master files are held by the university in the Office of Admissions. The records of the students are held in trust by the university, and are maintained in a confidential manner under the safe custody.

All the achievements of the students as well as any disciplinary action taken against them, from the time of admission, are kept in his/her file.

Students have access to their records by submitting a written request to the Admissions Office approved by the Dean. Student records are available to the Faculty Advisor, Dean, and Department Chairperson on request.

No record will be released to any person other than the authorized persons without the consent of the student.

For more details of the Student records please refer to section no. (8.10) in RAKMHSU Catalog.

3.7 Student Attendance & Academic Regulations

- The minimum attendance at scheduled teaching learning in each course is set at 75%, and no further exemption is given for any reason including medical problems and personal or family reasons.
- A student must have a minimum of 75% attendance in each course/module at the time of each continuous assessment and end year / semester Assessment.

Note: Attendance will be calculated from the date of commencement of the Semester and not from the date of registration of the student. If any student is unable to register on the day of commencement of the Semester due to any reason, he/she should inform the Dean of the College immediately, giving reasons for the delay.

For Medical and Nursing programs, the clinical clerkship attendance requirement for each rotation is 90% and 95% respectively.

Academic regulations e.g. admission, progression requirements, attendance, grading, student assessments and graduation requirements are available in RAKMHSU Catalog in sections (8 & 17).

4. POLICY FOR E-LEARNING

4.1 Introduction

RAKMHSU offers Health Professional Education at its four constituent colleges i.e. RAK College of Medical Sciences, RAK College of Dental Sciences, RAK College of Pharmacy and RAK College of Nursing. The former two colleges offer Undergraduate education and the later ones offer both Undergraduate and Master's education. Health professional education, by its very nature, requires teaching/learning of Knowledge, Skills and Attitudes for provision of proficient and professional healthcare. It necessitates bedside clinical teaching in the hospital environment in addition to didactic education.

RAKMHSU has a Learning Management System, which is supported by the excellent IT team and utilized by the students, faculty and administrative offices for facilitating the university functioning in the areas of teaching, student support and administration.

The university does not usually offer E-Learning to its Students, but has formulated a policy to guide the implementation of E-Learning in case of unexpected challenging times like disasters and pandemics.

4.2 Scope

This policy applies to all University E-Learning courses as defined in the Definitions section of this policy.

4.3 Definition

E-Learning: E-Learning is education that uses one or more technologies as mentioned in section – 6.0 of this policy to carry out Teaching and Learning Activities of the University Online over the Internet (i) to deliver instruction to students who are separated from the instructor and (ii) to support regular and substantive interaction between the students and the instructor, synchronously or asynchronously.

4.4 University Standards for E-Learning

To ensure quality, RAKMHSU commits to the following standards for all E-Learning Courses.

- a. Develop sustain and, if appropriate, expand E-Learning Courses through regular planning and evaluation processes.
- b. Regularly evaluate and respond to resource needs and availability and demonstrate the University's capacity to assure an appropriate level of quality.
- c. Allocate special budget for E-Learning that includes resources for assessment of program, faculty and staff development, library and information resources improvement and upgradation of technology infrastructure.

- d. Allocate responsibility to the University faculty for the design and implementation of its E-Learning offerings.
- e. Ensure the rigor of the E-Learning Courses offerings and the quality of the instruction.
- f. Conducts periodic E-Learning course evaluation for sustainability and alignment with institutional priorities.
- g. Enter into contractual relationships and arrangements with academic and business partners for maintaining and improving the academic quality of all E-Learning courses provided under its name.

4.5 RAKMHSU will ensure that the quality and rigor of the University's E-Learning courses by

- a. Ensuring that the courses are coherent, cohesive, and comparable in academic rigor to programs offered in traditional instructional formats.
- b. Regularly benchmarking the curricula delivered through E-Learning against on-ground courses
- c. Checking to ensure that the curriculum is coherent in its content and sequencing of courses.
- d. Schedule courses for E-Learning Courses in such a way that it allows the students a dependable pathway to ensure timely completion of degrees.
- e. Enforces a policy on faculty-student ratios in E-Learning courses to support effective student learning.
- f. Develop guidelines to implement curriculum, course design and delivery that supports student-student and faculty-student interaction.

4.6 RAKMHSU commits to ensuring that the faculty responsible for delivering the E-Learning curricula and evaluating students' success in achieving the goals are appropriately qualified and effectively supported by.

- a. Providing regular professional development programs for faculty teaching in E-Learning, including best practices in E-Learning pedagogy and applicable technology tools.
- b. Develop capacity to constantly upgrade faculty teaching in E-Learning programs and technology available to them.
- c. Effectively supporting the faculty members in E-Learning during their sessions and also throughout the duration of the course

4.7 RAKMHSU commits to provide effective student and academic services to support students during E-Learning programs and courses by

- a. Providing effective web-based information to students about the nature of the E-Learning environment, and assists them in determining if they possess the skills important to success in E-Learning.
- b. Providing orientation designed for the E-Learning provided.
- c. Making available the support services to students in formats used for the delivery of the E-Learning.
- d. Making available to the students in E-Learning Courses an easy access to effective tech support 24/7.
- e. Providing students using E-Learning effective access to learning resources appropriate for the program or course, such as library and information resources.
- f. Defining the student complaint, code of conduct, and appeal processes clearly.

4.8 RAKMHSU assures the academic integrity of its E-Learning offerings by

- a. Ensuring that the student who registers in a E-Learning program or course is the same student who participates in and completes the course and receives the academic credit.
- b. Resenting the Academic integrity policies and expectations are presented during the orientation for distance students.

4.9 Special Clause

Health Professional Education requires a significant portion of the academic period to be spent at the healthcare facilities for acquiring the necessary clinical skills, diagnostic capability and care the patients in a clinical environment of the Hospitals/Clinics. This cannot be delivered through E-Learning mode, but instead requires the students to attend the clinical rotations at the healthcare facility.

4.10 Description of the Electronic Platforms used for E-Learning

E-Learning Platforms are the integrated set of services or tools, that provides services to the Faculty Members and Students of the University to enhance Education Delivery Online for the E-Learning.

Following Platforms provided to all the Faculty, Staff Members and Students of the University for the E-Learning. These services are provided through GSuite Applications and accessible from anywhere and any device through proper Authentication.

- a. **Google Hangouts (Meet):** Used to conduct live sessions with the Students - Audio / Video Call, Chat Room and Screen Sharing features with the Participants. Live session can be recorded.
- b. **Google Classroom:** Can be used to organize a Virtual Classroom – Study Material, Sharing of Documents, Announcement, Session Assessment, Assignment and other features.
- c. **Google Drive, Forms and Quiz:** To share Study Material - Files or Folders with the Students and General Assessment of the Sessions.
- d. **RoboCampus- UMS (LMS):** To share Study Materials linked with the Time Table.
- e. **PowerPoint - Audio Caption & Screen Recording:** Can be used to insert Audio Narrations in the existing PowerPoint Slides and can be exported to video file format. These slides can be shared with the Students for the reference.
- f. **Spalshgain OFF-Campus Online Examinations System:** To conduct OFF-Campus Proctored Examinations Online with Artificial Intelligence (AI), Face Recognition, Monitor & Record Live (Video& Audio) Streaming with Candidate Screen recording features. Proctor can Pause or Terminate the Exam to prevent impersonating of the candidates and avoid copying during the Exam.
- g. **Go To Webinar:** To conduct Live and Recorded Webinar sessions with the Participants across the Internet through proper Registration and Approval Process.
- h. **Online E-Databases:** University Library subscribed Online Databases, E-Journals and E-books to provide spontaneous and up-to-date information to the Users.

Note: RAKMHSU may opt for other System depending upon the requirement.

5. POLICIES GOVERNING STUDENT AFFAIRS

5.1 Identification Cards

Photo identification cards are issued to all new students during orientation week. Identification cards must be worn at all times and shown on request to university authorities. Students can report lost cards and obtain a replacement from the Office of the Finance and Administration.

The initial ID card is provided free of charge. A fee will be charged for replacement of cards.

Students will not be allowed to enter the University premises or participate in any activities without presenting their ID card.

5.2 Dress Code

All health science professionals shall be groomed and dressed in a manner which will help them to gain respect from their patients. The faculty shall encourage its students, early in their professional career to establish habits of demeanor, grooming, and dress which will assist them throughout their professional lives in their relationships with their patients.

An attending academic supervisor has the right to refuse to allow any of his/her patients to be seen by a student if he/she feels that the patient may be disturbed by the student's appearance. Students should recognize that unclean dress, disheveled hair, or an unkempt beard will be offensive to many patients, and that a patient has the absolute prerogative to refuse to be examined by a student who offends him/her.

The students are expected to wear clean and ironed white coats whenever they are in laboratories and at clinicals. Covering of long hair is required in certain areas, such as operating suites, as a precaution against the dissemination of infection.

Detailed dress code for female and male students is presented below:

Female Students	Dos	Don'ts
Attire	<ul style="list-style-type: none"> • Formal, clean and well ironed • Blouse with at least knee-length skirt or knee-length dress • Long pants • Tops with sleeves • ID tag to be worn at all times 	<ul style="list-style-type: none"> • Plunging neckline/clinging shirts, sweaters or blouses • Spaghetti string blouses • Ripped, torn, faded or excessively loose attire Jeans • T-shirts • Blouse, skirt, dress and trousers not made up of denim material • Three-quarter pants • Short top showing midriff • Transparent clothing which makes undergarments visible
Footwear	<ul style="list-style-type: none"> • Well-kept formal shoes and socks 	<ul style="list-style-type: none"> • Sports shoes, running shoes, sandals, flip-flops, sneakers and high heels
Hair	<ul style="list-style-type: none"> • Well – combed hair, tied or pinned to avoid hair falling all over the face 	<ul style="list-style-type: none"> • Dyeing of hair in unnatural color
Accessories	<ul style="list-style-type: none"> • Only 1 pair of earrings. • Clean and short fingernails • Light make-up 	<ul style="list-style-type: none"> • Multiple pairs of earrings or other visible piercing jewelry • Excessive jewelry

Male Students	Dos	Don'ts
Attire	<ul style="list-style-type: none"> • Formal, clean and ironed • Collared shirt, fully buttoned preferably with a tie on and shirt tucked in • Long trousers • ID tag to be worn at all times 	<ul style="list-style-type: none"> • Stretch/athletic pants • T-shirts • Clothing made up of denim material • Ripped, torn, faded or excessively loose attire Jeans • Dress with text/offensive language/ graphic art work other than manufacturers' logo
Footwear	<ul style="list-style-type: none"> • Well-kept formal shoes and socks 	<ul style="list-style-type: none"> • Sports shoes, running shoes, sandals, flip-flops and sneakers
Hair	<ul style="list-style-type: none"> • Short hair length and above top collar line • Well-combed hair 	<ul style="list-style-type: none"> • Long hair and pony tails • Dyeing of hair in unnatural color
Accessories	<ul style="list-style-type: none"> • Clean and short fingernails 	<ul style="list-style-type: none"> • Earrings or other visible piercing jewelry • Other similar adornment

Students who are doing clinical postings, electives and teaching activities outside RAKMHSU are required to follow the above dress code regulations in a strict manner.

Students who do not conform to RAKMHSU dress code will be denied entry to any teaching or learning activities, examination halls, library and other academic activities, including the clinical postings and also extracurricular activities and shall be subjected to disciplinary action, as per the university guidelines

Dress Code for Female Students



Spaghetti Straps



No Baby Tee / Midriffs



Low-cut Blouses/T Shirts



Ripped/Torn Jeans



Short Skirt



Slipper



Tidy Legging



High Heels



Sports Shoes



Shorts

Dress Code for Male Students



Singlet



T-Shirt



Earrings/Face Accessories



Sandals



Sports Shoes



Shorts



Ripped/Torn Jeans



Bermuda Short



Cap

5.3 Laboratory Coats & Scrub Suits

All the students of RAK Medical and Health Sciences University are recommended that clean lab coats be worn during practicals and clinics. Full-length and wrap around gowns are the most suitable. Students may wish to purchase a vinyl-coated or rubberized cloth apron for added protection of their clothing. Lab coat should be worn only in teaching environment including hospitals and laboratories. It must not be worn anywhere outside the university premises or hospitals.

In accordance with the Ministry of Health (MOH) guidelines no scrub suits are allowed outside the theatre, It's also the RAKCOMS policy to restrict the use of surgical scrubs to within the theater and recommend changing into street clothes once you walk out of theater.

5.4 University Policy on Research

The university recognizes that scholarly achievements from its faculty and students form an extremely important element in its academic reputation and hence its ability to attract and retain the best faculty and students. The following guidelines have been adopted to help or promote faculty/student research while ensuring that the university's own integrity is preserved.

- The university encourages both sponsored and non-sponsored research. The involvement of faculty and undergraduate students in research is strongly encouraged and recommended.
- The university does not support research that involves the destruction of human life or the impairment of human capacities, and abides by government regulations concerning the protection of human subjects in all research, both sponsored and non-sponsored, whether conducted primarily by faculty or by students.
- The academic research program of any student working towards any degree may not be classified or restricted from access by other members of the academic community.
- The development and execution of a sponsored project, once approved by the sponsoring agency, is the responsibility of the principal investigator. It is understood that this may also involve the university in contractual obligations with the sponsoring agency. University policy does not allow the faculty/ students to pursue research projects that restrict the freedom of the investigator to reveal the purpose scope or findings of the research. The university does not engage in classified research.
- The outcome/findings of any research carried out at RAKMHSU, either by the faculty or by the student, shall remain with the university.

5.4.1 Guidelines for Students' Research:

1. Students embarking on research must have faculty guide(s).
2. Studies involving the hospital data must have one of the adjunct clinical faculty as a guide.
3. Students are advised to discuss the research topic with the faculty guide(s) and develop a research proposal, which is relevant and feasible.
4. The faculty would help the students to develop a research protocol and guide them throughout the study.
5. The faculty would ensure the scientific validity, relevance, feasibility and the ethical issues, before finalizing the research protocol.
6. All research proposals must be submitted to the Dean of respective colleges through the Chairperson of the department. The Dean would forward the research proposal to the Research and Ethics Sub - Committee of RAKMHSU, of respective college.

7. The Research and Ethics Sub-committee will examine the scientific validity, merits, relevance, feasibility, and ethical issues.
8. As far as possible the students are advised to carry out research within the jurisdiction of RAKMHSU.
9. If the proposal is outside the jurisdiction of RAKMHSU, necessary approval from appropriate administrative authority must be obtained before commencement of research study.
10. The Research & Ethics Committee of RAKMHSU would communicate its decision to the students through their faculty guide, with a copy marked to the Dean and the Chairperson.
11. Presentation at conferences:

Students are advised to consult faculty guides and submit the abstract/full paper/poster through the Dean to the Research and Ethics Sub-committee of RAKMHSU of respective college for approval.

The Research & Ethics Committee of RAKMHSU would communicate its decision to the students through their faculty guide, with a copy marked to the Dean and the Chairperson.

After obtaining approval from Research & Ethics Committee of RAKMHSU the students could send the abstract/full paper/poster to the conference organizers.

12. Publications in Scientific Journals:

Students are advised to consult faculty guides before the article is being submitted to the Research & Ethics Committee of RAKMHSU for approval. The research paper needs to be submitted to the Research & Ethics Committee for approval, through the faculty guide and the DEAN.

The Research & Ethics Committee of RAKMHSU would communicate its decision to the students through their faculty guide, with a copy marked to the Dean and the Chairperson.

5.5 Policy on Students' Participation in Conferences

As a part of the university mission, RAKMHSU has been continuously encouraging students to develop and share their knowledge, ideas and experience through active participation in professional meetings, workshops, seminars and conferences within UAE and abroad.

In order to encourage conference participation by students at national and international levels, RAKMHSU will extend suitable financial support to students as per the following policy:

A. Participation in university activities :

- All students are urged to attend and participate in the professional development activities, including the Annual RAKMHSU Students' conferences, CME programs and career development activities organized by the university.
- Active attendance in these activities and programs will be considered as a main criterion for selecting students for participation in national and international conferences. Absentees of the in-house programs will not be eligible to take part in any such programs/conferences elsewhere.
- In the event, the university is organizing any of the CME professional development programs, in association with an external agencies, and any registration amount is required to be paid for participation, the university will bear the expenditure on behalf of the students selected for participation.

However, the number of such sponsored students for each program will be decided by the Dean concerned for every such program.

- In the event, the university holds a conference along with an external agency outside the University premises, transportation will be provided for these university sponsored students.

B. Participation in conferences/workshops/seminars within UAE as delegates

University will sponsor students to attend professional development activities including Conferences / Workshops / Seminars as delegates only based on the following criteria:

- Each student will be eligible to participate as a delegate in maximum 2 conferences per year within the UAE (Maximum duration of 3 days).
- Transportation to the venue will be arranged for the students by the university.
- The university will meet the registration expenses to a maximum extent of AED 200 per student per conference. If the registration fee is higher, students will have to bear the balance amount.
- Students will bear the cost of food and any other expenditure associated with the participation in the conference.
- The Dean concerned will decide upon number of students to be sponsored for a conference / workshop / seminar depending upon the merits of each such activity.
- The number of students being sponsored by the university for any conference/workshop/seminar will be depending upon the availability of the funds for students' activities for that particular academic year.
- Based on the Dean's recommendations, Student Affairs department will coordinate the students' participation in conferences at national level.

C. Participation in conferences/workshops/seminars within UAE as presenters of paper/poster presentation

During the course of study of a program in the university, a student is eligible to participate in conferences / workshops / seminars and present papers/posters subject to the following conditions:

- Each student will be eligible to participate and present paper / poster in a conference / workshop / seminar within the UAE twice in an academic year.
- The scientific content of the paper/poster shall be pre-approved by the University and Research & Ethical Committee clearance must be obtained before sending the paper / poster to the conference organizers.
- The scientific paper shall be submitted through the Dean of respective college.
- If a team of students worked together in preparation of a paper/poster, only the first author will be sponsored by the university.
- The research work must have been done in UAE after getting the approval from University Research & Ethics Committee (as well as Ministry of Health Research & Ethics Committee in RAK wherever necessary). Once the research project is completed, the students are eligible to present the same in any conference. But before sending, they should get the approval from the Dean of the respective program.
- Once the conference organizers accept the student's project for presentation, the student shall produce to the Dean, specific evidence of the paper/poster presentation, being accepted by the organizers along with an invitation to present the paper/poster at a specific date. They must get the bonafide certificate from the Dean before attending the conference.

- The university will provide financial support to a maximum extent of AED 200 per student in addition to the registration fee of AED 200 for each student sponsored by the university to cover the cost of preparing a paper/poster and any other expenses related to the conference. The sponsored students shall submit all the receipts for the payments made for the conference.
- The university will provide transportation for the sponsored students.
- The number of students being sponsored by the university or presentation of paper/poster within the UAE depending upon the availability of funds for students' activities for that particular academic year.
- Based on the Dean's recommendations, Student Affairs department will coordinate the student's participation for presenting papers/posters in conferences/workshops/seminars.

Masters Students (MS)

- MS students (first author) will be paid a maximum of AED 400 for registration & AED 200 for poster preparation if there are any costs to be met.
- Other MS students (participants) will be paid AED 400 towards registration.
- All other conditions will remain same as other students (UG).

D. Participation by students in international conferences / workshops / seminars

University will sponsor students selected for presentation of paper/poster in international conferences / seminars / workshops based on the following conditions:

- During the course of study of a program in the University, a student is eligible to participate in international conferences/workshops/seminars to present Papers/Posters for one time during the study period.
- The scientific content of the paper/poster shall be pre-approved by the University and Research & Ethical Committee clearance must be obtained one month before the last date defined for sending poster/paper.
- The student shall produce specific evidence of the paper/poster presentation being accepted by the organizers along with an invitation to present the paper/poster at a specific date.
- The research work must have been done in UAE after getting the approval from University Research & Ethics Committee (as well as Ministry of Health Research & Ethics Committee in RAK wherever necessary). Once the research project is completed, the students are eligible to present the same in any conference. But before sending, they should get the approval from the Dean of the respective program.
- Once the conference organizers accept the student's project for presentation, the student shall produce to the Dean, specific evidence of the paper/poster presentation, being accepted by the organizers along with an invitation to present the paper/poster at a specific date. They must get the bonafide certificate from the Dean before attending the conference.
- If a team of students worked together in preparation of a paper/poster, only the first author (only one) will be sponsored by the university.

- The university will provide funds for conferences/workshops/seminars subject to a maximum extent of AED 2500 for within the Asia & Africa region and AED 10,000 for other regions in the world for the sponsored student which includes air ticket, accommodation, registration fee etc. The students will have to bear any additional expenditure associated with the participation in the conference.
- The number of students being sponsored by the university for any international conferences / workshops / seminars will be depending upon the availability of funds for students' activities for that particular academic year and this can't be claimed as a right.
- The university will not sponsor students for participating as delegates at international level conferences. It will sponsor students only for the presentation of the paper/poster.
- In case of a student registered for a conference and his/her paper/poster is accepted, for some reasons the visa request is rejected, the university may pay the registration fees and poster fee. That should deal with on exceptional cases and on case to case basis.
- Conference participants supported by RAKMHSU should actively promote RAKMHSU by distributing and displaying brochures and other material at the conference.

General Conditions:

University will sponsor candidates for participating in Conferences/Workshops/Seminars at National and International level subject to the following conditions:

1. The students have to maintain consistent CGPA of 3.0 and above and maintain a good track record of excellent conduct and behavior.
2. Any student who has faced disciplinary action will not be sponsored. Any student, who has not followed the university rules and regulations, got explanatory or disciplinary memos from the Dean for the same will not be eligible to attend or be sponsored.
3. They have to maintain at least 75% of attendance in professional development and career development programs conducted by the university. Students with less than 75% attendance in the above activities will not be considered for sponsorship by the university.
4. If the student discontinues the programme within one year from the date of attending regional or international conference/seminar/workshop, he/she has to reimburse the entire cost to the university.
5. Students will be given attendance for the days they are permitted to attend the conferences/workshops / seminars by the Dean concerned. Any examination missed during the period of the conferences / workshops / seminars will not be repeated or compensated except under regulations that apply to all other students.
6. Students who are keen to attend conferences/workshops/seminars at national and international level, but are not sponsored by the university as per this policy will be eligible for attendance provided that their participation is approved by the Dean in advance and upon submission of certificate of attendance by the organizers. However, such students will not be eligible for any financial support.
7. Upon returning from the conferences/workshops/seminars, the sponsored students must submit a detailed report on highlights of the conferences/workshops/seminars within 2 weeks to the respective Dean and the Student Affairs department.

5.6 Students' Participation in University Activities:

Students of RAKMHSU are encouraged to participate in various developmental activities. Students will be nominated for various committees such as Library Committee, Academic Advising Committee, IT Services Committee, Grievance Redressal Committee, Sports and Cultural Activities Committee, etc.

5.7 Community Engagement

As per the university's Mission statement and the guiding principles, RAKMHSU takes part in all activities that strengthen the University's bond with the local community and the UAE community at large, through contribution to the organization of specific events, participation in activities, or presentation at conferences and seminars. Maintaining interaction in such ways contributes to communicating the RAKMHSU's academic vision of rendering services that benefit the local community as well as reinforcing the important values of cooperation, solidarity, responsibility, self-reliance, leadership, and team-spirit among students, faculty & staff

With effect from the Academic Year 2023/2024, all students are required to complete at least 40 hours of Community Service to be eligible for graduation.

Students shall be recruited to volunteer through registration link

- a- For the activities organized by the university/college in collaboration with community partners, the total number of hours served and the details of the activities will be forwarded to the respective college Dean to be kept in the student's record. In addition, certificates of participation will be issued
- b- For the activities through UAE Volunteering Portal (e.g. Sanid, Red Crescent, Takatuf..), the student will be required to provide the portal records with evidence of the number of hours completed and the details of the activity to be kept in his/her record.



6. STUDENT COUNSELING, CAREER SERVICES & ACADEMIC ADVISING

6.1 Counseling Services

College life offers students tremendous opportunities for personal intellectual growth. To assist the students in taking advantage of the opportunities, the university provides counseling services which help the students to develop effective tools to be used in overcoming obstacles to academic progress, examine personal and intellectual strengths and weaknesses, and learn skills which promote personal and intellectual development.

The Counseling Center's psychological services are designed to provide accessible individual counseling and referral services which enable the students to function effectively at RAKMHSU.

The Counseling Center offers:

- Group counseling opportunities that enable students to learn about themselves as individuals interacting with others.
- Personal development workshops that assist students to learn about themselves and to develop skills which will enhance academic and professional success.
- Consultation services to the students in providing psychological support when needed

6.1.1 Personal Counseling: individual and group counseling

Personal Counseling is provided to student referrals as well as to self-referrals. Individual and Group Counseling allow students to address issues such as educational and academic goals, academic adjustments, family and relationship concerns, traumatic experiences, managing feelings, substance abuse, and sexual identity issues. These services are confidential.

6.1.2 Academic Counseling

Academic Counseling is provided to both, student referrals as well as self-referrals in the form of time management, preparing a study schedule, strategies of learning for retention, identification of learning styles, improving concentration, overcoming procrastination, etc.

6.1.3 Learning Support

Learning support is provided as part of Academic Counseling. It consists of identification of learning deficits, learning styles and provision of strategies of learning and retention in order to enhance academic performance.

6.1.4 Personality Development Workshops

Personality development workshops provide students with opportunities to develop personal management skills to enable them to succeed academically as well as personally. Programs include topics such as managing procrastination, performance anxiety, stress management, communication skills, assertiveness, anger management and building healthy relationships.

6.1.5 Crisis Intervention Assistance

The Counseling Center provides crisis intervention assistance to the students who are experiencing crises which affect their ability to function in the community.

6.2 Career Counseling and Career Planning

RAKMHSU provides career services to undergraduates and contributes towards making RAKMHSU graduates develop clarity of purpose and appropriate decision-making abilities, so that students will be confident, selective and competitive in managing their careers and further academic pursuits. The university assists undergraduates to develop educational and career goals, and provide opportunities for job search and sharing strategies needed to manage their professional and academic pursuits.

The following services are provided to students:

- Career counselors to discuss career interests and concerns.
- Links to assessment tools as a guide for career interests.
- Guides and pointers for creating resumes.
- Information about creating cover letters.
- Resources on the web designed to give the insider's scoop on various colleges / hospitals / industries and general job search information.
- Guides to interviews.
- Links with the main educational institutions/industries in the country.
- Career oriented workshops.
- Working with the student on one-to-one basis.
- On-campus job fairs.
- On-campus interviews; and
- Job posting facility.

6.2.1 Career Placement Services

Working with employers, the University:

- Invites relevant employers to post their job listings for possible access to students.
- Invites reputed educational institutions/companies and organizations to participate in the job fairs organized by the university.
- Opens the door for information sessions given by employers to RAKMHSU students.
- Schedules on-campus interviews for educational institutions/hospitals/companies to interview RAKMHSU students; and
- Encourages employers to post their openings of full-time positions.

6.3 Academic Advising at RAKMHSU

6.3.1 Vision:

Aiming, Hoping, working on and Leading to;

Aiming to : regulate contacts, establish rapport and strengthen the relationship between both Advisors and students (Advisees).

Hoping to : achieve maximum potential, development and success to students through their unique advisors.

Working on : realizing all what we believe in through all the university.

Leading to : reaching (Driving) advisors to be faithful guidance, well known and wide knowledgeably to students, which mainly, will qualify them to make significant decisions about their educational processes and future career.

6.3.2 Mission

Academic Advising is one of the important aspects of student learning and helps to inform student decision-making throughout his/her college career. The mission of RAKMHSU academic advising is to provide comprehensive and professional advising to all students with attention to the range of student needs that can be addressed by mentoring students in their academic careers.

6.3.3 Goals:

The aim of University's academic advising is to establish an academic advising system to meet the student needs in the following:

- Helping the student (advisees) to identify and achieve their academic goals;
- Promoting intellectual innovation in Medical Field;
- Encouraging students to take advantage of both in- and out-of-class educational opportunities;
- To become self-directed learners and decision-makers.

6.3.4 Structure and Nature of Academic Advising

The Academic Advising Committee evaluates and makes recommendations in areas affecting the academic advisement of students. The Academic Advising Committee consists of the following:

Chair - Chief Academic Officer

Secretary - Chief Coordinator; Academic Advising

Members - One representative from the respective constituent Colleges; Student Counselling Service; Student representative from the respective constituent Colleges

The responsibilities of the Committee include making recommendations that assure an effective system for training faculty to serve as advisors. The Committee assures a flow of information among faculty, students, and administration, and support services staff about RAK Medical and Health Sciences University requirements and academic advisement.

Academic Advising at RAKMHSU is designed to:

- Address the range of student needs (e.g., career advising and personal enrichment).
- Provide the necessary tools to encourage self-confidence;
- Inform students of available resources on and off-campus
- Communicate student needs to the RAKMHSU community;
- Participate in assessment of student learning and achievements and evaluation of student progress towards established goals.
- Support university standards of competent advising
- Support students' development of decision-making skills.
- Reinforce student direction.

The primary purpose of academic advising is to provide effective guidance so that students can maximize the educational opportunities available at RAKMHSU and make critical decisions regarding education, career, and life goals.

6.3.5 Advisor's Roles and Responsibilities

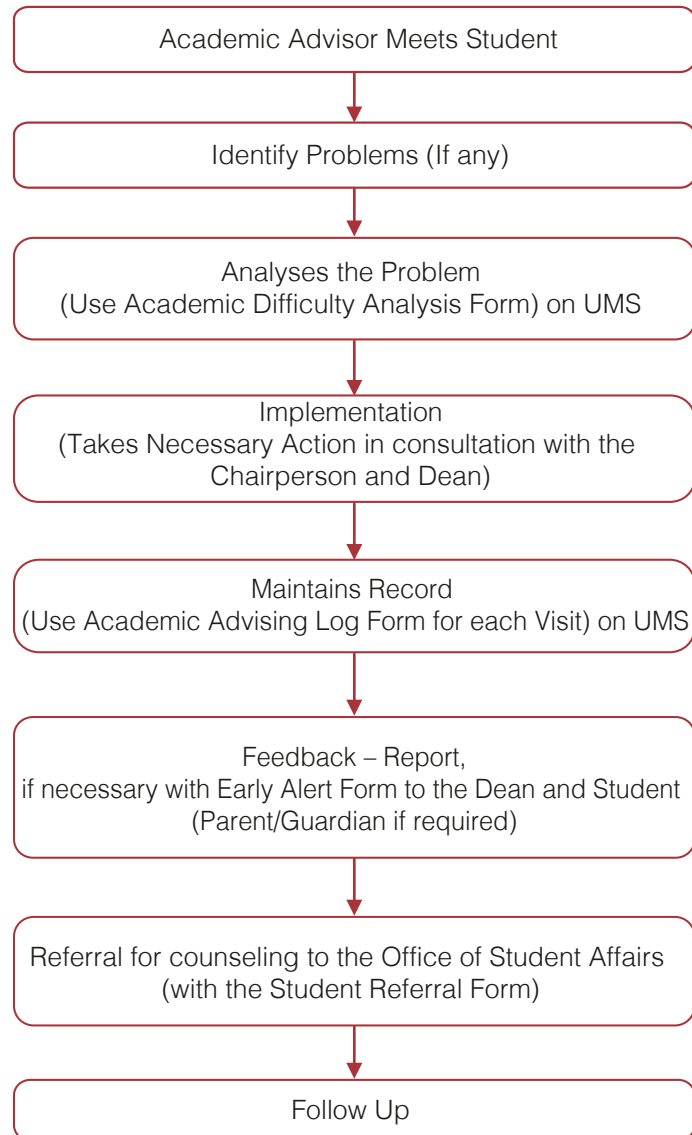
- Be available to advisees through appointments, either by regular individual or group meetings, via email, and/or via phone or other established means of communication.
- Offer advisees opportunities to meet for discussion of their educational experiences by helping them to learn how to make practical academic plans and decisions.
- Provide accurate information about program requirements, RAKMHSU policies, and resources etc.
- Provide advisees with general and departmental requirements, college regulations, services and opportunities.
- Help advisees understand the relationship of past educational achievements to their present and future educational goals.
- Ensure students are knowledgeable about advisor/advisee responsibilities.
- Maintain confidentiality of students' records when applicable.
- Maintain accurate documentation of all advising sessions.

6.3.6 Advisees Roles and Responsibilities

- Take responsibility for educational experience.
- Learn how to access and use University email, UMS, and any other online student success platforms.
- Read RAKMHSU emails on a regular basis.
- Become familiar with and use campus resources;
- Maintain contact with assigned advisor throughout the semester.
- Attend each advising appointment prepared, to ask questions and discuss concerns.
- Use the Student Catalog and other resources to become knowledgeable of academic requirements, policies, and procedures.
- Know important dates and deadlines (registration, drop, final exams, etc.) as listed on the University's Academic Calendar.

6.3.7 Academic Advising Process at RAKMHSU

Successful Academic Advising depends on the ability of the Advisor and Advisee to recognize the nature of the Academic Advising process, and together be responsible in the Advising process. Advisors are the interpreters who help students navigate through their university journey. As such, advising can be viewed as a way to connect students to the University and help them feel that someone, who is their well-wisher, is looking out for them as an educator, teacher, exemplar and a critic.



6.4 Special Education Needs & Disability (SEND)

6.4.1 Definitions

Special Educational Needs are defined as educational needs that are different from those of the majority of students, and which arise from the impact of a disability or recognized disorder.

Being identified with a special need could mean that students require specialist support, specific curriculum modification or individualized planning to ensure that they make expected levels of progress given their starting points.

6.4.2 Categories of People of SEND

The following list describes the categories of disability recognized as requiring additional or different approaches within university.

- Intellectual Disability
- Specific Learning Disability
- Emotional and Behavioral Disorder
- Autism Spectrum Disorder
- Speech and Language Disorder
- Physical and Health-related Disabilities
- Visually Impairment
- Hearing Impairment
- Multiple Disabilities
- Gifted and Talented

6.4.3 Counseling Role

Students with SEND have access to educational opportunities equal to their fellow students, students who suspect that they have a disability or who are referred to us for screening are encouraged to schedule a consultation appointment with the counselling office to explore whether a formal evaluations is needed.

Office of Student Affairs shall provide the necessary tools for early identification and assessment of students with special needs. In addition, professional psychological / Academic counselling shall be planned on regular basis to support learning and help the students in overcoming obstacles to academic program.

The UAE vision is to merge the people of determination with the community. The office of student affairs shall encourage and provide equal opportunities to the students with special needs to participate actively in all the co-extracurricular activities including sports training and competition.

Please refer to [RAKMHSU Special Education Needs & Disability \(SEND\) Policy 23-24](#)

7. STUDENT SUPPORT SERVICES

7.1 Learning Skills and Tutorial Programs

This service is designed to help students adjust to the demands of university-level work. Such programs help students develop and improve their reading, writing, listening, note-taking and problem-solving abilities. The Office of Student Affairs organizes workshops on personality management, time management, test-taking, vocabulary development and stress management. Tutorials can be arranged within the academic timetable for individual students by contacting their academic advisor directly.

7.2 Dining Services

The cafeteria is located at the students' center to provide hygienic and cost effective meals and refreshments to the students throughout the weekdays. Regular surveys and checkups are conducted to improve the service quality according to the views collected from the students. Some vending machines are also provided within the university premises.

7.3 Student Health Services

Students are eligible for health services through the health insurance scheme in designated hospitals and clinics. For any health related services, students are encouraged to contact the Office of the Student Affairs and get the list of designated hospitals and clinics. As a part of the registration procedure during admission, every student must enroll for health Insurance if they are not covered by any other insurance as required by the university.

7.4 Residence Halls

Government of Ras Al Khaimah has built state-of-the-art student residence facility in American University of Ras Al Khaimah AURAK Campus, for the benefit of students pursuing higher education in various institutions located in Ras Al Khaimah including RAKMHSU. The residence facility in AURAK is three minutes drive from RAKMHSU campus.

There are six complexes, two for men, three for women and one guest house. Each studio apartment for shared or single occupancy is fully furnished with a separate kitchenette, integrated appliances, tiled bathroom and private balcony. There are also modern comfortable common rooms for relaxation or studying. The residence is provided with (24/7) security service, wireless Internet connectivity, parking areas, CCTV camera, laundering facilities, and public transportation from the residence to the colleges. The Residential Halls accommodate students from different nationalities and four universities.



7.5 Recreational Facilities

7.5.1 Sports Complex

RAKMHSU provides the students with state-of-the-art Sports Complex. The complex is being built on total area of 21,000 SFT with G+1 floors. The ground floor includes multipurpose sports hall with five games (football, basket- ball, volleyball, badminton and ground tennis) and two gymnasium halls separately for male and female students. The first floor includes Students Lounge to serve as a common room, where students can meet and spend their leisure time with variety of games (table tennis, billiards, chess, air hockey and foosball). Moreover the university provides students with an activity center, which accommodates some activity-based clubs, e.g. Music, Painting, Photography, Toastmaster, Movies, Chess, and Literary works. A part of sports complex outdoor play area of 21,240 SFT with football ground and synthetic athletic tracks are made available effective from September 2016.



7.5.2 Social and Cultural Activities

The Office of the Student Affairs organizes, implements and supervises all social, cultural and entertainment programs relating to the students. Its main objective is to help the students develop their interests and abilities, and practice their hobbies through a variety of programs and activities. The university places great emphasis on extracurricular activities.



The Office of the Student Affairs, seeks to help students to develop their abilities and make good use of their leisure time. The university also encourages students to meet each other in a friendly atmosphere of the university surroundings. The Student Council aims to unite students and have them participate in accomplishing a set of academic objectives that enrich student life. These aims will be achieved through organized lectures, celebration of national events, and intramural sports activities. Students are encouraged to contact the Office of the Student Affairs, for participation in any of the social or cultural activities.



7.6 Spiritual Facilities

The university offers separate prayer rooms for men and women.

7.7 Campus Facilities and Safety

All university employees and students should:

- Be alert when using university equipment, and help protect it from theft, unauthorized use or vandalism.
- Report any suspicious activity or person to security personnel.
- All buildings of University shall be locked at # 10:00PM in order to maintain the security of both the buildings and their contents.
- Student Expecting Food delivery must collect the food items at the security gates.

7.7.1 Campus Security

The University provides On-Campus security, regulates the campus traffic and parking system, and is authorized to enforce all related security regulations. It provides 24 hour vigilance on the campus.

7.7.2 Levels of Emergency

Level 1 - An incident which can be easily handled by RAKMHSU Facility Management department. While there may be minor damage and/or some interruption, the conditions are localized and the emergency activation is not needed. The RAKMHSU Facility management team operates by default under level 1.

Level 2 - An incident which is severe and causes damage and/or interruption of RAKMHSU operations. A partial or full Emergency activation is needed and will be handled by RAKMHSU ERC

Level 3 - Disaster conditions in which the RAKMHSU must activate the full Emergency in order to address an immediate emergency response. RAKMHSU ERC may request mutual assistance from the RAK Civil Defense and other outside emergency resources.

7.7.3 Types of Emergency

I. Medical / First-Aid related incidents:

Personal injury is not uncommon during an emergency and evacuation. Being a Medical and health Sciences University, preliminary and immediate First Aid to be given to the person.

The following type of situations may be encountered during a Medical Emergency:

- Bleeding / Fracture
- Burn
- Shock
- Losing consciousness

1) Bleeding / Fracture (Level 1 - Code Green):

Action:

- a. Apply direct pressure to the wound & maintain the pressure until the bleeding stops
- b. If bleeding is from an arm or leg, and if the limb is not broken, elevate it above the level of the heart
- c. If limb appears to be broken, minimize the movement, but take appropriate actions to stop the bleeding
- d. Call security supervisor on Mob: +971565378924 and FM office Mob: +97156 4061019 / +97152 8706329 for assistance

2) Burn (Level 1 - Code Green):

Action:

- a. Cool the burn.
- b. Remove rings or other tight items from the burned area.
- c. Don't break blisters.
- d. Apply lotion & bandage the burn if trained
- e. Call security supervisor on Mob: +971565378924 and FM office Mob: +97156 4061019 / +97152 8706329 for assistance

3) Shock (Level 2 - Code Orange):

Action:

- a. Take necessary actions to keep the individuals body temperature as close to normal as possible
- b. Stay with the victim until the local rescue team reaches the campus
- c. Call security supervisor on Mob: +971565378924 and FM office Mob: +97156 4061019 / +97152 8706329 for assistance.

4) Losing consciousness (Level 2 - Code Orange):

Action:

- a. Never leave the patient alone.
- b. Call security supervisor on Mob: +971565378924 and FM office Mob: +97156 4061019 / +97152 8706329 for assistance.
- c. Do not move the patient unless they are exposed to a life-threatening situation.
- d. Provide support and appropriate assistance until emergency help arrives.
- e. In the event of a suspected cardiac arrest or the need for urgent medical assistance, can give (If trained) Cardio pulmonary resuscitation (CPR) or first aid as required.

II. Internal Incidents / Emergencies:

Other than fire/smoke, persons trapped in lifts, electrical power failure, water supply failure, structural failure, spillage or leakage or hazardous substances, illegal occupancy, etc. could cause an internal emergency.

1) Building maintenance issues like electrical power failure, and water supply failure & Persons trapped in lifts. (Level 1 - Code Green):

Action:

- a. Call security supervisor on Mob: +971565378924 and FM office Mob: +97156 4061019 / +97152 8706329
- b. Inform area location, and wait for further instructions from emergency services

2) Structural failure (Level 2 - Code Orange):

Action:

- a. Remain Calm, Call security supervisor on Mob: +971565378924 and FM office Mob: +97156 4061019 / +97152 8706329
- b. Inform area location, alert & evacuate the area immediately.
- c. wait for further instructions from emergency services

3) Leakage of Gas or spillage of Chemicals or Hazardous substances (Level 2 - Code Orange):

Action:

- a. Call security supervisor on Mob: +971565378924 and
- b. FM office Mob: +97156 4061019 / +97152 8706329 immediately - advise location, what the substance is, if there is anyone hurt.
- c. Notify the instructor immediately.
- d. Contain the area - close doors & windows, if possible identify the substance. i.e., UN/CAS number, how much has been spilt, etc.
- e. Any spill/leakage in public areas must be reported immediately, if persons are injured treat appropriately with first aid, and isolate them from other non-contaminated persons.
- f. Alert and evacuate area immediately and wait for further instructions from emergency services

4) Power Outage (Level 2 - Code Orange):

Action:

- a. Call security supervisor on Mob: +971565378924 and FM office Mob: +97156 4061019 / +97152 8706329 immediately - advise location.

- b. Treat all electrical equipment as live as power may be restored at any time without notice.
- c. Outage times are difficult to predict depending on the cause. This may take some time to identify. Await further instructions from your building emergency team
- d. Please note, during a power outage digital handset will not work. Please use a mobile phone instead.
- e. If evacuation is necessary, move cautiously. Lighted signs will indicate emergency exits.
- f. Remain with any immobile individuals who become stranded because of the outage.
- g. Passengers stranded in lifts shall communicate with security supervisor on Mob: +971565378924 from the lift car during an outage.

5) In Case of Fire (Level 3 - Code Red):



Action:

In case of fire, the person discovering a fire should:

- a. Ring the building fire alarm. The building alarm will alert Security Officer who, in turn, will notify the Fire Department.
- b. Use one of the Emergency call boxes or telephone and report the location of the fire, building, floor, area and intensity.
- c. Evacuate the building immediately, and should not attempt to fight a fire. Fire extinguishers are to be used only to clear an exit way by persons trained in the same.

- d. In the case of not being able to leave the room, the person should open windows if there is smoke in the room. If there is no smoke, leave the windows closed to prevent outside smoke from being drawn into the room.
- e. Seal cracks around the door with towels (damp, if possible).
- f. If trapped, attract attention by hanging an object from the window, the brighter the color, the better. If outside smoke is drawn in, close the windows, leaving the object hanging.
- g. If smoke is severe, place a wet cloth over your nose, remember there is usually less smoke near the floor.
- h. When evacuating, every person should walk at a brisk pace, do not run.
- i. Follow the posted corridor instructions for the proper exit route and assembly point.
- j. Move in single file along the wall toward the exit.
- k. Use only marked exits. Never use an elevator when there is a suspected fire in the building. Remain silent, so that instruction can be heard.
- l. If the exit lights are out, proceed cautiously to find the nearest exit, without panicking.
- m. Go to the designated assembly point and remain there until an official of the University gives further instructions.

III. External Emergencies

Action:

This could result from natural disasters, bush fires, earthquakes, flooding, major road accidents, aircraft crash, civil disturbance, etc.

1) During an Earthquake (Level 4 - Code Brown):

Action:

If Inside:

- a. Stay inside.
- b. Do not use lifts or stairs.
- c. Take shelter in doorways, under desks, or down beside an internal wall.
- d. Stay clear of large areas with glass atriums or glass roofs.
- e. Keep away from windows or objects that could fall on you.

If Outside:

- a. Stay outside.
- b. Take shelter clear of buildings, trees, power lines or other potential hazards.

When the Earthquake stops:

- a. Check for signs of fire, hazardous material spills or major structural damage.
- b. Account for all staff, students and visitors if possible. Treat any minor injuries.
- c. Do not evacuate unless area is immediately threatened or instructed to do so.
- d. Do not use lifts instead use staircases?
- e. Await further instructions from Emergency Services.
- f. Close any doors in your area.

2) Flooding (Level 4 - Code Brown):**Action:**

- a. If the building is in danger of being flooded, evacuate all staff, students and visitors to a safe area unaffected by flooding, otherwise, do not evacuate unless instructed by your Emergency Team, or Security.
- b. Call security supervisor on Mob: +971565378924 and
- c. FM office Mob: +97156 4061019 / +97152 8706329 immediately and state "FLOODING" including location and extent of flooding.
- d. Switch off any electrical equipment and gas that could be affected by water only if safe to do so.
- e. Move any chemicals, documents, equipment and valuables to a safe area if time permits.

3) Storms (Level 4 - Code Brown):**Action:**

- a. Move all people away from windows.
- b. Close all curtains, drapes and blinds.
- c. Shelter in strongest part of building (eg. Central Corridors).
- d. Stay clear of large areas with glass atriums or glass roofs.
- e. Stay inside

7.7.4 Evacuation

Evacuation is the rapid removal of people from immediate or threatened danger in a safe and orderly manner

Emergency Response Team:

The purpose of ERT is to ensure an appropriate response in the event of an emergency. Members of this team are trained personnel who will ensure the safety of the building occupants and minimize the property damage. The prime motto of the team apart from the safety of the occupants is to restore operations to normalcy with minimal time delay.

The ERT is guided by the head of the Facility Team. The permanent members of the ERT team are persons of Facility management, Security, Student Affairs, Laboratories, Administration.

Everyone in the ERT has an extremely important job to perform in the event of an emergency. The emergency response team will work to evacuate the building before the arrival of the team from Local Civil Defense.

Role of ERT Team Members during Evacuation:

- a) They are familiar with the entire building and will be able to assist in evacuation during an emergency.
- b) FM team members and Security should know the operation of Fire Fighting equipment's
- c) Know areas (posing potential risk - LPG storage areas etc.) which are hazardous and avoid during evacuation
- d) Try and maintain order and prevent panic during an emergency
- e) Directing and assisting in floor searches during evacuation
- f) Checking the roll of all the occupants (compare with the attendance log of the day)
- g) Educate volunteers / co-workers about routes and evacuation plans
- h) Provide assistance to disabled individuals and ensuring their safety
- i) Checking the entire campus for occupants who may not have heard the evacuation announcement
- j) Prevent people from returning to their floors / offices before the "all clear" signal is given. Role of Occupants during Evacuation:
 - a) The activation of the fire alarm and campus mass-notification system signals for an immediate evacuation
 - b) Everyone is required to evacuate the building immediately
 - c) ERT (Emergency Response Team) will direct occupants to the nearest unobstructed fire exit.
 - d) Assist disabled persons out of the building or into the nearest stairwell
 - e) Do not use the elevators
 - f) Close fire doors after passing through
 - g) The corridors, staircases and other passages should not be obstructed during evacuation
 - h) Educate other persons on the way of exit on the location of the fire, so that they will tend to avoid the area
 - i) Do not carry any belongings from the office. This may cause blockage during evacuation
 - j) Assemble in a pre-specified area of the assembly point
 - k) Stay clear of buildings

- l) Do not block fire lanes
- m) Report to the Safety Coordinator
- n) Do not re-enter the building until advised by the Safety Coordinator or ERT head Emergency Evacuation Procedures for Persons with Disabilities

Types of Disabilities considered for access and safety in the University:

- a) Permanent physical disable persons
- b) Temporary disability conditions due to health related issues:
- c) Persons with fractured limbs
- d) Pregnant staff

Being a University for higher education, we are considering the 1st class of disability in dealing with the evacuation plan as the presence of persons with other disabilities is a rare situation. However the ERT considers that the safety and safe evacuation of persons with any kind of disabilities as their priority during an unlikely emergency.

Aides to Evacuate Persons with Mobility Impairments



- a) Persons with disabilities, who may require assistance during an evacuation should keep the ERT member informed on the same
- b) However, based on the entry to the building, it is the security's responsibility to identify and note the number of persons with disabilities entering the building. This will help in locating them during an unlikely emergency.

- c) Separate AIDE has to be provided to the persons with mobility impairments.
- d) The aide provided for the person in need of assistance should know the exact location and nature of impairment
- e) Disabled persons should be escorted to the nearest stairwell. Once all the evacuees have left the floor, the person requiring assistance and his aide can exit the building or wait for assistance from the fire service team.
- f) Ensure wheel chairs are not allowed into the staircase until all the persons in the floor evacuate the building.
- g) Various procedures of evacuating persons with mobility impairments are represented pictorially as above.

7.7.5 Procedure to Call Local Authorities

- 1) Know the nature of emergency and call the appropriate local authority for help
- 2) State your emergency
- 3) Stay calm
- 4) Give your name and address. Indicate landmarks near the location for easy understanding
- 5) Listen carefully to the directions given by the person on phone
- 6) Answer questions (if any) in a clear and calm manner
- 7) Remain on the telephone until the other person hangs up. Do not be the first to hang up

7.7.6 Emergency Contact Numbers in RAK

Agency	Telephone Number
Civil Defense / Fire	997 / 07 – 2288899
Police	999 / 07 - 235 8.78.7
Ambulance	998
FEWA	07 -2288444
Traffic	80072233
Taxis	8001700 / 07 - 2356567
Labor Issues	800 -665
Municipality	07- 2332422
Saqr Hospital	07-2223666
Saif Bin Ghabash Hospital	07-2223555
Sha'am Hospital	07-2666465

7.7.7 Lost and Found

The Office of the Students Affairs facilitates identification and the return of items lost/found within the university. Proper proof of identity and acknowledgment of receipt are needed for the returned property.

7.7.8 Parking and Transportation

The university provides free car parking slots to the students subject to availability. Students should register his/her vehicle at Office of the Student Affairs. Valid parking sticker will be issued for registered vehicles. RAKMHSU provides transportation in air-conditioned shuttle buses to all students from different locations subject to adequate numbers. These locations include Dubai, Sharjah, Ajman and Umm Al-Quwain. For detailed information on transportation, students are advised to contact the Office of the Student Affairs.

7.7.9 Pharmacy

RAK Medical has many pharmacy outlets which offer a full range of medication for health insurance holders.

7.8 University Student Locker Policy

7.8.1 RAK College of Medical Sciences

RAKCOMS Student Locker Registration

- 1) ONLY for respective student's use AND locker KEY SHOULD BE RETURNED to the Office of the Dean-RAKCOMS before issue of hall ticket for University examinations
- 2) REGISTRATION will close upon reaching the allotment capacity or at 04:30pm of the LAST day of REGISTRATION, whichever is earlier

Please READ, NOTE and ABIDE by the following Guidelines:

- a All lockers made available for student use on RAKMHSU premises are the property of RAKMHSU
- b) Student lockers are assigned on a first-come, first-served basis
- c) Each student is allowed to have one locker each academic year
- d) Student lockers can be availed by visiting the Office of the Dean-RAKCOMS [Room No.102] during University working hours
- e) Student lockers are meant for storing University supplies and personal items necessary for use at the University
- f) Student lockers are NOT to be used to store items including-but-not-limited-to flammable materials, chemicals, harmful equipment, devices, instruments, medicines, food/beverages, mobile phones/accessories, music instruments/ accessories, valuables, jewelry, cash/bank cards, soiled/unclean clothes/lab coats, gym clothes/equipment and also things/substances prohibited by UAE laws.

- g) RAKMHSU retains the right to inspect any student locker and its contents at any time [respective student will be informed through University email ID] to ensure that the given locker is being used in accordance with its intended purpose, and to eliminate hazards if any, maintain sanitary conditions, attempt to locate lost or misplaced items or any other material forbidden by UAE laws and University rules.
- h) Before the commencement of End-Year Examinations, students will be informed through University email to return their locker keys to the Office of the Dean-RAKCOMS [Room No.102].

Lockers location for MBBS Students

Year of Study	Serial No.	Lockers' Location
MD YEAR I	101	Near Biometric Attendance, Anatomy Dissection Hall
MD YEAR II	201	Entrance of Anatomy Dissection Hall
MBBS YEAR III	301	Near English Language Center, First Floor
MBBS YEAR IV	401	Near Lecture Halls, First Floor
MBBS YEAR V	501	Near Lecture Halls, First Floor

Extension of Use

All students' lockers are valid for use within the given academic year. There is NO extension of use available
Waiting List for Provision of Lockers

Students who did not receive lockers will be placed on a waiting list. As and when a locker becomes available, the student on the waiting list will be informed through the University email

Replacement of Lock and Key

- a) Loss/misplacement of locker key should be IMMEDIATELY INFORMED through email addressed to dean.rakcoms@rakmhsu.ac.ae with a request to replace the lock and key.
- b) Upon receiving email about the loss/misplacement of locker key, the Office of the Dean arranges for the replacement with a NEW LOCK and KEY of the respective locker to ensure that the locker is secured again, to prevent access by any other person having possession of the old key.
- c) Replacement of locker key will result in AED 30.00 [Dirhams Thirty Only] as replacement fee payable by the respective student to the University accounts department and submitting the payment receipt to the Office of the Dean-RAKCOMS [Room No.102] during University working hours.
- d) Students should NEVER make/possess/share any replacement key for any students' locker in RAKMHSU.

Transfer of Locker

Students should NOT provide their locker key and/or a copy of the same to any other student and/or third party. Students should NOT allow the use of their lockers by any other student and/or third party

Locker User's Risk and Responsibility

- a) RAKMHSU has placed surveillance cameras to ensure overall safety and security in its premises.
- b) As a bonafide locker user, the respective student bears all responsibility of his/her locker use, locker contents, and securing his/her locker after use each time.
- c) RAKMHSU and its employees, security service providers are NOT responsible for unsecured, unattended locker/s.
- d) RAKMHSU and its employees, security service providers does NOT assume any risk/financial liability/responsibility for belongings that are stored-in and/or retrieved from the students' lockers.
- e) RAKMHSU and its employees, security service providers does NOT assume any risk/ financial liability/responsibility for lost, stolen, and/or damaged personal property, belongings inside or outside of the students' lockers.

7.8.2 RAK College of Dental Sciences RAKCODS Locker Policy Guidelines for the Usage of Lockers in RAKCODS

1. All Lockers inside the RAKCODS building are RAKCODS property and are issued to its students for academic purpose only.
2. The student will be issued only one locker at a time. It is prohibited to occupy two lockers at a time.
3. The lockers can only be operated during regular working hours. If student wishes to access his/her locker other than regular working hours, he/she is required to get permission of Head of Administration.
4. The Lockers are College's property and College has the right to access the Locker at any time.
5. Students are not allowed to share the locker with other students, and not allowed to use it for any purposes other than academic.
6. Jewelry, cellular phones, cash or other valuables are not to be placed in the lockers. The College will not cater for any loss or damage to students' belongings.
7. If the key is lost or the key or lock is damaged the bearer of the locker notify the Admin Officer in person or via email with locker number without delay.
8. The students are required to make a payment of AED 50.00 [Dirhams Fifty Only] for the issuance of new key in case the key is lost or damaged.

9. All repairs shall be done exclusively by the College. Students are not allowed to source the repairs from outside.
10. Students are strongly advised to keep their lockers key at safe place and do not divulge the locker number or its key to any person.
11. It is strongly advised not to store flammable materials, hazardous chemicals, liquids, acids, items which are prone to fire or smoke due to change in temperature and food in the lockers.
12. The lockers should remain locked at all times, even if it is empty.
13. In case of any issue please contact the Admin department.

7.8.3 RAK College of Pharmacy

RAKCOP Student Locker Registration

Guidelines for the Usage of Lockers in RAKCOP

Lockers will be issued to the fresh students on the 2nd day of the Orientation once the registration process for the particular program is over.

Students who have received the lockers must comply with the following guidelines carefully:

- 1) Keep the locker key safely and locker must be kept clean.
- 2) Locker should not be interchanged with other students. In case it is found that you have interchanged your lockers, a fine amount of AED 50.00 [Dirhams Fifty Only] will be imposed.
- 3) If you lose your key, duplicate key will be issued only after payment of AED 30.00 [Dirhams Thirty Only] to the University office cashier. The official receipt should be shown to in-charge person who is responsible for issuing the spare key. The process will take at least two working days.
- 4) If any student damages the locker, the necessary fine will be imposed for repairing or replacing the locker and disciplinary action will be taken against the student as per the university policy.
- 5) Students are responsible for their locker and belongings inside it.
- 6) The same locker will be available for students till the completion of the program.
- 7) The locker key should be returned at the end of your program or whenever you discontinue the studies in RAKCOP.
- 8) All the lockers are located in the ground floor new academic block near lecture hall # 528.

Note: Mr. Azgar Alishah Mohammed, Sr. Lab Attendant (Office # 409) will be In-charge of the Lockers. Kindly contact for any issues related to lockers.

7.8.4 RAK College of Nursing

RAKCON Student Locker Registration

Guidelines for the Usage of Lockers in RAKCON

Lockers will be issued to the first year BSN students only who require.

Students who have received the lockers from RAKCON must follow the guidelines given below:

- 1) Keep the locker key safely and locker must be kept clean.
- 2) Locker should not be interchanged with other students. In case it is found that you have interchanged your lockers, a fine amount of AED 50.00 [Dirhams Fifty Only] will be imposed.
- 3) If you lose your key, duplicate key will be issued only after payment of AED 30.00 [Dirhams Thirty Only] to the University office cashier. The official receipt should be shown to in-charge person who is responsible for issuing the spare key. The process will take at least two working days.
- 4) If any student damages the locker, the necessary fine will be imposed for repairing or replacing the locker and disciplinary action will be taken against the student as per the university policy.
- 5) Students are responsible for their locker and belongings inside it.
- 6) The same locker will be available for students till the completion of the program.
- 7) The locker key should be returned at the end of your program or whenever you discontinue the studies in RAKCON.
- 8) All the lockers are located on the first floor near Online Examination Centre Room # 624 new Academic Block RAKCON & RAKCOP.

Note: Ms. Jocelyn Huerte Nazi, Lab Technician (Office # 406) will be In-charge of the Lockers. Kindly contact for any issues related to lockers.

7.9 IT Enabled Services and Resources of the University

7.9.1 About IT Department

1. Information Technology [IT] Dept. at RAKMHSU ensures that, IT Enabled Resources and Services are easily accessible round the clock from anywhere, any device and any OS to the Students, Faculty < Adjunct Faculty and Staff Members through proper authentication.
2. IT Department is a Support Center to Design, Develop, Maintain, Troubleshoot and Install IT Enabled Services & Resources to contribute efficiently for the Learning, Teaching, Research and Administrative Activities of the University.

3. Leverage Existing, Emerging, and Innovative IT Enabled Resources and Services to enhance and streamline Learning & Teaching Activities of the University
4. Ensure the Privacy, Integrity and Reliability of IT Enabled Resources and Services of the University.
5. Analyze Routine Issues and obtain Feedback from Users on Satisfaction Levels and implement changes accordingly by the proper evaluation and approval

7.9.2 Following IT Enabled Services & Resources provided for the Faculty, Staff Members and Students for the effective Teaching and Learning.

1. Lecture Halls, Labs, and PBL Rooms configured with latest configuration of Projectors, LED Screens and AV System for effective Audio-Visual Presentation.
2. Dual Broadband Internet connections with 500 Mbps Bandwidth for browsing the Internet in addition to 30 Mbps of Managed DPI - Internet Leased Line (ILL) to access University IT Enabled Resources and Services from OFF Campus.
3. Broadband Internet connection with 50 Mbps of Bandwidth in Satellite Libraries- Saqr Hospital, Obaidullah Hospital, Omran Hospital and Fujairah Hospital with other required IT and AV Facilities.
4. 1 Gbps of Redundant LAN Bandwidth from End User System to Datacenter to provide better connectivity and speed to access IT Enabled Resources and Services ON Campus.
5. Managed Wireless Enabled Services [Wi-Fi] facility all over the Campus.
6. E-Mail Services powered by GSuite for effective communication with Students, Faculty & Staff members with below mentioned features:
 - Unlimited Mailbox size for each User.
 - Attachment size of up to 25MB.
 - Google Meet, Drive, Forms, Quiz and Allied Applications.
 - Accessible from Anywhere, Any device and Any Operating System.
 - E-Mail grouping for easier communication.
7. IT Dept. has issued a latest configuration of Laptops to all the Faculty and Staff members with required Applications and simulations software.
8. Print Control System facility in Library for Printing, Photocopying & Scanning services for the Students.

9. Two number of Computer Labs with latest configuration of HP Desktops loaded with required Operating System and Applications.
 - Computer Lab # 01: 65 No. of Desktops.
 - Computer Lab # 02: 210 No. of Desktops dedicated for Online Examinations.
10. Dedicated Internet Browsing center in Library with more than 35 Desktops.
11. Centralized PA [Public Address] system for Announcements.
12. IP Based CCTV Surveillance system with more than 375 Night Vision, High Definition [HD] and location specific Cameras to monitor and record Campus Activities round the clock. Hemaya Certified, from Ministry of Interiors.
13. Interactive University website - <https://www.rakmhsu.ac.ae/> linked with IT Enabled Services and Online Resources.
14. Academic Simulation Applications and Visualizers configured for the Effective Learning and Teaching Activities.
15. Gyms, sports complex and Music Room are configured with latest configuration of Audio-Visual system.

7.9.3 Smartboards

The University has fixed Smartboards in all the lecture halls to transform the classroom into a collaborative place to conduct interactive teaching and learning sessions among faculty and Students to increase student engagement. Smartboards are connected with the inbuilt lecture hall's audio-visual system and Projectors to provide a uniform AV effect across the Lecture Hall.

Smartboard Features :

- Whiteboard feature
- Multi-writing
- Annotation
- File saving & transfer
- Document viewer
- PowerPoint presentation
- Web browsing
- Screen sharing - Laptops, computers, and smartphones

7.9.4 Guidelines to Access University IT Enabled Resources and Services.

IT Department requests to follow below mentioned guidelines to access IT Enabled Resources and Services of the University to maintain Privacy and integrity of information.

1. Access University IT Enabled Resources and Services from Mozilla Firefox web browser for better compatibility. Mozilla Firefox can be downloaded from: <https://www.mozilla.org/>
2. Do Use Minimum 8 Characters Password with the combination of Alphanumerical and special characters.
3. Do Not use Guessable and Easy Passwords.
4. Do Not Disclose Login credentials to anyone in any circumstances by responding over the Phone, Email, Message or any other platform to protect Privacy and Integrity of the system.
5. Do Not Access University IT Resources from public places like Internet cafe, hotspot areas, VPN – Hotspot, unknown systems and other suspicious places.
6. Do Logout from online Resources after the usage without fail.
7. Malicious website Access has been blocked.
8. **Password Reset:** Please contact IT Department in Person along with University ID card to reset Email Password.
9. **UMS - Student Portal:** Password Reset can be done by the forgot password link available in Login Page.
10. Password Reset Requests may not be accepted over the Phone.

7.9.5 How to Access IT Enabled Services & Resources.

IT Enabled Services and Resources linked with the University website for easier access.

- RoboCampus – UMS Student Portal
- E-Mail Services.
- OPAC
- E-Library Portal
- Other Online E-Resources.
- IT Enabled Services Manual & Support Center Details.

Steps:

- Access University website: **www.rakmhsu.ac.ae**
- Click on **IT Services** in the Home Page.
- Click on the Required IT Enabled Services.
- Provide **Login credentials** to access the Service.
- **Logout** after using the Service without fail.

7.9.6 University Email Services

E-Mail Account provided to all the Faculty, Staff Members and Students under Domain Name **@rakmhsu.ac.ae** only for the University Communications. Email Service can be accessible from anywhere, any device and any OS.

E-Mail Group being used to send Circulars, Announcements, Study Materials, Notification, Alerts to the specific group of the Students – University, College, Program, Year, Faculty, and Department only by the Authorized Persons. Students are requested to configure 2 Step Verification for University E-Mail Account to get One Time Password (OTP – Code) on Registered Mobile Numbers to avoid unauthorized Access.

Example: mbbs.year1@rakmhsu.ac.ae, students.rakcods@rakmhsu.ac.ae

faculty.rakcops@rakmhsu.ac.ae, staff@rakmhsu.ac.ae

NOTE:

- DO NOT Use University E-Mail Accounts on any of the Social Media Platforms, E-Commerce Websites, Online Portals, Blogs or any other personal proposes.
- E-Mail Account will be deleted soon after completion of the Study Tenure, Graduation, withdrawal from the Program or any other reason. Hence, Students are requested take backup of their Mailbox, if required as it's not possible to restore the E-Mail Account once account gets deleted.

7.9.7 RoboCampus – UMS

Students can access their Portal to view latest Information - Personal Details, Time Table, Attendance, CA and Final Marks, Fee Details, Academic Advising Details, Announcements, Downloads, Announcements.

NOTE: UMS Account gets deactivated upon Graduation, soon after completion of the Study Tenure, Graduation withdrawal from the Program or any other reason.

7.9.8 University Website

RAKMHSU website, www.rakmhsu.ac.ae is Designed and Developed by latest technology to provide following features.

- Compatible with hand held devices.
- Provides latest news, events, announcements, forms, Brochure and other information.
- Provides detailed information about the University and its constituent colleges.
- Linked with Online IT Services and Online Resources.
- Linked with Online Applications form and Online Enquiry for the new Applicants.
- Linked with Alumni Registration form.

7.9.9 Description of the Electronic Platforms used for E-Learning

E-Learning Platforms are the integrated set of services or tools, that provides services to the Faculty Members and Students of the University to enhance Education Delivery Online for the E-Learning.

Following Platforms provided to all the Faculty, Staff Members and Students of the University for the E-Learning to carry out Teaching and Learning Activities Online.

- **Google Meet** : Used to conduct live sessions with the Students - Audio / Video Call, Chat Room and Screen Sharing features with the Participants. Live session can be recorded.
- **Google Classroom**: Can be used to organize a Virtual Classroom – Study Material, Sharing of Documents, Announcement, Session Assessment, Assignment and other features.
- **Google Drive, Forms and Quiz** : To share Study Material - Files or Folders with the Students and General Assessment of the Sessions.
- **RoboCampus- UMS (LMS)** : To share Study Materials linked with the Time Table.
- **PowerPoint - Audio Caption & Screen Recording**: Can be used to insert Audio Narrations in the existing PowerPoint Slides and can be exported to video file format. These slides can be shared with the Students for the reference.
- **Spalshgain OFF-Campus Online Examinations System**: To conduct OFF-Campus Proctored Examinations Online with Artificial Intelligence (AI), Face Recognition, Monitor & Record Live (Video& Audio) Streaming with Candidate Screen recording features. Proctor can Pause or Terminate the Exam to prevent impersonating of the candidates and avoid copying during the Exam.
- **Go To Webinar**: To conduct Live and Recorded Webinar and conference sessions with the Participants across the Internet through proper Registration and Approval Process.
- **Online E-Databases**: University Library subscribed Online Databases, E-Journals and E-books to provide spontaneous and up-to-date information to the Users.

7.9.10 IT Support Center.

Students can contact IT Department to fix any IT related issues.

- [E-Mail: it.support@rakmhsu.ac.ae](mailto:it.support@rakmhsu.ac.ae)
- Telephone No.: +971 7 2043 3129

7.10 Library

The Central Library is situated on the second floor of the RAKMHSU main building. It has a hybrid collection of printed as well as electronic resources which include Books, Journals, Online Databases, CDs/DVDs, E-books, and E-journals mainly related to Medical, Dental, Pharmacy, Nursing, General Education courses as well as books on personality development, fiction and general interests.

In addition to the Central Library, a dedicated library is available at RAKCODS campus and three satellite libraries located at Obaidallah Hospital, Omran Hospital in Ras Al Khaimah and Fujairah Hospital in Fujairah to facilitate the clinical students and clinical adjunct faculty members of RAKMHSU. These satellite libraries are managed by Central Library to provide books, E-journal, E-resources and other services in accordance with RAKMHSU guidelines.



7.10.1 Rules and Regulations for the Library Users

- Personal items and bags must be kept on the designated shelves next to the library entrance.
- Silence and discipline must be maintained at all times within the library premises.
- For group discussions, use the designated TBL discussion area and maintain silence in the quiet study areas.
- Food and drinks are strictly prohibited inside the library.
- Users are not allowed to resshelf books by themselves. Leave them on the table, and library staff will resshelf them.
- Photocopy services are only available for library materials, and payment can be made through a multi-purpose University ID card that can be recharged from the account's office.
- To avoid violating the Copyright Law, only 10% of a book or chapter can be photocopied.

- Use library books and reading material carefully, and do not mark them with pen or pencil, tear the pages, or damage them. Such mishandling of library books and reading materials will result in students having to replace the book or paying the cost of the book.
- Newspapers and magazines will not be issued and can only be viewed and read within the library premises.
- Books issued for TBL purposes must be returned immediately after use.
- Reference material will not be issued for any reason.
- A maximum of four books will be issued to one member for a period of 14 days only.
- Users must follow the instructions/procedures during the Self-checkout and Self-check-in process of circulation.
- Users must possess their library card while using the library facilities and show it whenever requested by the staff.
- Overdue fines for books will be calculated according to library policy, and the user must follow it.
- Users must take care of their belongings, as the library will not be responsible for the loss or misplacement of their personal belongings.
- For examination hall tickets, library overdue fines (if any) must be settled before taking any NO DUES or Clearance Certificate from the library. Failure to do so will result in the Examination Hall Ticket not being issued.
- All communication to avail any library service must be through University E-Mail IDs only.
- Users are requested not to disturb the seating arrangement.

7.10.2 Services

- Circulation Services: Facilitating the issue, return, renew, and reserving of library materials.
- Reference Services: Assisting users in finding and obtaining the necessary information for their academic and research needs.
- Reprographic Services: Offering printing, photocopying, and scanning services through an automated system that uses the user's RFID-based university ID card.
- Satellite Libraries: Maintaining additional branch libraries at Obaidallah, Fujairah, RAKCODS, and Omran Hospital for convenient access to library resources.
- Self-Check and Check Out: Allowing members to perform the issue, return, and renewing of books by themselves through an RFID-based self-check system.

7.10.3 Facilities:

- **Individual Study Carrels:** Dedicated areas for quiet and focused individual study.
- **Group Study Room:** A space for group discussions and studies while maintaining silence in the quiet study area.
- **Online Public Access Catalogue (OPAC):** A comprehensive and up-to-date catalogue of the library's collection, accessible both on and off-campus through a web (opac.rakmhsu.ac.ae) and Android app.
- **E-Library Portal:** Single sign-on access to online databases, e-journals, e-books, and other open-source materials.
- **Dedicated Internet Section:** Desktop computers are available for students to access the internet.
- **Wi-Fi Internet Connectivity:** Wi-Fi access for students to use on their laptops, tablets, and mobile devices.
- **Library Professional Membership:** External users can access the library's resources through this service.
- **Intern/Alumni Membership:** Dedicated membership for interns and alumni to use the library and its resources.
- **Multimedia Collection:** The library has a collection of CDs, DVDs, and other electronic media for information and research purposes.

7.10.4 Circulation Policy and procedure

(a) Issue/Borrow

The students are eligible for borrowing any book from the Library except the reference material, Audio Visuals, journals and magazines as these are meant only for referring in the Library premises

Members	Resources	Eligible Nos	Duration (Days)	Renewals/Extension
Students	Books	4	14	2 times
	AudioVisual	–	Reference	Reference

(b) Renewal:

The User can also extend their loan period by renewing their borrowed material. This can be done either online or in person. The maximum limit of the extension/renewal is 2 times i.e. the material can be renewed for next 2 cycles only. After that the user has to return the book to the library. The library will inform the due date one day in advance through E-Mail.

For renewing the books, the user can simply reply to library due reminder email or they can use the self-check-out Kiosk in the library or they can also login to their Library account through OPAC (<https://opac.rakmhsu.ac.ae>)

(c) Return:

- Books should be returned on or before the due date to avoid any overdue fine.
- Due date can be checked through Self-check-out kiosk or online through Library OPAC.
- An advance reminder email will also be sent to the user one day before to inform the due date well in advance.
- To return the book, the user just needs to keep the book on return shelf inside the library

(d) Reservation:

- Books can be reserved only when they are already issued to another user.
- The availability of the reserved item will be informed to your University E-mail.
- The reserved resource should be collected from the library within 1 working day after getting email intimation, otherwise the reservation will be cancelled automatically.

(e) Overdue Fines:

borrower failing to renew or return the borrowed books on or before the due date will be liable to pay a fine calculated as followed

Books/Journals	1 Dhs /Day
Text Books	2 Dhs/ Day
Recalled Items	2 Dhs/ Day

(f) Lost:

In the event of any loss or damage to the library property, the same should be replaced with a new one by the student. Such loss will have to borne/shared for the replacement cost wholly/partly as the case may be.

7.10.5 Copyright Policy

Copyright is a serious matter and any failure to observe these rules may expose the student to liability. RAKMHSU reserves the right to take an appropriate action against those members who violate these rules.

Limitations for Copying

The Library reserves the right to refuse to make any copy of any work for the students as well as prohibiting them from making copies of any work from the collection as it deems fit.

The following limits on the amount of any work to be copied will be strictly observed:

- **Published Books (of at least 10 pages):** Not more than one chapter or not more than 10% of the total number of pages.
- **Periodicals:** Not more than one complete article.
- A copy of an unpublished RAKMHSU project work may only be supplied to the user based on its necessity and justification.
- **Electronic Materials:** Not more than one chapter of the work or not more than 10% of the number of pages thereof (or not more than 10% of the number of bytes thereof where the work is not divided into pages) whichever is more

7.10.6 Library Resources

(a) Books

The library is equipped with at least ten copies of each recommended textbook and two copies of each reference book for all courses offered by the University. At present about **27700+** books are available expanding over **12900+** titles.

(a) E-Books

The library is subscribing to **14000+** e-books through EBSCOHOST and ProQuest Health and Medicine E-Books

(b) E-Journals:

The library subscribes to **6600+** online journals through ProQuest Health Premium Collection and CINAHL complete.

(c) Online Databases:

The Library is subscribing **TEN online Databases** to support the teaching and learning and research purpose. All of them are accessible through RAKMHSU E-Library Portal (<https://rakmhsu.knimbus.com>) by using University Email ID only.

S.No	Name of the Database	Features	Type of Access
1	EBSCO/ ProQuest Central EBooks*	Comprehensive resource for more than 11,200 Reference eBooks related to Medical and Health Sciences	Direct Access through RAKMHSU E-Library Portal
	* Due to copyright limitations, only a part of the book can be downloaded.		
2	ProQuest Health Research Premium Collection	Access to 5100+ Journals Full text with archives and having access to SEVEN Allied Databases	Direct Access through RAKMHSU E-Library Portal
3	Up-To-Date	Evidence-based clinical Information database covering 11,600 topics across 25 medical specialties.	Direct Access through RAKMHSU E-Library Portal
4	ClinicalKey Students	provides access to over 300 medical e-textbooks, thousands of images and many videos. In addition to a study tool feature that allows users to annotate the text and make notes.	Direct Access through RAKMHSU E-Library Portal (<u>Need to create username and password for individual access</u>)
5	CINAHL Complete	Full text access for more than 1300 Nursing Journals.	Direct Access through RAKMHSU E-Library Portal
6	Exam Master	Web-based model MCQs for USMLE, NBDE, NAPLEX & NCLEX.	Direct Access through RAKMHSU E-Library Portal (<u>Need to create username and password for individual access</u>)
7	PEPID	Most comprehensive, accurate, PEPID current pharmacological and clinical information.	Direct Access through RAKMHSU E-Library Portal
8	Lexicomp	Lexicomp is a drug reference solution for community pharmacists. It includes drug monographs, and drug interaction screenings.	Direct Access through RAKMHSU E-Library Portal
9	Acland's Video Atlas of Human Anatomy	High Quality Video Atlas of Human Anatomy for teaching and learning purpose contains nearly 330 videos of real human anatomic specimens in their natural colors.	Direct Access through RAKMHSU E-Library Portal
10	Scopus	A bibliographic database of academic literature, including journals, books, and conference proceedings. Powerful discovery and analytics tools for researchers.	Direct Access through RAKMHSU E-Library Portal

Academic Software			
1	Turnitin Plagiarism	It checks for the Turnitin Plagiarism unoriginal content by comparing students submitted papers with several databases and provides feedback	https://www.turnitin.com/
2	iThenticate	iThenticate is plagiarism detection software that is designed to be used by researchers to ensure the originality of their work before publication.	https://www.ithenticate.com/

Video Tutorials on how to use the above online databases are available on the university website (<https://www.rakmhsu.ac.ae/library-tutorials-guide>) for your easy reference.

Regular training and orientations session are conducted in library on how to use the library resources more efficiently and effectively. Please contact the library staff for your training

(d) Academic Software:

1. **Turnitin Plagiarism Detention:** is a plagiarism checking software. It checks for the unoriginal content by comparing student submitted papers with several databases and provides feedback. It also enables students learn how to avoid plagiarism and improve their writing.
2. **SPSS:** SPSS software (latest version) is available in the library for statistical data analysis for the faculty and students research purpose.

7.10.7 RAKMHSU E-Library Portal (<https://rakmhsu.knimbus.com/>)

- Facilitates the easy access to e-Journals, e-Books, online databases, OPAC etc. through single login system by using University Email ID only.
- No Need to remember different credentials for accessing online resources.
- Just one single authentication will enable you to access all E-resources.
- At present the collections are: **6600+ E-journals, 14000+ E-books, 9 Online Databases**, Library OPAC and Open Source materials etc.

7.10.8 Research Support

- The library offers a range of research support services to assist faculty and students to find, locate and use the information by providing them a range of resources, tools, and services to support them in conducting their research
 - The librarians conduct the Information Literacy Sessions to assists and train the users for effective Literature search of their research topics and terms to enhance the quality and relevancy of their research
- 8.10.8 Computational Services in Library Sufficient number of computers are available in the library for providing access to intranet, internet, online resources, library website and online catalog. Non-educational activities such as games, chatting, music, video and huge downloads are strictly not allowed.

- The Library offers training and support to the users for managing their research data, research writing, to create bibliographies and to keep track of the searches by using the research management tools such as Mendeley.
- Article request service is a service offered by the library to obtain articles that are not available through E-library portal. For the article the user can send the request through Article Request Form available on the library website (<https://rakmhsu.knimbus.com/user#/static/articleRequest>) or the users can send request email to the library@rakmhsu.ac.ae. The user needs to provide information for the article, such as the DOI or title and author etc. The Library will try to get the articles through other collaborative libraries and will try to provide the same at the earliest.

7.10.9 Copy Centre

The reprography facility is located in the library. It serves the faculty, staff and students by providing a variety of photocopying and printing service on payment basis. Printing and photocopying on an A4 page costs 25 fils for grayscale print and AED 1 for color print. It will be charged though student's multi-purpose ID card. This card can be recharged through university account office with a minimum amount of AED 50/- (VAT @ 5% will be deducted from the recharge amount).

7.10.10 Self-check-out and Self-check-In Circulation System

The RFID and Mi-Fare technology based Self-Check-out Kiosk and Self Check-in Smart Shelf that enables the user to Borrow, Renew and Return the books by themselves by using their Multi-Purpose Identity card.

7.10.11 Mobile/Tablets Charging Station

The mobile and tablets charging station located at the entrance of the library enables the user to charge their electronic gadgets like mobile phones, tabs, etc.

7.10.12 Assistance to Users

The Librarian and the Library Assistants shall be available to answer any questions that Faculty, Staff and Students have, either through personal meetings or through email. Students are encouraged to use their University Email IDs and Library OPAC for communication.

7.10.13 User Education/Information Literacy

To make the users more familiar to the library and its resources, regular training sessions are conducted in the library premises. During online classes, the same is conducted on demand through Google Meet.

7.10.14 Procedures for Suggestions/Complaints

- Any Suggestions/complaints can be sent through e-mail to library@rakmhsu.ac.ae.
- Suggestions/Complaints Box is available at the entrance of the Library. It can be used:

- To communicate problems pertaining to Library.
- To make comments about Library services and suggestions for any improvement.
- To suggest items for the Library to add to its collection.

Note: The Library reserves the right to modify these rules from time to time.

7.10.15 Working Hours:

Central Library

Days	Timings
Monday to Thursday	8:30 AM to 9:00 PM
Friday	8:30 AM to 12:00 Noon
Saturday	11:00 AM to 5:00 PM
Sunday	Closed

Satellite Libraries

Days	Timings
Monday to Thursday	8:30 AM to 2:30 PM
Friday to Sunday	Closed

Note: The Library will be closed on all UAE national holidays and official University holidays.

8. STUDENT COUNCIL

The Student Council is a representative body for the undergraduate students of the university. Thus, graduate students are not eligible to hold any posts in the council or to vote at council elections. However, graduate students may participate in any activity organized by the Student Council.

The rules and regulations that govern RAKMHSU Student Council have been modified and revised in accordance to the Ministerial Decree No (334) concerning the Bylaws of Higher Education Student Councils.

8.1 Student Council

Students Council is formed at the beginning of every academic year. It promotes the common interests of students and operates in a manner consistent with the mission and code of conduct of the university. Student Council consists of fifteen members drawn from RAKMHSU students through election of one third of members by students and appointment of two thirds by the University, preferably active members of the various council subcommittees who served at least one year. At least two Student Council members shall be women.

8.2 Term of Office

- The term of office of members shall be one year, commencing from the starting date of the academic year, and ending on 31 October of the subsequent year.
- If the post of any member falls vacant in the middle of a term, either due to resignation or due to any other reason, another suitable student may be nominated to complete the term of office.
- The council shall hold open conventions for all students at the end of the term of the office to announce its works and achievements within the year.

8.3 Functions and Objectives

- The Student Council shall represent the student body for all requests brought by students to the college/ university.
- The Student Council shall ensure the speedy acclimatization of new students to RAKMHSU by promoting healthy friendship.
- The Student Council shall encourage student participation in the extracurricular activities of the university.
- The Student Council shall represent University students in the students' gathering of other educational institutions in the country.
- The Student Council shall develop national awareness among students and reinforce the spirit of belonging to homeland and bearing responsibility.

- The Student Council shall develop awareness of ethical values.
- The Student Council shall raise the standard of intellectual, social, artistic and sport life in the institution.
- The Student Council shall detect talents, abilities and skills of students, enhance them, and develop the spirit of innovation among the students.

Responsibilities of the Student Council:

1. Setup of the internal regulations of the council, revise and amend the same in coordination with the university administration.
2. Approval of work programs of different council committees and follow up execution thereof.
3. Coordinating work between the council committees in the university or with other educational institutions councils.
4. Coordinating work with internal institutions of the country if required.
5. Approval of the final accounts of the council.
6. Setup of the annual budget of the council, committees thereof and their distribution of financial credits to committees.
7. Controlling the work of council committees and the various Activity Clubs, and their compliance with general and special conditions and provisions of the council and obtaining required approvals and licenses.
8. Submission of regular reports concerning work of committees to the administration of university for perusal and receiving instructions.

8.4 Eligibility Criteria for Election/Nomination to the Council

- Above 75% attendance in the class for the previous academic year.
- Should not have failed in any course in the past academic year.
- No disciplinary action should have been taken against the candidate in the past two academic years.
- President, Vice President and General Secretary candidates must possess a minimum GPA of 3.0
- President and Vice President should be UAE nationals only.
- Candidates for all other posts must possess a minimum GPA of 2.5
- The application form should be obtained from the Office of Student Affairs, completed, signed and returned before the last date

8.5 Other Rules and Guidelines

- RAKMHSU shall have only one student council, where study conditions require, another student council may be established after obtaining the approval of the Minister of Higher Education.
- Only senior students of all colleges, who are UAE nationals, are eligible for the post of President of the student council.

- The college representatives will be elected only by the students of the particular college via online voting process.
- Any one student can serve only two times in any post in the council. A student shall serve as a President only once.
- In case any candidate is standing for a second term, an assessment of his/her performance will be done by the Office of Student Affairs and only those with outstanding performance will be allowed to stand for elections.
- The final list of the suitable candidates will be announced after the screening procedures.

8.6 Meetings and Business

- a) The Student Council shall elect, in its first meeting and with the absolute majority of its members, President of the council and his/her Vice President among UAE national members.
- b) The session of president and Vice President election shall be presided by the oldest member in the Council.
- c) The Vice President shall replace the president during his/her absence. The President of the Student Council shall represent the council before the university.
- d) The attendance of the majority of members is required for the meeting to be legally held, and shall meet at least once monthly upon convocation from the President.
- e) Recommendation and decisions of the council shall be given by the majority of the attending members. In case of a tie, the side for which President votes shall prevail.
- f) Recommendations of the council shall be valid only after being approved by the university; the council may not hold any conferences, symposiums, meetings, events or the like without obtaining the approval of the university.
- g) The Student Council shall establish subsidiary committees to carry out duties assigned to them by the council including, but not limited to, sports committee – culture committee, public relations and information committee – social activity and trips committee – scientific and technological activitycommittee – fresher representative – colleges’ representatives.
- h) The subsidiary committee shall consist of a president and vice president elected by the council from the council members and four non member students selected by the university administration upon nomination by the Student Council.
- i) The President shall call for the regular meetings of the Student Council at least once a month.
- j) The proceedings of the Student Council shall be recorded and maintained by the Secretary.
- k) Faculty advisors will attend the Student Council meeting, but shall not have voting powers.
- l) The council may authorize the President to invite other students as special invitees to attend specific meetings of the Student Council that pertain to activities such as orientation, sports, cultural programs, competitions and magazine publication. Such invitees shall not have voting power in the Student Council.

8.7 Finance

- Dean of Students Affairs, the President and Treasurer of the council shall be the signatories of the account and their signatures will be mandatory for any payment from this account.
- The Student Council may raise funds, accept donations and gifts from individuals, institutions or local or foreign association upon permission of the university.
- All funds raised by the Student Council shall be deposited in the Accounts Department and receipts/payments shall be received.
- The Treasurer shall maintain a written statement of accounts on behalf of the Student Council and regularly present such a statement to the council. Any fund received shall be acknowledged with a receipt. Any payment is to be made only against a valid bill.
- A faculty might be deputed to audit the statement of accounts, at least twice during the term of office of the Student Council.

8.8 Amendments

The functioning of the Student Council will be governed mainly by the rules of the Ministerial Decree No (334) concerning the Bylaws of Higher Education Student Councils, which has mostly been incorporated into these regulations. However, any amendment to the bylaws shall coincide with the mentioned bylaws, and shall be reviewed and approved by the Office of Student Affairs.

9. UNIVERSITY GUIDE TO STUDENT BEHAVIOR

9.1 Introduction

RAKMHSU stands for the human dignity and worth of every person and believes therefore, in values that foster the human respect needed for people to live, work, study and recreate together as a community.

These values require that everyone at the university make an effort towards building a community that will be known for love of truth, active care and concern for the common good and selfless sacrifice towards others.

Good order is a sign that a community is working to achieve the goals it has set for itself. When order is absent or disrupted, not only are individuals harmed, but the community suffers too. To achieve these goals, RAKMHSU has a code of conduct which promotes the well-being of individuals and groups who make up the community. This is to facilitate fostering community in two ways. These are:

- First, it encourages a sense of the common good among members of the community by setting standards of behavior that appropriately reflect the character and purpose of RAKMHSU.
- Second, it establishes a system to be used when someone compromises those standards in any way that undermines the common good.

Rules and regulations provide the basis for a reasonably ordered life. The mere observance of rules, however, without the cooperation and personal appropriation of the values they protect, falls short of what RAKMHSU hopes for everyone who is part of the community.

Honesty, integrity, responsibility, and respect for persons and property, especially property belonging to the university, characterize members of the RAKMHSU community. Acting against these values diminishes the understanding of community. Such action, because of the injury it does to the community, shall be taken seriously and handled fairly yet firmly.

9.2 Student Academic and Professional Integrity

RAKMHSU is an academic community devoted to the pursuit of knowledge. Academic integrity is fundamental to this endeavor.

All members of the RAKMHSU community share the responsibility for maintaining the academic standards and reputation of the university. As a member of the university community, academic honesty is a condition for continued membership which prohibits lying, cheating, fabricating, vandalism or stealing.

All members of the university community have a responsibility to ensure that they themselves, and others, are familiar with generally accepted standards and requirements of academic integrity.

The following guidelines outline the University guide to student behavior:

- No student of the university community shall be deprived of academic freedom, personal rights and liberties without due and fair processes of the applicable university regulation.
- No disciplinary sanctions may be imposed upon any student without following fair and due process.
- Each student has a duty to understand the rules and regulations set forth by the university. Ignorance of a rule or regulation shall not be an acceptable defense.
- Students shall maintain a record of good conduct and behavior at all times.
- Students shall respect all religions and beliefs and refrain from acting in any manner offensive to the religious and cultural sentiments of others.
- **Students are prohibited from any behavior of radicalization, extremism and terrorism which adversely affects the university and either constitutes a criminal offense as defined by UAE law, or indicates that the student may present a danger or threat to the health or safety of the others.**
- Students shall treat the faculty and staff of the university with due respect and maintain cordial and friendly relations with their colleagues and expect the same from others.
- Student Identity Cards (IDs) issued by the university will be worn at all times and must be clearly visible.
- Maximum of two students will be elected as Class Representatives under the supervision of the Year Coordinator. The Class Representatives duty is to raise all the academic/co-curricular/discipline issues of the class through the proper channels.
- Students shall regularly attend lectures, tutorials, clinics, examinations and all forms of academic activities in accordance with the university regulations.
- Students shall not be allowed to enter the class after the commencement of the class.
- Students shall maintain good conduct inside lecture halls, library, labs, hospitals, activity rooms, common areas and other places.
- Students shall be properly dressed during any academic, cultural, social or sport activities. Indecent or revealing clothes should not be worn.
- Students must not smoke anywhere in the university premises including labs, library, hospitals, and hostels or in the RAKMHSU buses.
- Students must not possess, make or consume alcohol or any prohibited drugs/substances, fire arms or any other harmful tools.
- Students should not use any audio and communication devices including radios, CD players and mobile phones in the classrooms.
- Consumption of food items including chewing gums in the classrooms/clinics/labs/library is not allowed.
- Sexually intimate behavior, sexual harassment, insulting or suggestive remarks are prohibited on the campus premises and inside the buses.

- Littering on the premises of the university, including classrooms and washrooms is prohibited.
- Students shall refrain from doing anything that may be harmful to their/others' safety, health or security. Fire extinguishers, hoses etc. should not be touched unreasonably. Bursting of crackers is not allowed at any time.
- Students shall not misuse the computer/internet facilities in the university premises including hostels. They should not use web-based technologies including blogging to spread adverse information about the university, its faculty, staff and other students, which may bring down the reputation of the university.
- While constructive dialogue between students and faculty is integral to the educative process, a student shall not argue unnecessarily with the faculty or use any profanity.
- Ragging is strictly prohibited anywhere in the campus, library, buses and elsewhere.
- Abuse of any equipment of the university including computers is strictly prohibited. This includes obtaining / or disseminating materials infringing copyrights such as software, pornography materials and accessing other prohibited sites.
- Students shall follow the rules/regulations of the federal hospitals they are visiting for training, in line with the policies and procedures of that of the organization.
- Students doing research shall follow the policies regarding ethical considerations in research involving human subjects.

9.3 Academic Honesty

The policy for academic honesty is outlined below:

- All academic work and materials submitted for assessment must be the work of the student.
- Cheating is not only limited to copying from the work of others and providing unauthorized assistance, but also include the use of devices or other surreptitious means for the purpose of obtaining falsely - derived passing scores on examinations.
- Students are prohibited from submitting any material prepared by or purchased from another person or company.
- All students are expected to take the process of education seriously and act responsibly. Students who violate university examination rules are subject to disciplinary action.
- If a student is found to be cheating, the following penalties apply:
 - The students will fail the course in which they were found to be cheating.
 - A disciplinary warning will be added to their life.
 - Subsequent episodes of cheating or academic dishonesty will result in dismissal from the university.

- **Plagiarism**

Using or/and copying others' materials including thoughts, ideas, language, or expressions, in any format e.g. information, pictures, or charts, without the appropriate acknowledgement and citations is strictly prohibited, and it will be considered as an academic dishonesty.

RAKMHSU has procured Turnitin software for plagiarism checking.

For undergraduate students, Plagiarism would be quantified into the following levels in ascending order of severity and the penalty will be imposed accordingly.

- Level 0: Similarities up to 20%
- Level 1: Similarities above 21% to 40%
- Level 2: Similarities above 41% to 60%
- Level 3: Similarities above 60%

For more details about Academic Integrity and plagiarism, please check the Catalog, section 17

9.4 Student Disciplinary Policies and Procedures

The student disciplinary policies and procedures emphasize the university's obligation to promote personal freedom, maturity, and responsibility of students. RAKMHSU has a special set of interests and purposes essential to its effective functioning.

These include:

- The opportunity for students to attain their educational objectives;
- The creation and maintenance of an intellectual and educational atmosphere throughout the university;
and
- The protection of health, safety, welfare, and property of all members of the university, and the property of the university itself.

The student disciplinary policies and procedures set forth those acts which constitute unacceptable conduct for students of the university. All alleged violations of the student disciplinary policies and procedures may result in referral to the Disciplinary Committee constituted by the President.

The university reserves the rights, to review any action taken by civil authorities regarding students. It also has the obligation to introduce counseling and/or disciplinary action if the student's conduct has interfered with the university's exercise of its educational objectives or responsibilities to its members.

A student admitted to RAKMHSU accepts the responsibility to conform to all university rules and regulations. Proven failure to meet this obligation will justify appropriate disciplinary actions including, but not limited to, reprimand, disciplinary probation, suspension or expulsion, refer 9.4.7 in this book.

9.4.1 Disciplinary Code

The following acts are defined by the university to be unacceptable.

9.4.2 Violation of Academic Integrity

Any violation of the academic honesty code mentioned above in section 10.3 is usually reported to the Disciplinary Committee which has the authority to investigate, analyze, decide and finally impose the proper penalty.

9.4.3 Offences are categorized as severe, moderate and mild and can result in disciplinary action including warning, reprimand, suspension and dismissal.

The disciplinary action will be recorded on the student's file, and the student might be deprived from being sponsored by the university for any academic/scientific/cultural activities; or nominating/standing for Student Council. In any event of dispute or conflict, the decision of the University is final.

9.4.3.1 For severe offences, immediate suspension pending inquiry will be issued. The final disciplinary action will be decided by the Inquiry/Disciplinary Committee set by the university. The severe offences include:

- a) **Mental or bodily harm:**
 - Intentionally inflicting mental or bodily harm upon any person;
 - Taking any action for the purpose of inflicting mental or bodily harm upon any person;
 - Taking any reckless, but not accidental action from which mental or bodily harm could result to any person; and
 - Any act which demeans, degrades, or disgraces any person.
- b) **Discrimination:** Intentional discrimination against a person on the basis of race, color, religion, nationality, sex, age and disability.
- c) **Sexual Harassment:** including unwelcome sexual advances; requests for sexual favors; verbal or physical conduct of a sexual nature.
- d) Any behavior of radicalization, extremism and terrorism.
- e) **Use of alcoholic beverages:** Possession, distribution, or consumption of alcoholic beverages on the university premises, university buses and in hostels.
- f) **Possession of controlled substances:** Possession or distribution of any type of drugs, except personal drugs prescribed by a physician, on the university premises, buses and hostels.

- g) **Theft:** Theft or attempted theft, of property or services, depends upon the type of theft from any person or any business in the campus, hostel or in the university buses.
- h) **Possession of dangerous weapons:** Unauthorized possession of firearms, weapons, dangerous chemicals, illegal knives, or any dangerous device at the university premises, in hostels or in the university buses.
- i) Forging of signature from higher administration or submitting fake/ forged document with the name of university or college to any organization.

9.4.3.2 For moderate offences, a memo will be issued to the student first asking for explanation. If unsatisfactory, an enquiry will be conducted. If proved to be guilty by the committee, the student will be suspended for 3-7 working days along with a fine wherever applicable. The moderate offences include:

a) Disruption/Obstruction:

- Obstructing or interfering with University functions or any university activity.
- Disturbing the peace and good order of the university by, among other things, fighting, quarrel ing, disruptive behavior or excessive loud noise.

- b) **Destruction of property:** Intentionally or recklessly damaging, destroying, defacing, or tampering with university property or the property of any person or business in the campus. Decision on this regard depends on the extent of damage.
- c) **Misbehavior & misconduct:** insulting and/or misbehaving with any of the university faculty, staff and fellow colleagues.
- d) **Possession of stolen property:** Possessing property known to the possessor to be stolen and that may be identified as property of the university or any other person or business.
- e) **Forcible entry or trespass:** Forcible or unauthorized entry to any building, structure, or facility and/or unauthorized entry to or use of university premises.
- f) **Unauthorized use of property or service:** Unauthorized use of property or services or unauthorized possession of university property or the property of any other person or business and bringing unauthorized persons to the university campus for using the facilities without appropriate permission.
- g) **Misuse of IT and web technologies:** Misuse of computer, IT and internet facilities of the university and usage of web based technologies including blogging and spreading adverse information about the university, its faculty, staff and students, which may harm the reputation of the university.

- h) **Misuse of media:** Misuse of press or electronic media to spread adverse and false information regarding the university, its faculty, staff and students.
- i) **Failure to appear:** Failing to appear at the request of any hearing authorities or failure to schedule an appearance with a hearing authority as directed by university official policy or any other appropriate authority.
- j) Taking photographs of cadavers, human subjects, specimens and mannequins without permission from appropriate authorities and recording video graphing lectures, seminars, etc. without permission and publishing them in social media.
- k) **Smoking:** Smoking anywhere in the university premises including labs, library, hospitals, and hostels or in the RAKMHSU buses.
- l) Aiding and assisting, hiring, or encouraging another person to engage in violation of the established policies and procedures.

9.4.3.3 For the mild offences and after counselling the students a verbal warning will be given for the first time. Repeated or aggravated violations will result in issuing a warning notice and getting an apology letter. if the violation is repeated further, a disciplinary action will be taken as per the university guidelines. The mild offences include the following:

- a) Violation of the dress code.
- b) Failing to wear show the university Identity Cards (IDs) whenever it is requested.
- c) Using any audio and communication devices in the classrooms.
- d) Consumption of food items (including chewing gums) in the classrooms, clinics labs and library
- e) Unauthorized use of university keys: Unauthorized use, distribution, duplication, or possession of any key(s) issued for any building, laboratory, facility, room, or other university property.
- f) **False report of emergency:** Causing, making, or circulating a false report or warning of a fire, explosion, crime, or other catastrophe.
- g) **Misuse of safety equipment:** Unauthorized use or alteration of fire-fighting equipment, safety devices or other emergency equipment.

9.4.4 Disciplinary Action Initiated

Any person may bring charges under the established university policies and procedures, and that person will be required to supply verifiable information pertinent to the case.

9.4.5 Notification and Procedural Interview

A procedural interview will be scheduled by the Office of the Student Affairs, or the disciplinary committee constituted by the President, within three days after the respondent is notified in writing of an alleged violation of the policy.

- Failure to appear at the procedural interview shall constitute a separate violation of this code and may result in further disciplinary action.
- Within five days of the procedural interview, the student is required to appear before the Disciplinary Committee. The Office of the Student Affairs or the Chairperson of the Disciplinary Committee shall notify the student of the time, date, and place of that appearance.
- The student's academic advisor shall attend the meeting in an advisory capacity and address the Committee only upon permission from the Chair.

9.4.6 Disciplinary Committee

The Disciplinary Committee is formed by the president at the beginning of each academic year. It consists of three faculty members Dean of Student Affairs, in addition to the Vice President - Academic who chairs the committee.

The committee convenes as required, when a case is referred to it. The Committee Chairperson notifies the student in question to attend a hearing session and after reviewing the case and hearing the student in question, the committee, forwards its recommendations to the President for his approval.

9.4.7 Sanctions

Factors to be taken into consideration when issuing sanctions include, but are not limited to:

- The respondent's motivation for displaying the behavior;
- The respondent's disciplinary history; and
- The extent to which the behavior jeopardizes the safety and security of RAKMHSU community and the likelihood of the behavior occurring again.

One or more of the following sanctions may be imposed:

- Verbal reprimand which is used to advise/counsel a student about his/her behavior; for the first mild offense.
- Reprimand which is an official written notification to the student that his/her behavior has been unacceptable. This will be issued for major/repeated violations of the university's code of conduct and will be maintained in the student's record for monitoring future behavior. A copy of the reprimand will be dispatched to the guardian.
- Suspension, which prohibits the student from attending the university and from being present without permission on university premises for the duration of the sanction, which shall not exceed a period of more than one semester following its effective date;

- Other sanctions may include, but are not limited to:
 - Restrictions from participating in sports;
 - Restitution;
 - Monetary fines , and
 - Expulsion/dismissal, which prohibits the student from ever attending the university and from being present without permission on university premises. Expulsion will be noted on the student's permanent record.

9.4.8 Appeals

- Respondents may appeal the decision of the Disciplinary Committee. The appeal should be made within five working days of the committee's decision to the President.
- The President reviews the case and informs the student of his/her decision.

9.5 Student Grievance Policy

RAKMHSU seeks to create and maintain a healthy and enjoyable study environment, and one that will enhance personal development. In instances where grievances occur, it is the aim of the university to resolve them amicably and promptly, in a manner that is both fair and equitable to all concerned.

Complaints or appeals by students to the Office of the Student Affairs, shall be made responsibly.

9.5.1 Student Grievances Procedure

To maintain a grievance, the complaining party must allege that he or she has suffered a substantial injury resulting from violation of rights or privileges concerning academic freedom, research or other activities, arising from:

- Acts of discrimination prohibited by the university;
- Failure to comply with rules, regulations, and procedures established by the university;
- Arbitrary and capricious actions and
- Retaliation for exercise of protected rights.

9.5.2 Procedures for implementation of grievance redressal

9.5.2.1 Informal Resolution

Before instituting a formal grievance, the aggrieved party shall make all reasonable efforts to achieve a resolution of the situation through informal consultation with the appropriate faculty advisor/mentor and administrative officers.

9.5.2.2 Preliminary proceedings

If informal consultation fails to resolve the matter, or if the aggrieved student concludes that such consultation is not feasible or would be futile, the aggrieved student shall refer the dispute to the Grievance Redressal Committee, by means of a letter addressed to the Chair. The letter shall identify the general nature and circumstances of the grievance.

9.5.2.3 The Student Grievance Redressal Committee

The Grievance Redressal Committee consists of five faculty members with full-time teaching appointments who are nominated by the President based on the recommendations from the respective Deans. In addition, four students representative will also be included.

The Chairperson, who is appointed by the President will convene the committee upon receipt of a request of an appeal against disciplinary action from a student, and will forward its recommendation to the Dean.

A student may appeal against the Grievance Redressal Committee's decision to the president whose decision is final.

9.5.2.4 Formal proceedings

Commencement of Proceedings:

- The aggrieved party may commence formal proceedings by means of a grievance sent to the Chairperson of the Grievance Redressal Committee with a copy to the Dean.
- The grievance shall identify the aggrieved party as the "Grievant" and shall name the other party (concerned student, faculty, departments / offices) as the "Respondent".
- Within five working days of receipt of the grievance, the Chairperson shall reply in writing, sending copies of the reply to the Dean and the Grievant. The reply shall set forth with particularity the position of the respondent with respect to each allegation of the grievance.
- If majority members of the Grievance Redressal Committee, after an opportunity for argument by the parties, agrees that for any of the reasons set out in this section a hearing is not warranted, the grievance shall be dismissed, in whole or in part, and the matters dismissed shall be deemed closed.
- On the determination that a hearing is warranted, the Chairperson shall establish a schedule for the hearing. Grievances shall be heard and decided with reasonable dispatch, and ordinarily shall be completed within five working days after the determination that a hearing is warranted. However, due consideration shall be given to the academic calendar of the university.
- A grievance procedure is not a formal judicial proceeding. Its purpose is to provide a fair evaluation of an allegation that a right or privilege has been violated. In order to achieve that end, the Grievance Redressal Committee shall have authority to call any material witness who is a member of the university faculty, administration, or staff and any other student who is willing to testify; to question parties and witnesses; to exclude matters it deems irrelevant; to place reasonable limits on arguments, the presentation of evidence, and the questioning of witnesses by the parties.
- The university will make a reasonable effort to facilitate the appearance of all faculty, administration, staff and students reasonably called to testify.
- The procedure at the hearings shall be informal but shall comply with the requirements of fairness to the parties.

- A party shall be entitled to inspect and copy, in advance of the hearing, all relevant documents in the control of the other party and not privileged, and may offer such documents or excerpts there from in evidence.
- The parties shall be entitled to present opening and closing statements.
- If necessary, a tape recording of the hearing shall be made and one copy shall be kept on file by the university.
- At the conclusion of the presentation of evidence and argument from both sides, the Committee shall convene a closed session to deliberate and reach a decision.
- In rendering its decision, the Grievance Redressal Committee shall determine whether the Grievant has established by clear and convincing evidence that he or she has suffered a substantial injury.
- The Grievance Redressal Committee shall render its findings and recommendations in a written opinion that shall state the number of members subscribing to the opinion, and shall include dissenting opinions, if any. This opinion shall be submitted to the Chair of the Grievance Redressal Committee, and copies shall be transmitted to the parties and to the Dean of the college.

9.5.2.5 Final disposition

The Grievance Redressal Committee shall discuss its findings with the President and the final decision shall be implemented by the university.

9.5.2.6 Dismissal of a student for adequate cause

Apart from academic dismissal, which is explained in detail in the Catalog, the student may be dismissed from the university on his/her misconduct either with his/her fellow students/faculty/staff, or on any other ground which the university deems necessary. A formal proceeding shall be initiated before such dismissal.

9.5.2.7 Commencement of proceedings

- Proceedings to dismiss a student for adequate cause may be commenced by a complaint, addressed to the Chairperson of the Grievance Redressal Committee. During the proceeding, the student shall be suspended from attending the classes, library or any other academic activity. A copy of the complaint shall be delivered in hand to the student concerned, or through email or by courier to the student's residence.

Within five working days of the receipt of the complaint, the student concerned shall reply in writing, sending copies of the reply to the Chairperson of the Grievance Redressal Committee and to the Dean of the college. The reply shall set forth with particularity the responding student's position with respect to each allegation of the complaint.

- Upon receipt of the complaint, the Grievance Redressal Committee shall deliberate the issue and take a final decision in consultation with the President.

9.5.3 Policy on Sexual Harassment

RAKMHSU reaffirms its commitment to maintaining a positive climate for study and work, where individuals are judged solely by relevant factors, such as ability and performance and are free to pursue their academic and work activities in an atmosphere free from coercion and abuse.

Sexual harassment of students by faculty or administrators or of employees by those in a position to affect their employment conditions or by other employees in the work unit is inimical to such an atmosphere and will not be tolerated. Sexual harassment is defined as:

- Unwelcome sexual advances
- Requests for sexual favors
- Verbal or physical conduct of a sexual nature when
 - Submission to such conduct is made explicitly or implicitly a term or condition of academic advancement or employment
 - Submission to or rejection of such conduct by an individual is used as the basis for decisions relating to the academic advancement or employment of the individual
 - Such conduct has the purpose or effect of substantially interfering with an individual's academic work performance or limiting participation in University programs or
 - The intent or effect of such conduct is to create an abusive, hostile, or offensive academic or work environment

Violation of this policy may lead to disciplinary action such as suspension or termination.

Any complaint regarding sexual harassment shall be addressed to the Office of the Student Affairs and the same procedure which is adopted for other complaints shall be followed.

9.5.4 General Welfare

Where grievances concern matters of administration, financial matters, or services available to students, students should initiate a discussion with the appropriate member(s) of staff. Discussion will be within the context of the rules and regulations as set out in this Student Handbook and other publications. The following procedure will then be followed:

- Grievance proceedings shall be commenced by way of the student presenting the grievance orally to the relevant authority who shall act on the grievance accordingly.
- If the oral response does not satisfy the student, s/he shall submit a written grievance to the Office of the Student Affairs. The Office will set up a meeting between the relevant parties.
- If the matter remains unresolved, then a written grievance with all supporting documentation shall be submitted to the President, who will convene a meeting between all the parties involved where arguments and/or witnesses in support of the grievance shall be presented. A final administrative decision shall then be made and communicated to all parties involved.
- The student is advised to consult his/her Academic Advisor during this procedure.

10. FINANCIAL INFORMATION

The University reserves the right to increase the tuition and other fees by a maximum of 10% per academic year when deemed necessary. The regulations concerning fees and the method of their payment, will be applicable to the present as well as to the future students.

The following fee structure is applicable for the new intake students of 2023-24 registered in various programs at RAKMHSU:

10.1 Tuition and Other Fees

i) Applicable at the time of application / admission:

S.No	Fee Details	AED	Applicable to
1	Application Fee (one time)	500	First year and Transfer students
2	Admission Fee (one time)	2,500	For all programs
3	Lab and Library Fee (per annum)	1,000	For all programs
4	Transfer Application Processing Fee	500	Transfer students at the time of joining
5	Readmission Fee	500	Repeating / rejoining students

iii) Tuition Fee:

College	Program	Amount Per Semester (AED)	Remarks
RAK College of Medical Sciences	MD	63,000	---
RAK College of Pharmacy	B. Pharm	20,500	After applying concession on the declared fee of AED 27,500 per semester
	Master of Science in Clinical Pharmacy	25,000	After applying concession on the declared fee of AED 30,000 per semester
	Master of Science in Pharmaceutical Chemistry	25,000	After applying concession on the declared fee of AED 30,000 per semester
	Master of Science in Pharmaceutics	25,000	After applying concession on the declared fee of AED 30,000 per semester

RAK College of Nursing	BSN	17,500	After applying concession on the declared fee of AED 22,500 per semester
	RNBSN	15,000	After applying concession on the declared fee of AED 22,500 per semester
	Master of Science in Adult Health Nursing	25,000	After applying concession on the declared fee of AED 30,000 per semester
	Master of Science in Psychiatric Mental Health Nursing	25,000	After applying concession on the declared fee of AED 30,000 per semester
	Master of Science in Pediatric Nursing	25,000	After applying concession on the declared fee of AED 30,000 per semester
	Master of Science in Community Health Nursing	25,000	After applying concession on the declared fee of AED 30,000 per semester
	Master of Science in Midwifery	25,000	After applying concession on the declared fee of AED 30,000 per semester

College	Program	Amount (AED)	Remarks
RAK College of Dental Sciences	BDS	2,440	Tuition Fee Per Credit Hour – Dentistry Courses (180 Cr. Hours)
		1,200	Tuition Fee Per Credit Hour – General Education (21 Cr. Hours)
		4,600	Misc. Fees* Per Semester (Year 1-3)
		9,900	Misc. Fees* Per Semester - (Year 4-5)

* Misc. Fees includes Lab, Library, Examination, Material/Consumable

iii) Exam Fees:

S.No	Programs	Amount (AED)
1	MD (per annum)	2,000
2	B. Pharm (per semester)	1,500
3	BSN (per annum)	2,000
4	RNBSN (per annum)	2,000
5	MS Pharmacy (1 st Year)	2,000
6	MS Nursing (1 st Year)	2,000
	MS Nursing (2 nd Year)	1,000

iv) Other Fee:

S.No	Fee Details	AED	Applicable to
1	Late Registration Fee (per semester) *	500	Students registered after the due date
2	Industrial Training Fee per annum	15,000	B. Pharm (Semester IX)
3	IFOM Exam Fee per annum*	1,150	MBBS (Year V)
4	Clinical Rotation Fee Per Annum	3,000	MD (Year IV, V & VI)
5	Dissertation Fee per annum	2,500	MSN/MSM/MSP (Year II)
6	Convocation Fee	1,500	Final Year students (all programs)
7	Uniform Fee per annum *	1,100	BSN (Year I)
		420	RNBSN / MSN (Year I)
8	Student Nurses Forum Fee * per annum	100	BSN / RNBSN / MSN
9	Mal-Practice Insurance Fee * per annum	150	BSN (Year 3 & 4)- Mandatory
			RNBSN / MSN – Optional for those who are working in hospitals
10	BLS Course Fee per annum *	420	MD (Year VI) & optional for other students
11	Cheque Bounced Charges *	500	For each instance

* Including 5% VAT

v) Optional Fee:

S.No	Fee Details	AED	Applicable to
1	Examination Paper Review	200	per course
2	Replacement of Student ID card *	105	
3	Replacement of Health Insurance Card *	105	
4	Issue of Duplicate Hall Ticket *	50	
5	Course Description Fee *	50	
6	Log Book Fee (additional) *	60	For MDProgram
		50	For B. Pharm Program
7	Additional Transcript Fee *	30	
8	Student Permanent Academic Record / Degree Verification *	300	For Bachelor Transcripts
		500	For Master's Transcripts
9	Certificate 'To Whom it may concern' *	30	
10	Certificate of Status Fee / Fee Advice *	30	

11	Name Badge Fee (additional) *	30	
12	Student ID Card Tag Fee *	10	
13	Duplicate Locker Key *	30	
14	Degree Certificate Reprinting *	525	
15	IELTS Course Fee *	1,000	
16	Exam Fee (re-admitted students)	400	Per course
17	Transport Charges (Dxb/Shj-RAKMHSU)	50	One - way / per trip
18	Health Insurance Fee per annum *	2,400	Non Emirati students

* Including 5% VAT

vi) Visa Fee (Optional)

S.No	Fee Details	Amount (AED)	Remarks
1	Visa Fee for foreign students per annum	2,100	including EIDA Card
2	Visa Security Deposit	2,000	onetime feerefundable
3	In country and local amendment fee	750	if applicable
4	Visa Cancellation Fee	300	at the time of visa cancellation

* Including 5% VAT

Note: In case of visa rejected by the Immigration department after applying for the student visa, an amount of AED 500 will be deducted from the Visa fee and the balance will be refunded to the student.

vii) Transport Fee per Semester (Optional)

S.No	Fee Details	Amount (AED)
1	From Dubai, Sharjah, Ajman & UAQ	6,250

* For transportation minimum 5 students must be registered for each zone to provide the service.

As per Federal Decree Law No. 8 of 2017, Value Added Tax [VAT] applied on certain fees at the standard rate of 5%. RAKCODS is academically a constituent college of RAKMHSU and financially managed separately, therefore VAT will differ for the fee components of BDS Program.

Optional fees such as Visa, Health Insurance, Transport, IFOM Exam Fee etc will be subject to increase as and when government departments / concerned agencies raise their charges and the maximum cap does not apply.

viii) Mode of Fee Payments:

Fee can be paid through Cash / Cheque / Bank Transfer / Online Payment Link / Debit/Credit Card / SKIPLY App (No transaction fee)

For International Telex Transfers, AED 150/- (approximate charges) has to be added along with the total fee towards bank clearance charges. Telex Transfer charges may vary for each country.

Student will be given credit only for the **Net Amount Credited** into our bank account.

10.2 Concession in Tuition Fee:

A) MD Program

20% concession in the tuition fee is provided for all students securing above 95%, in overall aggregate in 12th grade/UAE NGSSE/equivalent. This concession is limited to the first year only.

Subsequently, a student who secures annual Grade Point Average of 3.8 or above on a 4.0 scale in the year end exams, will be entitled for a 15% concession in the tuition fee for the following year.

B) BDS Program

20% concession in the tuition fee is provided for all students securing above 95%, in overall aggregate in 12th grade/UAE NGSSE/equivalent. This concession is limited to the first year only.

15% concession in the tuition fee is provided for all students securing above 90%, in overall aggregate in 12th grade/UAE NGSSE/equivalent. This concession is limited to the first year only.

Subsequently, a student who secures annual Grade Point Average of 3.8 or above on a 4.0 scale in the year end exams, will be entitled for a 20% concession in the tuition fee for the following year.

C) B.Pharm Program

20% concession in the tuition fee is provided for all students securing above 95%, in overall aggregate in 12th grade/UAE NGSSE/equivalent. This concession is limited to the first semester only.

15% concession in the tuition fee is provided for all students securing above 90%, in overall aggregate in 12th grade/UAE NGSSE/equivalent. This concession is limited to the first semester only.

Subsequently, a student who secures annual Grade Point Average of 3.8 or above on a 4.0 scale in the semester/year end exams, will be entitled for a 15% concession in the tuition fee for the following semester.

D) In the case of BSN/RNBSN Program, the University has already given a maximum discount against the declared fee in the Admission Brochure, therefore no other discounts including merit scholarships will be given to any student.

E) For eligible students, only one fee concession (whichever is higher) will be given in a semester.

10.3 Tuition fees for Readmitted, Repeaters and Transferred Students:

Readmitted repeaters or students transferred from another institution who are not required to take all courses of the semester shall only pay fees on a pro rata basis according to the total number of credits in the courses they are required to take in that semester. For all the following semesters, full semester fees will be levied.

10.4 Eligibility for registration of students:

- a) Student/s is/are deemed to be eligible for registration upon successful completion and meeting all the examination criteria for promotion for the subsequent semester.
- b) Mere payment of fees does not automatically qualify any student to be promoted to the subsequent semester/year of study.
- c) In case any student is eventually found to be NOT eligible for promotion, the fees amount already paid in advance by the student for the next semester/year of study will be adjusted against the fees for repeating the module/course/semester.

10.5 Registration of Students:

- a) Registration of students is deemed to be complete upon confirmation of admission to the University, along with payment of all fees for the respective semester.
- b) Students will be allowed to pay the fee in two installments in each semester. In order to complete the registration process, a post-dated cheque for the second installment has to be mandatorily submitted along with the first installment on or before the registration date.
- c) Any student who has NOT paid his/her respective semester fees in full will NOT be registered in the University Management System [UMS]

10.6 Late Registration Fee:

- a) After the expiry of registration date, students will be allowed to register within the following five University working days, to settle the fees due along with a late registration fee of AED 500/-.
- b) Students will NOT be eligible to enroll after the expiry of late registration date.
- c) Attendance shall be marked to the student in UMS software only from the date of settlement of all financial obligations to the University.

Students are advised to pay the fees on time and avoid any issues that may lead to invalidation of attendance, non-eligibility for appearing in examination/s, / loss of a semester / academic year etc. The students should also notify any delay in Registration to the Dean of the respective College immediately.

10.7 Action against non-registration:

The following actions shall be initiated after the expiry of late registration date unless the University gives special approval to continue to attend classes:

- a) The official University email ID of student will be suspended
- b) Student's name will be suspended from all classwork including the clinical rotations, wherever applicable
- c) Student's name will be suspended from UMS portal

10.8 Refund Policy (applicable only for Tuition & Transport Fee) – All other fees once paid are non-refundable:

Requests for refund should be made at the Office of Admission & Registration by submitting a written request of withdrawal / e-mail along with original fee receipt. Refund will be made only after clearance of all dues, if any, to the University. On approval, the amount shall be refunded as mentioned below:

Refund request submission– timeline for all programs	Amount eligible for refund
Any time after admission and tuition fee payment until 31 st July 2023	50% of the tuition fee for the semester All other fees once paid are non-refundable
On or after 1 st August 2023	No refund of any fees

10.9 Refund of Transport Fee:

Students who decide not to avail the bus facility within two weeks from the date of commencement of classes will be refunded 50% of the transport fee. Beyond two weeks, the total fee paid is non-refundable.

For subsequent semesters, all fees once paid are non-refundable.

10.10 Policy for Cheque Bounce

- a) In case of cheque bounce, the respective student will be liable to pay a fine of AED 500/- [applicable on each such occasion] to the University and in addition to the fine, the entire fee dues must be cleared within five University working days from the date of cheque bounce. In case of any further delay to settle the fee dues, appropriate LEGAL ACTION will be initiated as per the UAE laws.
- b) Such student/parent/guardian/sponsor whose cheques has/have bounced will forego the opportunity of payment/s through cheque/s and henceforth for the remaining semester/s, they will pay by CASH [UAE Dirham] only.

10.11 Student Residence Facility:

Students of RAKMHSU are provided hostel facilities in the Student Residence Facility the Government of Ras Al Khaimah has built in the American University of Ras Al Khaimah (AURAK) Campus. Hostel fee is not under the purview of RAKMHSU. The current fee structure is available from the Admissions Office or Student Affairs Unit at RAKMHSU.

10.12 Bank Loan Assistance:

On request by the student, the University will issue a bonafide certificate along with the statement of annual expenditure for the program to enable students to obtain the maximum educational loan from the banks. The student is ultimately responsible for resolving all issues involving loan delinquencies, defaults, and/or any other circumstances that would result in the student being ineligible to borrow through any loan program.

10.13 Health Insurance:

Health insurance coverage is essential for all students studying in RAKMHSU and the insurance fee is collected along with the tuition fee, on or before the scheduled date for the fee payment. Students who have their own medical insurance arrangements, shall submit a copy of the valid health insurance card to the University for records.

The student should opt for the university provided health insurance card by 30th September of each academic year. The university will not be able to enroll new members in the insurance scheme on or after 1st October, as per the contract between the university and the health insurance company.

11. CONTACT INFORMATION

The following are the local contact numbers (within the campus) for various RAKMHSU Offices.

RAK Medical and Health Sciences University Offices		
S.No.	Designation	Ext
Office of the President		
1	President	101
2	Executive- Office of the President	206
3	Sr. Executive Secretary	102
Vice President - Academic Affairs Office		
1	Vice President - Academic Affairs	116
2	Secretary	117
Student Affairs Office		
1	Dean Student Affairs	141
2	Manager, Student Affairs	150
3	*For full information of the members of the office please see page (79)	
RAK College of Medical Sciences		
1	Dean	103
2	Dean Secretary	104
3	Chairperson, Anatomy	266
4	Chairperson - Biochemistry	215
5	Chairperson, Pathology	153
6	Chairperson, Microbiology	220
7	Chairperson, Pharmacology	261
8	Chairperson, Physiology	249
9	Chairperson, Community Medicine	237

RAK College of Dental Sciences		
1	Dean	07-2222593
2	Dean Secretary	07-2222593
3	Sr. Manager, HR & Finance	07-2222593
4	Sr. Manager, Marketing & Administration	07-2222593
5	Manager, Admission	07-2222593
RAK College of Pharmacy		
1	Dean	119
2	Dean Secretary	120
3	Chairperson, Pharmaceutical Chemistry	280
4	Chairperson, Pharmaceutics	265
5	Chairperson, Clinical Pharmacy & Pharmacology	225
RAK College of Nursing		
1	Dean	121
2	Dean Secretary	122
General Education		
1	Chairperson	226
Alumni Office		
1	Head Alumni	222
Assessment Office		
1	Deputy Director	107
Academic Advising		
1	Chief Coordinator	232
Central Simulation & Clinical Skills Lab		
1	Chairperson	252

Vice President – Research & post- Graduate studies Office		
1	Vice President – Research & post- Graduate studies	119
2	Executive Secretary	120
Central Research Laboratory & Animal house		
1	Director	219
Center for Educational Development & Research		
1	Director	283
Library		
1	Chief Librarian	177
Dean Institutional Effectiveness, Quality Assurance & Accreditation		
1	Dean - Institutional Effectiveness, Quality Assurance & Accreditation	111
2	Head of Documentation & Strategic Planning	244
3	Head of Quality Assurance & Accreditation	110
4	Head of Institutional Effectiveness	253

Chief Operation Officer		
1	Chief Operation Officer	
Admissions, Registrations & Marketing		
1	Head	204
2	Senior Executive - Admissions	102
Information Technology		
1	Head	224
2	IT Department	128/129
Facility Management		
1	Manager	143
Finance & Accounts		
1	Head	137
Human Resources & Administration		
1	Head, Human Resources	140
2	Manager, Administration	138
Others		
1	Reception and Enquiry	100
2	University Fax	07-2269997
3	University Board line	07-2043000
4	University Admission line	07-2043200
5	University Admission Fax	07-2269998

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