



جامعة رأس الخيمة للطب والعلوم الصحية
RAK Medical & Health Sciences University



STUDENT HAND BOOK

2024 - 2025



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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. RAKMHSU has received a five-star rating in the QS Stars International Rating for universities, making it the first medical university in the country to receive such a rating. This achievement is an important addition to the university's record of academic excellence and reinforces its position as a leading educational institution in the field of medical and health education 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 favourable ambience to around 1400 students from 50 nationalities, and it aspires to further growth by establishing more master's 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 catalogue provides the students with an in-depth and broad guidelines of the university's admission procedures, assessment policies, student policies, financial information, and academic aspects of all our programs.

The catalogue also focuses on furnishing the details of RAKMHSU Vision, Mission, Core Values and Functions, Licensure and Accreditation status of the university and its colleges, the structure of the university, the Memorandum of Understandings with different institutions / organizations both national and international, and the university's state of art facilities.

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

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



President

Professor Ismail Matalka, FRCPath



HISTORY AND BACKGROUND

RAK Medical and Health Sciences University

RAK Medical & Health Sciences University (RAKMHSU) has been set up under the visionary leadership of His Highness Sheikh Saud bin Saqr Al Qasimi, UAE Supreme Council Member and Ruler of Ras Al Khaimah. The aim of His Highness Sheikh Saud Bin Saqr Al Qasimi, Ruler of Ras Al Khaimah and Supreme Council Member, United Arab Emirates was not just to build schools or colleges, but to lay a foundation for an educational infrastructure, that will serve as a platform for global institutions to provide world-class training to the students across the region. His message was clear “We need to encourage excellence in our schools now more than ever”. RAKMHSU has been maintaining absolute honesty and transparency in its functioning, in addition to a relentless march towards excellence with an issue-based functioning.

RAK Medical & Health Sciences University started as the First Comprehensive Health Science University in UAE in the year 2006. The MBBS Program was introduced in the Academic Year 2006 and Bachelor of Dental Surgery (BDS), Bachelor of Pharmacy (B Pharm), and Bachelor of Nursing (BSN) were commenced in the year 2007. Further, the Bridge Program for BSN (RN-BSN) was included to our list from the Academic Year 2008-2009. It is also a matter of pride for RAKMHSU for being the First in UAE to start a two-year Master's Program in Nursing and Pharmacy. Now, in addition to the MS in Adult Health Nursing (MSN) and MS in Clinical Pharmacy, we also have MS in Pediatric Nursing, MS in Community Health Nursing, MS in Psychiatric-Mental Health Nursing, MS in Midwifery, MS in Pharmaceutical Chemistry and MS in Pharmaceutics programs after due accreditation.

RAK Medical & Health Sciences University in Ras Al Khaimah, has achieved a significant academic milestone by attaining a "Five Stars" rating in the global QS Stars assessment system. This achievement places the university among the world's elite academic institutions.

The university received a special rating after experts from the QS Foundation carefully studied it. They looked at how well the university performs based on certain criteria outlined in the QS Stars method.

All our programs have been fully accredited locally by the Commission for Academic Accreditation (CAA) under the Ministry of Education. Also, RAKMHSU is listed in the World Directory of Medical Schools (WDOMS), hence it is internationally accredited. In addition to that, our Doctor of Medicine (MD) program is accredited by the World Federation of Medical Education (WFME), and the Bachelor of Pharmacy program is accredited by the Accreditation Council for Pharmacy Education (ACPE), USA. Our Nursing program received the Candidacy Approval from the Accreditation Commission for Education in



Nursing (ACEN) and the Dental program is under the process of international accreditation from the Australian Dental Council (ADC).

RAK Medical and Health Sciences University is listed on the World Health Organization's roster, enabling university graduates to undertake examinations such as the American equivalent (USMLE), the British PLAB, and others, facilitating enrollment in studies and specializations abroad. Additionally, the Faculty of Dentistry is endorsed by the World Health Organization (IMRW), and the clinical training provided by the Faculty is acknowledged by the Royal College of Surgeons in Ireland.

The university is accredited as a testing center for English language tests including IELTS and EMSAT within UAE.

From the humble beginning with 22 students in 2006, RAKMHSU has grown remarkably well, now having more than 1350 students from about 50 different Nationalities. Similarly, RAKMHSU is proud to have 88 teaching faculty members, 140 non-teaching staff members, and 22 from teaching assistant from 35 different countries. RAKMHSU has become a role model of synergy and cooperation among students and faculty of different nationalities and religions, pursuing with commitment to their respective professional careers. The continued significant contribution from the committed faculty has helped RAKMHSU immensely in improving its academic standards. One of the happiest moments for all of us was the First Convocation held in the year 2011 when 19 Medical and 48 Nursing students received their degrees from His Highness Sheikh Saud bin Saqr Al Qasimi.

The implementation of the University Management System has enabled the University towards paperless administration. The implementation of the Online Examinations is yet another important step towards improvement in the effectiveness of the University functioning.

It is a matter of great satisfaction for RAKMHSU to receive accolades from the experts for the rapid progress in the quality of education that has been made in a short span of 17 years!

RAK Medical and Health Sciences University provides a favorable ambiance for learning and in the process establishes the legacy of academic quality. Our medical and health science professional training has been unique in several aspects and matching with the International Standards. Our Faculty-Student ratio of 1:6 is also contributing significantly to one-to-one interaction of students with the faculty. RAKMHSU has established itself as one of the foremost Universities in the region and is considered a credible destination for health sciences education. RAKMHSU envisages further growth by establishing more and more masters programs not only in Nursing and Pharmacy but also in the Medical and Dental programs in addition to short-term courses. It is a matter of great satisfaction to see our students excelling not only in academics but also in other co-curricular and extracurricular activities bringing



laurels to RAKMHSU! Our students who have pursued their higher education in countries like the UK, USA, Australia, India, Germany, etc., are excelling in their chosen fields. Further, more than 600 Nursing Graduates, 50% of whom are Nationals, serving this country after their graduation.

RAK Medical and Health Sciences University is very proud to have all state-of-the-art facilities for quality health sciences programs. The RAK College of Dental Sciences has its own state-of-art building with ultra-modern dental clinical facilities. Further, an independent building for both nursing and pharmacy colleges in addition to a sports complex has been fully functional. With this additional state-of-the-art infrastructure, RAKMHSU has taken one more significant step towards the International Standards.

The university's central library spans an area of 13,500 square feet and can accommodate 300 male and female students. It features 14 group discussion rooms and a computer suite. The library is fully computerized using the AutoLib management program. Students have got access to approximately 25,000 physical books, along with 370 e-books and 3,500 magazines through the library's electronic portal.

Translational Medicinal Research Center (TMRC) is a biomedical research laboratory adopting an interdisciplinary approach directed towards understanding the pathogenic mechanisms of different infectious diseases and non-infectious ailments such as obesity, diabetes, and hypertension. TMRC is also engaged in delineating the role of microbiome in health and diseases. In addition, research in the area of pharmaceutical sciences focusing on bioactive compounds from natural sources also constitutes an important area of research. TMRC is serving as the research hub of all four colleges of RAKMHSU; namely, RAKCOMS, RAKCOP, RAKCODS, and RAKCON. The collective goal is to create an intellectual atmosphere conducive to the exploration of frontiers of multidisciplinary knowledge. The ultimate goal is to develop novel diagnostic tests and products, procedures, and techniques of value for improving the health care and well-being of people.

RAK Medical & Health Sciences University's Central Animal Research Facility (CARF) was established in the year 2018 on an area of 2,237 square feet for the breeding, and housing of Wistar rats in addition to four laboratories for various pre-clinical research purposes. Currently, CARF maintains Wistar rats, and in the near future, we will incorporate in-breeding and housing facilities for different strains of genetically modified strains of rodents like BALB/c mice, Sprague Dawley rats, and New Zealand white rabbits. The CARF provides a centralized animal research and technical support facility for researchers in departments/ colleges across the University. The holding rooms in the CARF are multi-purpose and designed to be flexible, depending on the needs of the various animals and research paradigms. The veterinary doctor routinely does periodic health monitoring of the animals. In addition, feed and water analyses are carried out periodically to assess their quality and contamination. A dedicated team of well-



qualified and trained scientists/ veterinarians and technical assistants, who are experienced in modern methods of animal care, breeding, and husbandry, manage the facility.

Moreover, a central simulation and clinical skills lab has been set up to provide comprehensive training to all students, including those pursuing master's degrees. This lab features various clinical simulation technologies such as the metaverse, high-fidelity mannequins, and simulation software. By incorporating these simulation exercises, the University has achieved another remarkable milestone in this field.

RAK Medical and Health Sciences University is proud to have implemented the online examinations for all programs which is an important milestone for the University, making the whole examination process foolproof and paperless.

Since its inception, RAKMHSU signed several MoUs with both national and international institutions/ organizations to encourage Electives, CMEs, Faculty and Student Exchange, Industrial Training, and Internship programs.



1. UNIVERSITY VISION, MISSION AND CORE VALUES

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 contributes 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 Strategic Goals and Objectives

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 (MD / MBBS), 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 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 the 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 alliances 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 – MD/MBBS 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 Artificial Intelligence in Medicine, 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

3.1 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 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. Concerning creating a facilitatory, conducive and scholarly environment decrees that the students must be guided by a set standard 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.

3.2 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.

3.3 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.



3.4 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 the 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.

3.5 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.

3.6 Student Publications

3.6.1 Publications of Student Council

Publications that are written or distributed by the 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 the Student Council or students to electronic media/press/web shall be vetted by the Faculty Advisor.

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

Posters and other similar written notices must be registered with the Office of Student Affairs, before they are 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.



3.6.3 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 the student body should always be discussed through available channels with the university authorities.

3.6.4 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.

3.7 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.

3.8 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 & 15).



4. POLICIES 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 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 University's E-Learning Courses

- 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 E-Learning Delivery

- 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 E-Learning Academic Services

- a. Providing effective web-based information to students about the nature of the E-Learning environment and assisting 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 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 E-Learning Academic Integrity

- a. Ensuring that the student who registers in an 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 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 an 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 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 sessions 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 Timetable.
- 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 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. Proctors can Pause or Terminate the Exam to prevent impersonation 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 another 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 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 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	• 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	• 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



Female Students	Dos	Don'ts
		undergarments visible
Footwear	Well-kept formal shoes and socks	Sports shoes, running shoes, sandals, flip-flops, sneakers and high heels
Hair	Well – combed hair, tied or pinned to avoid hair falling all over the face	Dyeing of hair in unnatural color
Accessories	- Only 1 pair of earrings. - Clean and short fingernails - Light make-up	- Multiple pairs of earrings or other visible piercing jewelry - Excessive jewelry

Male Students	Dos	Don'ts
Attire	- 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	- 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 artwork other than manufacturers' logo
Footwear	Well-kept formal shoes and socks	Sports shoes, running shoes, sandals, flip-flops, and sneakers
Hair	- Short hair length and above top collar line - Well-combed hair	- Long hair and ponytails - Dyeing of hair in unnatural color
Accessories	Clean and short fingernails	- 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 / Midrifts



Low-cut Blouses/T Shirts



Ripped/Torn Jeans



Short Skirt



Slipper



Tidy Legging



High Heels

Dress Code for Male Students



Singlet



T-Shirt



Earrings/Face Accessories



Sandals



Sports Shoes



Shorts



Ripped/Torn Jeans



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 practical's and clinics. Full-length and wrapped around gowns are the most suitable. Students may wish to purchase a vinyl-coated or rubberized cloth apron for added protection to their clothing. Lab coats should be worn only in teaching environments 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

Objective: To promote student participation in scientific research and encourage them to publish and participate in scholarly activities.



5.4.1 Organization and procedure of Students' Research:

1. Students embarking on research must have faculty supervisor(s).
2. Studies involving the hospital data must have one of the adjunct clinical faculty as a co-guide.
3. Students are advised to discuss the research topic with the faculty supervisor(s) and develop a relevant and feasible research proposal.
4. The faculty would help the students to develop a research proposal and guide them throughout the study.
5. The faculty would ensure the scientific validity, relevance, feasibility, and ethical issues before finalizing the research protocol.
6. Refer the guideline for approval pathway for undergraduate and postgraduate research projects
7. The students are advised to carry out research within the jurisdiction of RAKMHSU as much as possible.
8. If the proposal is outside the jurisdiction of RAKMHSU, necessary approval from the appropriate administrative authority must be obtained before the commencement of the research study.
9. Presentation at conferences:
 - After completing the research project, students are advised to consult their faculty supervisor and encouraged to present their research findings at the RAKMHSU Student Scientific Conference and national and international conferences.
 - Students need to apply in the prescribed format through the Dean and faculty supervisor to obtain approval at least one month before the last date of abstract submission.
 - The Student Research Board must receive a national conference application for a poster or oral presentation at the RAKMHSU Student Scientific Conference.
 - The application must be submitted to the University Research Committee for poster/oral presentations at international conferences.
 - The Student Research Board/ University Research Committee would communicate its decision to the students through his/her faculty supervisor, with a copy marked to the Dean and VP-Research and PG Studies.

5.4.2 Policy on Students' Support for Participation in Conferences

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 agency, - 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 a maximum of 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 participation in the conference.
- The Dean concerned will decide upon the 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 depend upon the availability of the funds for students' activities for that particular academic year.
- Based on the Dean's recommendations, the 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 the 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 the 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 research work must have been done in UAE after getting approval from the University Research Committee (as well as the Ministry of Health, Research & Ethics Committee in RAK wherever necessary).
- Once the research project is completed, the students are eligible to present the same at any conference. But before sending it, they should get approval from the dean of the respective program.
- The scientific content of the paper/poster shall be pre-approved by the Student Research Board (SRB), and Vice President-Research & PG Studies approval must be obtained before sending the poster/paper to the conference organizers.
- The student shall produce specific evidence that the paper/poster presentation was accepted by the organizers, along with an invitation to present it on a specific date.
- 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 received by the organizers along with an invitation to present the paper/poster at a particular date. They must get a bona fide certificate from the Dean before attending the conference.
- If a team of students works together to prepare a paper/poster, only the first author (only one) will be sponsored by the university.
- The university will provide funds for conferences/workshops/seminars for the sponsored student up to a maximum of AED 2500 within the Asia & Africa region and AED 8,000 for other areas of the world, which includes air tickets (Economy class), accommodation (USA and Europe: USD and others: USD 100), registration fees, poster printing charges, 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 depend 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 to participate as delegates at international-level conferences. It will sponsor students only for the presentation of the paper/poster.
- If a student registers for a conference and their paper/poster is accepted, but for some reason, the visa request is rejected, the university may pay the registration fees and poster fee. That should be dealt with in exceptional cases and on a 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 must maintain a consistent CGPA of 3.0 and above and a good track record of excellent conduct and behavior.
2. Students who have faced disciplinary action will not be sponsored. Students who have not followed the university rules and regulations or received explanatory or disciplinary memos from the Dean for the same will not be eligible to attend or be sponsored.
3. They must maintain at least 75% 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 program within one year of attending a regional or international conference/seminar/workshop, they must 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 the national and international levels 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 a 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 the highlights within two weeks to the respective Dean, University Research Committee, Student Research Board, and Student Affairs department.
8. Within 15 working days after the conference, submit all necessary receipts and documentation for expense reimbursement through the dean and faculty supervisor.

5.4.3 Policy on Students' Support for Publications in Scientific Journals

- Students are advised to consult faculty guides before an article is submitted for publication.
- The Vice President must approve all research surveys conducted for Research and Postgraduate Studies before being submitted to any journals or other publication outlets.
- The data from research, surveys, or draft manuscripts needs to be submitted to the Student Research Board for approval through the faculty supervisor and the Dean before submission for publication.



- It is the responsibility of the faculty supervisor and the group leader to submit all original survey materials and data to the Student Research Board and obtain full approval from the committee.
- The Student Research Board would communicate its decision to the students through their faculty guide, with a copy marked to the Dean and University Research Committee.
- The faculty will pay the publication cost as per the policy, and the University will reimburse the faculty author, who actually paid the publication fee. The student affiliation has to be in the name of RAKMHSU. The article processing charge (APC) for student publications in Scopus-indexed Q1, Q2, Q3, or Q4 journals will be a maximum of AED 1000. If the APC exceeds AED 1000, the additional cost will be covered by the faculty from their yearly allocated publication budget. Each student is eligible for APC funding for one publication per academic year.

A. Participation in university activities

- All students are urged to attend and participate in 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 agency, 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 a maximum of 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 participation in the conference.



- The Dean concerned will decide upon the 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 depend 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 to participate 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 reason the visa request is rejected, the university may pay the registration fees and poster fee. That should deal with 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% 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 of 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 for 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.



5.5 No Smoking Regulations

Please refer to RAKMHSU Policy and Procedures Manual (Policy 7.2 – Smoking/Vaping Policy) for more details.

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 Volunteer Platform (<https://www.volunteers.ae> 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 provides 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 are 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 a 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 through their faculty advisors and peer mentors;
- Promoting intellectual innovation in Medical Field using several ways for example enhance their skills in studying and research;
- Encouraging students to take advantage of both in- and out-of-class educational opportunities and improve the interprofessional learning interaction between all of them;
- To become self-directed learners and decision-makers based on the type of advising offered to them by their advisors.



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, positively.

The Academic Advising Committee consists of the following:

Chair – Vice President Academic

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, 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.



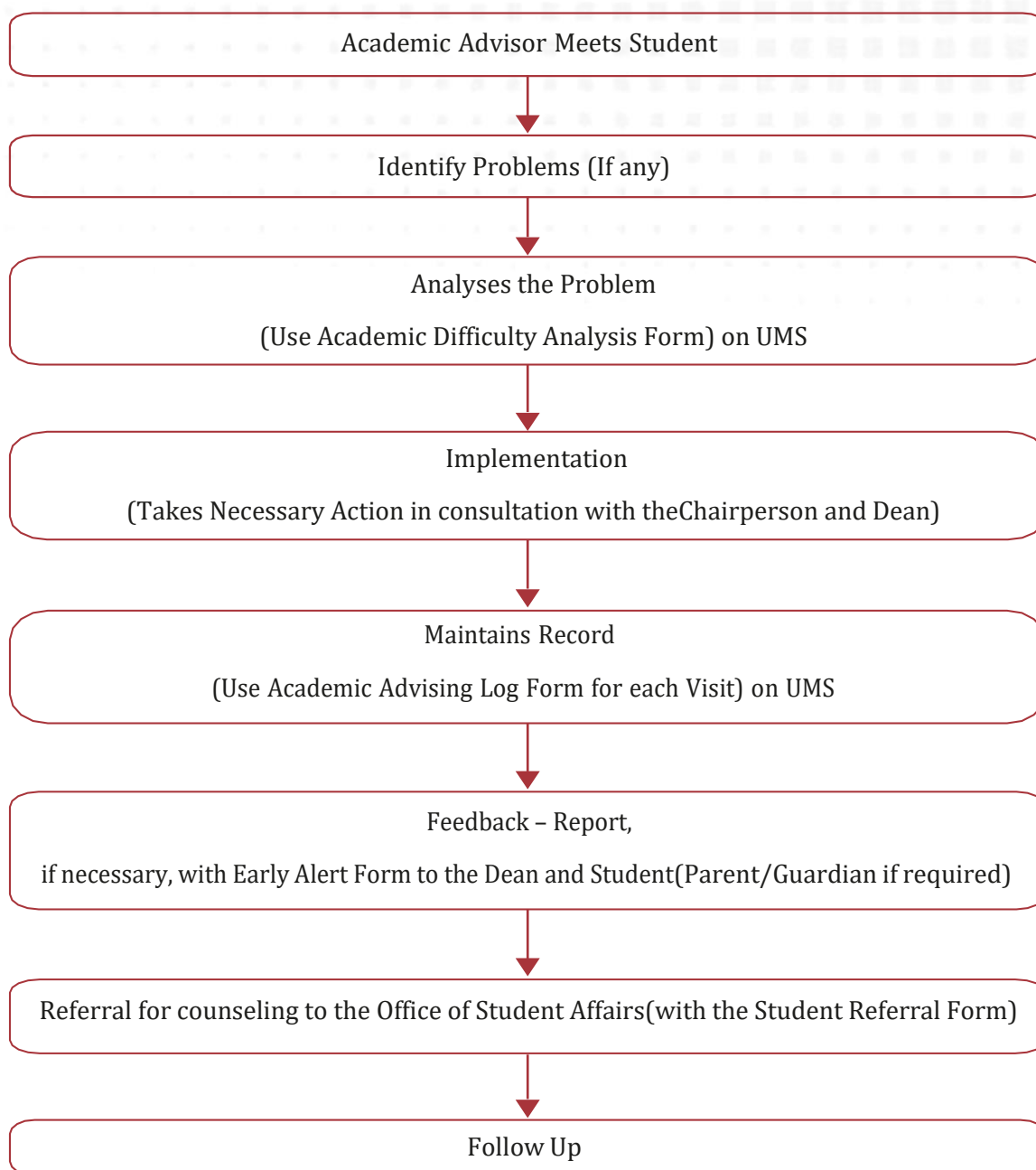
- Help advisees understand the relationship of past educational achievements to their present and future educational goals.
- Ensure students are knowledgeable about advisor/advisee responsibilities.
- Maintain confidentiality of students' records when applicable.
- Maintain accurate documentation of 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 the 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 evaluation is needed.

The 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 a 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 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 RAK MHSU Campus Facilities and Safety Guidelines

✓ Protecting University Equipment

- Be vigilant to prevent theft, unauthorized use, or vandalism of university equipment.
- Securely store equipment when not in use and report incidents promptly.
- Violations may result in disciplinary action.

✓ Reporting Suspicious Activity

- Report any suspicious activity to campus security immediately.
- Your prompt reporting helps maintains a safe campus.
- Confidentiality and non-retaliation are assured.

✓ Building Security and Access

- All university buildings are locked at 10:00 PM nightly for safety.
- Approved late-night activities require coordination with campus security.



- Students must comply with this policy and cooperate with security.
- ✓ **Food Delivery Procedures**
- Collect food deliveries at designated security gates.
- Coordinate delivery times to minimize disruptions.
- This policy enhances campus security and supports a conducive environment.

“Together, we uphold a commitment to maintaining a safe and supportive community at our university”

7.7.1 Campus Security

✓ **On-Campus Security**

- The University provides on-campus security personnel who are responsible for ensuring the safety and well-being of all students, faculty, staff, and visitors.
- Security officers are available 24 hours a day, 7 days a week, to respond to emergencies, enforce campus regulations, and assist with any security-related concerns.

✓ **Campus Traffic and Parking**

- It is important to adhere to campus traffic and parking regulations to ensure smooth traffic flow and safety for pedestrians.
- Parking permits are required for all vehicles parked on campus. Obtain permits from the designated office and display them prominently on your vehicle.

✓ **Security Regulations:**

- Comply with security policies including identification requirements and restricted areas.

✓ **Emergency Procedures:**

- Know evacuation routes and contact campus security in emergencies.

✓ **Reporting Concerns:**

- Report suspicious activity promptly to campus security.

✓ **Student Responsibilities:**

- Take responsibility for personal safety and belongings on campus.

✓ **Security Awareness:**

- Attend security awareness programs and stay informed about safety practices.

✓ **Visitor Access:**



- Ensure visitors register and follow security procedures while on campus.
- ✓ **Security Alerts:**
- Stay updated with security alerts and follow instructions during emergencies.

“TOGETHER, WE CREATE A SECURE ENVIRONMENT FOR LEARNING AND GROWTH”.



7.7.2 Levels of Emergency

RAK MHSU EMERGENCY PROCEDURES	
CODE RED FIRE/SMOKE	CODE BLUE MEDICAL EMERGENCY
CODE PURPLE BOMB THREATS	CODE BLACK PERSONAL THREATS
CODE YELLOE INTERNAL INCIDENTS EMERGENCIES	CODE BROWN EXTERNAL EMERGENCIES
CODE ORANGE EVACUATION	
EMERGENCY CONTACTS	
RAK MHSU :- LANDLINE: -07 2043000 SECURITY IN CHARGE: +971 56 5378924 SENIOR EXECUTIVE- EHS: +971 52 5620762	
 POLICE	999
 CIVIL DEFENSE	997
 AMBULANCE	998



7.7.3 Emergency Response team

EMERGENCY TEAM

IN THE EVENT OF AN EMERGENCY OR
INCIDENT, ENSURE THAT YOUR
FLOOR WARDEN IS ALERTED



For all emergencies

Security in charge #: +971 56 5378924

Senior Executive - EHS #: +971 52 5620762

7.7.4 Types of Emergency

- 1- COD RED: FIRE
- 2- CODE BLUE: MEDICAL EMERGENCY
- 3- CODE PURPLE: BOMB THREAT
- 4- CODE YELLOW: INTERNAL EMERGENCY
- 5- CODE BLACK: PERSONAL THREAT
- 6- CODE: BROWN EXTERNAL EMERGENCY
- 7- CODE ORANGE: EVACUATION



1. CODE RED

If you see fire or smoke do not panic or shout! Remain calm & remember **RACE**



R - RESCUE PEOPLE

If you see fire or smoke do not panic or shout!
Remain calm & remember RACE



A - ALARM

Raise the alarm
Push a Break Glass Alarm
(if fitted)

FIRE RELATED EMERGENCIES

IMMEDIATELY CALL

Security in charge #: +971 56 5378924

Senior Executive - EHS #: +971 52 5620762



C - CONTAIN FIRE & SMOKE

Close all doors and windows, if safe to do so



E - EXTINGUISH

Only attempt to extinguish the fire by using the appropriate firefighting equipment, if trained and safe to do so. (Refer to extinguisher chart)

- Prepare to evacuate if necessary.
- Follow instructions from emergency wardens, security and emergency team.
- Save records if possible.

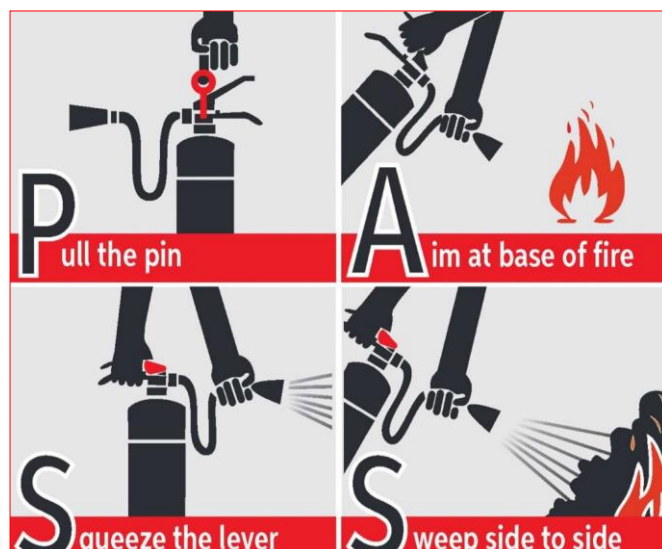




APPLICABLE TYPES OF FIRE EXTINGUISHERS

CLASSIFICATION OF FIRES	APPLICABLE EXTINGUISHERS
1  	• Water Type • Multipurpose Dry Powder • Carbon Di-Oxide (CO₂) • Foam
2  	• Dry Powder • Foam • Carbon Di-Oxide (CO₂)
3  	• Carbon Di-Oxide (CO₂) • Dry Powder
4  	- Special purpose Dry Powder
5  	- Wet Chemical Type

After use place the extinguisher on its side on the floor beside where it should hang. Record the bar code number and log a call with RAK MHSU Facility Management and EHS Security in charge #: +971 56 5378924, Senior Executive - EHS #: +971 52 5620762





2. CODE BLUE

In the event of a suspected cardiac arrest

REMAIN CALM

- Do not panic.

ASSESS PATIENT

- Danger - to you & patient.
- Response - of patient.
- Airway - is it clear & unobstructed.
- Breathing - is their chest rising.
- Circulation - do they have a pulse.
- Defibrillation - if a defibrillator (AED) is available, use it and follow its prompts.

RAISE ALARM

- Call for help of any staff or students in the area.
- and advise Security of your location, the patients age, sex, symptoms, signs, any prior medical illnesses and medication.

Refer to reverse for questions you will be asked by Security.

Give us:

- YOUR LOCATION
Building name, floor number & room number
Or Nearest gate number, cross street Or
The nearest building and your proximity to it.
- YOUR CONTACT NUMBER
(Extension or mobile)
- THE MEDICAL PROBLEM
Description of complaint
(Short of breath/sweating/where & what type of pain)
- AGE OF THE PERSON
(Approximate age if not sure)
- IS THE PERSON CONSCIOUS?
(YES OR NO)
- IS THE PERSON BREATHING?
(YES OR NO)

MEDICAL/FIRST AID RELATED INCIDENTS

IMMEDIATELY CALL

971 565 378 924

971 525 620 762

REFER

- Protocols for emergencies located in RAK MHSU Emergency Procedures.

Note:

- Never leave the patient alone.
- Do not move the patient unless they are exposed to a life-threatening situation.
- Provide support and appropriate assistance until emergency help





3. CODE PURPLE

If you received a bomb threat, do not use a mobile phone or set off the fire alarm they may trigger an explosion

REMAIN CALM

Treat the call as genuine. Record exact information on the reverse of this page. Prolong conversation and DO NOT hang up.

ATTRACT ATTENTION OF SECOND PERSON

Do not alert caller to your actions. Get a second person to Call for help

RAK MHSU Emergency Line and report the call.

BE ATTENTIVE

- Note distinguishing background noises, music, traffic etc.
- Note voice characteristics.
- Does caller indicate knowledge of the building?

RECORD

Enter the details immediately on the Bomb Threat Report form on the reverse page OR download the form download Section

WEBSITE. www.rakmhsu.ac.ae

BOMB THREATS **IMMEDIATELY CALL**

971 565 378 924

971 525 620 762

PREPARE

- To follow instructions of wardens, security, police and other.
- emergency service personnel.
- To assist in search if requested.
- To evacuate if necessary.

IF OBJECT FOUND

Do not touch it. Report that you have found it. Open doors and windows where possible and evacuate area.





Stop what you are doing and put the item down!

- Do not smell, touch, taste, shake or empty contents of the item or substance.
- Turn off any equipment that could disturb air flow, eg. fans or air conditioning.
- Where there is a likelihood of contamination, remain in the area, but step away (approximately 2 meters) from the item or substance. Instruct other people in the vicinity to do the same.
- Dial the Emergency contacts for assistant
- and state "SUSPECT PACKAGE". Provide your name, location and as much detail of the item as you can. Do not use a mobile phone in close proximity.
- If anyone is exposed to the substance, isolate the person and call for medical assistance.
- If possible, ask a co-worker who was not in the immediate area to notify the manager or person in charge immediately who will arrange a temporary isolation of the area.
- Do not allow co-worker into the isolation area.
- Follow any further instructions from your manager, or other person in charge, until Emergency Services arrive.

CODE PURPLE

SUSPECT PACKAGE

IMMEDIATELY CALL

971 565 378 924

971 525 620 762



THREATS

Do not use mobile phones as they can trigger an explosion



4. CODE YELLOW

INTERNAL INCIDENTS/ EMERGENCIES

IMMEDIATELY CALL

971 565 378 924

971 525 620 762

Other than fire/smoke, an internal

emergency could be caused by an explosion,

electrical power failure,

water supply failure, structural failure, spillage or leakage or hazardous substances, illegal occupancy, etc.

Building maintenance issues, Power/ Water failure.

- Business & After hours - call for assistant
- If there is an emergency, such as persons trapped in lifts, ring Security immediately identify the building and the Lift Number.

Hazardous substances, leakage or spillage of

Hazardous substances.

- Call for assistant immediately - advise location, what the substance is, if there is anyone hurt.
- Contain the area - close doors & windows, if possible identify the substance. i.e., UN/CAS number, how much has been spilt, etc.
- 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.
- Evaluate immediate area and what for further instructions from emergency services

Power Outage: Call for assistant and say "POWER OUTAGE". Use a mobile phone if needed.

Evacuation: Move carefully to emergency exits with lighted signs if evacuation is necessary.

Assisting Others: Stay with immobile individuals. Call for assistant for emergency help if needed.

Lifts: Lift passengers can contact RAK MHSU Emergency directly during outages.

Lab Procedures: Follow specific protocols during outages in labs.

Refrigeration: Keep fridges and freezers closed. Assign staff to monitor.

Illegal occupancy intruders.

- Ring RAK MHSU Emergency immediately on IMMEDIATELY
- Get a description of the person/s - sex, approximate age, height, build, hair color, complexion, clothing, carrying anything
- Do not approach the person, isolate yourself from them and wait for security.
- Secure your area by locking your door and wait for security to attend.

Structural Failure

- Remain Calm
- Alert and evacuate immediate area - advise your floor warden
- Call Security on for assistant, identify the problem and give them a return telephone number.
- Prepare to leave the building immediately

**DO NOT ATTEMPT ANY ACTION WHICH
PUTS YOUR LIFE OR OTHERS IN DANGER!**

- Follow instructions of persons in charge
 - Prepare to evacuate if necessary
- Essential services faults include - water, electricity, gas, telephones, plumbing, security systems, computers, fire detection, suppression systems, air- conditioning etc.



5. CODE BLACK

PERSONAL THREATS
IMMEDIATELY CALL
971 565 378 924
971 525 620 762

For all personal threats including assault, armed hold-ups, robbery, persons at risk (suicide), etc.

Remain Calm

- Do not panic or shout, avoid eye contact.
- Do not make sudden movements.

Do not take risks

- Hand over whatever is requested.
- Do not do anything which may antagonize the offender.
- Alert other staff if safe to do so without risk
- Contain yourself in a secure area, by locking your office door, closing blinds and staying out of sight.

Do only what you are told

- Do not volunteer any other information.

Personal threat report (observe offender's characteristics)

- sex, height, voice, clothing, tattoos, jewelers, items touched, etc.
- Also note type of vehicle used for escape, registration number if possible and last known direction.

Telephone

- Call RAK MHSU Emergency
- 971 565 378 924, do not hang up, stay on the line, and keep the line of communication open. Give your name, room number, building and request urgent attendance.
- **Most importantly - Remain CALM.**

Record

- Immediately fill out the personal threat report (on reverse) with the offender's description, what they may have taken (models and serial numbers), description of any items they may have or any other relevant details.

For an armed offender, as above, plus:

Where possible, alert others without leaving your room.

Advise people to

secure themselves in a secure area if

safe to do so, remain out of sight and do not make noise to attract the attention of the offender/s.

Call Security 971 525 620 762 Immediately, advising your name, location and your phone extension.

Listen out for further instructions from the warden or emergency personal

If anyone is injured, treat with first aid until further assistance arrives.





6. CODE BROWN

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

It is essential that staff familiarize themselves with the Emergency Procedures and Guidelines, which are located on the EHS Web page and can be emailed at office.safety@RAKMHSU.ac.ae

CONTACT

- Remain Calm
- In the event of an emergency/disaster, call for assistance.
- State who you are
- Your location
- What the problem is
- And your phone number

ADVISE

- Other staff and students of the situation
- Explain to personnel that they may need to self-evacuate
- Your emergency warden/s and wait for further instructions

Only in exceptional circumstances use the telephone-otherwise listen for instructions and wait to be called.

Further information on what to do can be found on the EHS web page and can be contacted at

EXTERNAL EMERGENCIES

IMMEDIATELY CALL

971 565 378 924

971 525 620 762

EARTHQUAKE

DURING AN EARTHQUAKE:

If inside:

1. Stay inside.
2. Do not use lifts or stairs.
3. Take shelter in doorways, under desks, or down beside an internal wall.
4. Stay clear of large areas with glass atriums or glass roofs.
5. Keep away from windows or objects that could fall on you.

If outside:

1. Stay outside.
2. Take shelter clear of buildings, trees, power lines or other potential hazards.

WHEN THE EARTHQUAKE STOPS:

1. Check for signs of fire, hazardous material spills or major structural damage.
2. Account for all staff, students and visitors if possible. Treat any minor injuries.
3. Do not evacuate unless area is immediately threatened or instructed to do so. Do not use lifts instead use stairwells.
4. Await further instructions from Emergency Services.
5. Close any doors in your area.

FLOODING

1. 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 Building Warden, or Security.
2. DIAL for assistance and state "FLOODING" including location and extent of flooding.
3. Switch off any electrical equipment and gas that could be affected by water only if safe to do so.



4. Move any chemicals, documents, equipment and valuables to a safe area if time permits.

STORMS

1. Move all people away from windows.
2. Close all curtains, drapes and blinds.
3. Shelter in strongest part of building (eg. Central corridors).
4. Stay clear of large areas with glass atriums or glass roofs.
5. Stay inside



7. CODE ORANGE

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

REMAIN CALM

- Do not panic, calm persons who appear agitated around you.

ALERT

- Advise the warden in charge of the floor Call 971 565 378 924 and advise Security that you are evacuating.

ASSEMBLY

- Inform staff and students which assembly area to use.

EVACUATE

- Evacuation of staff, students and visitors is to be carried out in the following stage order.
 1. Out of immediate danger (eg. out of room).
 2. Total evacuation of the building.

Note: People in immediate danger first, then in the following order.

1. Ambulant = mobile person.
2. Semi-ambulant = semi mobile person.
3. Non-ambulant = immobile person.

- Use suitable carry/drag methods.

Evacuation
IMMEDIATELY CALL
971 565 378 924
971 525 620 762

CHECK

-

All rooms, especially change rooms, toilets, doors, and storage areas, etc.

-

Notice any persons who do not wish to evacuate, record their room number and name, if possible, and report this to chief warden, floor warden or security.

HEADCOUNT

- Conduct a headcount if possible. Also ask contractor supervisors to account for their staff. if anyone is missing, report this immediately to someone in charge, i.e. security, floor warden or chief warden.

REPORT

- To any person in charge. Notify emergency services of any persons unaccounted for.
- Report to a floor warden that your floor has been evacuated safely.

It is everyone's responsibility to see where their Evacuation Assembly Point is. It is also your responsibility to learn and know your emergency evacuation exits on your floor. Every emergency can bring changes to the way you leave your building.



7.7.5 Emergency contacts

EMERGENCY CONTACT		
POLICE	999	07 - 2358787
CIVIL DEFENSE / FIRE DEPT.	997	07 – 2288899
NATIONAL AMBULANCE	998	800 4367677
FEWA		
<i>ELECTRICITY</i> <i>07-2287766</i> <i>991</i>	<i>WATER</i> <i>07-2287766</i> <i>992</i>	
RAK MUNICIPALITY	07 - 2332422	
TRAFFIC	80072233	
SAQR HOSPITAL	07-2223666	
RAS AL KHAIMAH HOSPITAL	07-2225555	
RAK MHSU		
- SECURITY IN CHARGE +971 56 5378924 - SENIOR EXECUTIVE - EHS #: +971 52 5620762		
NOTE: DO NOT USE LIFTS IN CASE OF A FIRE.		



7.7.6 Lost and Found Guidelines

The Office of Student Affairs oversees the lost and found process at the university. If you have lost an item or found something that does not belong to you, follow these guidelines:

1. Reporting Lost Items:

- Report lost items to the Office of Student Affairs promptly.
- Provide detailed information about the lost item, including when and where it was last seen.

2. Returning Found Items:

- If you find an item, please bring it to the Office of Student Affairs.
- Do not keep found items; turn them in to ensure they can be returned to their rightful owner.

3. Claiming Lost Items:

- To claim a lost item, visit the Office of Student Affairs and provide proper proof of identity.
- Acknowledge receipt of the returned property to complete the process.

4. Unclaimed Items:

- Unclaimed items may be held for a designated period before being donated or disposed of according to university policy.

5. Valuables and Identification:

- Valuables and items with personal identification (e.g., IDs, keys) are kept securely to prevent unauthorized access.

6. Lost and Found Contact:

Contact the Office of Student Affairs or RAK MHSU security office for any inquiries related to lost and found items:



- Location: Student Affairs Main building - G floor Room # 134
- FM & Safety: office Gate 3, Students center building G Floor
- Email: office.safety@rakmhsu.ac.ae
- SECURITY IN CHARGE: Gate 1 Security Room or
- Call: [+971 56 5378924](tel:+971565378924)
- SENIOR EXECUTIVE - EHS #: [+971 52 5620762](tel:+971525620762)

7.7.7 Parking & Transportation Guidelines

Parking Facilities:

- **Availability:** The university provides free parking slots for students, subject to availability.
- **Registration:** Students must register their vehicles at the Office of Student Affairs to obtain a valid parking sticker.
- **Sticker Issuance:** Upon registration, a valid parking sticker will be issued for identification purposes.

Transportation Services:

- **Shuttle Buses:** RAKMHSU offers convenient air-conditioned shuttle bus services to students from multiple locations, including Dubai, Sharjah, Ajman, and Umm Al-Quwain.
- **Accessibility:** For detailed information regarding transportation schedules and routes, students are encouraged to contact the Office of Student Affairs.

7.7.8 Pharmacy Services Guidelines

- ✓ RAK Medical & Health Sciences University provides access to multiple pharmacy outlets offering a complete range of medications for students with health insurance coverage.



7.8 University Student Locker Policy

RAK MHSU 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.

7.8.1 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.117] 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.117].



Locker's 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
MD 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

- 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.
- 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.
- 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.117] during University working hours.
- 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 do 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 do 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 them.

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 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 Smart boards, Projectors, LED Screens and AV System for effective Audio-Visual Presentation.
2. Dual Broadband Internet connections with 1Gbps Bandwidth for browsing the Internet in addition to 30 Mbps of Managed DPI to access University IT Enabled Resources and Services from OFF Campus.
3. Broadband Internet connection with 80 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 Alphanumeric 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 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:

md.year1@rakmhsu.ac.ae,

students.rakcops@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.
- The university has extended the continuation of student email account even after their graduation starting from 2022-2023 academic year onwards.

7.9.7 RoboCampus – UMS

Students can access their Portal to view the latest Information - Personal Details, Timetable, 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, or withdrawal from the Program or any other reason by the University.

7.9.8 University Website

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

- Compatible with handheld 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 an 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 sessions 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 a 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 Timetable.
- **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. Proctors 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 for any IT related issues.

•**E-Mail :** 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 two satellite libraries located at 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 the 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 r 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 group discussion rooms and maintain silence in the quiet study areas.
- Food and drinks are strictly prohibited inside the library.



- Users are not allowed to reshelf books by themselves. Leave them on the table, and library staff will reshelf 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.
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- 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 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 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 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 Discussion Rooms:** 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 Number	Duration (Days)	Renewals/Extension
Students	Books	4	14	2 times
	Audio-Visual	–	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:

Any 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	1 Dhs /Day
Text Books	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 **26900+** books are available expanding over **10800+** titles.

(a) E-Books

The library is subscribing to **5000+** e-books through EBSCOHOST and ClinicalKey Student Database.

(b) E-Journals:

The library subscribes to **5900+** online journals through CINAHL Ultimate and Medline Complete.

(c) Online Databases:

The Library is subscribing **SEVEN online Databases** to support the teaching and learning and research purpose. All of them are accessible through RAKMHSU E-Library Portal by using University Email ID only.

S.No	Name of the Database	Features	Type of Access
1	EBSCO E-books	Comprehensive resource for more than 4300 Reference eBooks related to Medical and Health Sciences	Direct Access through RAKMHSU E-Library Portal
2	Up-To-Date	Evidence-based clinical information database covering 11,600 topics across 25 medical specialties.	Direct Access through RAKMHSU E-Library Portal
3	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><i>Need to create username and password for individual access</i></u>)
4	AMBOSS	The comprehensive learning of basic and clinical science resources for IFOM and USMLE Step 1 and Step 2 preparation	Direct Access through RAKMHSU E-Library Portal (<u><i>Need to create username and password for individual access</i></u>)
5	CINAHL Ultimate	Full text access for more than 3300 Nursing & Medical Health Sciences Journals including Medline Complete.	Direct Access through RAKMHSU E-Library Portal



S.No	Name of the Database	Features	Type of Access
6	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
7	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

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.
3. **EndNote:** Reference management software package, used to manage bibliographies and references when writing essays, reports and articles.

7.10.7 RAKMHSU E-Library Portal (<https://rakmhsu.mapmyaccess.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: **5900+ E-journals, 5000+ E-books, 7 Online Databases,** Library OPAC and Open Source materials etc.



7.10.8 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.

7.10.9 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 assist and train the users for effective Literature search of their research topics and terms to enhance the quality and relevancy of their research
- 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 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

7.10.10 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 through 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).

7.10.11 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.



7.10.12 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.

7.10.13 Assistance to Users

The Librarians 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.

7.10.14 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. The same is conducted on demand through Google Meet.

8.10.15 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.

8.10.16 Working Hours

Central Library

Days	Timings		
Monday to Thursday	8:00AM	to	9:00 PM
Friday	8:30 AM	to	12:00 Noon
Saturday	11:00 AM	to	5:00 PM
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 with 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 an 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 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) Recommendations 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 activity committee – 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 nonmember 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 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 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 15

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 right 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 Disciplinary Offences

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, quarreling, 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 against 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 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 student's representatives 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 2024-25 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	First year and Transfer students
3	Miscellaneous Fee (per semester)	4600	BDS Program (Year 1 to 3)
4	Miscellaneous Fee (per semester)	9,900	BDS Program (Year 4 to 5)
5	Lab and Library Fee (per annum)	1,000	For all programs (Except BDS)
6	Transfer Application Processing Fee	500	Transfer students at the time of joining
7	Readmission Fee	500	Repeating / rejoining students

Tuition and Other Fees (including 5% VAT) for BDS Program.



ii) Tuition Fee:

College	Program	Amount Per Semester (AED)	Remarks
RAK College of Medical Sciences	Doctor of Medicine (MD)	65,000	---
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	26,000	After applying concession on the declared fee of AED 30,000 per semester
	Master of Science in Pharmaceutical Chemistry	26,000	After applying concession on the declared fee of AED 30,000 per semester
	Master of Science in Pharmaceutics	26,000	After applying concession on the declared fee of AED 30,000 per semester
RAK College of Nursing	BSN	18,500	After applying concession on the declared fee of AED 23,125 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	26,000	After applying concession on the declared fee of AED 30,000 per semester
	Master of Science in Psychiatric Mental Health Nursing	26,000	After applying concession on the declared fee of AED 30,000 per semester
	Master of Science in Pediatric Nursing	26,000	After applying concession on the declared fee of AED 30,000 per semester
	Master of Science in Community Health Nursing	26,000	After applying concession on the declared fee of AED 30,000 per semester
	Master of Science in Midwifery	26,000	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	15,000	B. Pharm (Semester IX)
3	IFOM Study Material & Exam Fee p.a. *	1,150	MD Year 3 & MBBS Year 5
	IFOM Exam Fee p.a. *	750	MBBS Year 4
4	RAKCOMS - Clinical Rotation Fee Per Annum	6,000	MD (Year IV, V & VI) MBBS (Year IV & V)
5	RAKCON - Clinical Rotation Fee Per Annum	3,000	BSN (Year III & IV) RNBSN (Year I & II)
6	Dissertation Fee per annum	2,500	MSN/MSP (Year II)
7	Convocation Fee	1,500	Final Year students (all programs)
8	Uniform Fee per annum *	1,100	BSN (Year I)
		420	RNBSN / MSN (Year I)
9	Student Nurses Forum Fee * per annum	100	BSN / RNBSN / MSN
10	Mal-Practice Insurance Fee * per annum	150	BSN (Year 3 & 4) - Mandatory RNBSN / MSN – Optional for those who are working in hospitals
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 MD Program
		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 fee – refundable
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 Payment:

Fee can be paid through Cash / Cash Deposit Machine (CDM) at RAKCODS Campus/ 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 RAKMHSU 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

At the time of admission, Special Merit Scholarships will be provided to students achieving 100% and 99% simultaneously in the 12th Grade for BDS first year, as follows:

- Supreme – 100% Marks achievers = 70% Discount
- Prime – 99.00-99.99% Marks achievers = 40% Discount
- Regular A – 95.00-98.99% Marks achievers = 20% Discount
- Regular B – 90.00-94.99% Marks achievers = 15% Discount

For the remaining years, upon securing a GPA of 3.80 or above on a 4.00 scale in the year end examinations, a 20% discount in the tuition fee shall be provided for the following year. This is not applicable to the students availing higher discount.



C) B.Pharm Program

The university has already given a maximum discount against the declared tuition fee, therefore no merit scholarship will be given during Year 1.

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 and studied all courses without any exemptions, will be entitled for a 15% concession in the tuition fee for the following year semester.

D) BSN Program

No merit scholarship will be given during Year 1.

Subsequently, a student who secures annual Grade Point Average of 3.8 or above on a 4.0 scale in the year end exams and studied all courses without any exemptions, will be entitled for a 15% concession in the tuition fee for the following year.

For all cases above, Merit scholarships will be given based on annual GPA and not on a semester GPA

E) In the case of 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.

F) 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) Students are deemed eligible for registration upon successful completion of, and meeting, all the examination criteria for promotion to the subsequent semester or year of study.
- b) Payment of fees alone does not guarantee promotion to the subsequent semester or year of study.



- c) If a student is found ineligible for promotion, any fees paid in advance for the next semester or year will be adjusted against the fees for repeating the course or semester.
- d) If a student is found ineligible to continue their studies or withdrawn from the program, any fees paid in advance for the subsequent semester or year would be eligible for a full refund

10.5 REGISTRATION OF STUDENTS

- a) Registration of students is deemed complete upon confirmation of admission by the University in accordance with the admission letter, along with payment of all fees for the respective semester.
- b) Students will be permitted to pay fees in two installments per semester. To finalize the registration process, a post-dated cheque for the second installment must be submitted along with the first installment on or before the registration date.
- c) Students who have not paid their respective semester fees in full or provided the post-dated cheque for the second installment (as applicable) will not be registered in the University Management System (“**UMS**”).
- d) Should a post-dated cheque bounce, the University shall have the right to: (i) Charge an administration fee of AED 500, (ii) Suspend the student's attendance to classes and impose an academic break, and (iii) Freeze the student's access to UMS until the outstanding fees are paid in full.

10.6 LATE REGISTRATION FEE

- a) After the expiration of the registration deadline, students will have a grace period of five working days to complete their registration and settle all outstanding fees. A late registration fee of AED 500/- will be applicable during this period.
- b) Students will not be permitted to enroll or have access to the UMS after the expiration of the late registration period.



- c) Attendance will only be recorded for students in the UMS from the date when all financial obligations to the University have been settled.
- d) Students are advised to pay the fees on time to avoid any complications such as invalidation of attendance, ineligibility for examinations, loss of a semester or academic year, etc. Additionally, students should immediately inform the Dean of their respective College about any delays in registration.

10.7 CONSEQUENCES OF NON-REGISTRATION

In the event of non-registration after the expiration of the late registration date, the following actions will be taken unless the University grants special approval to continue attending classes:

- a) Suspension of the student's official University email ID.
- b) Suspension of the student's name from clinical clerkship rotations, where applicable.
- c) Suspension of the student's access to the UMS portal.

Applicable only for BDS Program:

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

The Official University Email ID, University Management System (UMS) and Hospital Information Management System (HIMS) in RAKCODS clinics of student will be suspended based on the University decision.

10.8 SEAT RESERVATION & FEE REFUND POLICY

Seat Reservation Policy:

Particulars	MD	BDS	B. Pharm	MSN / MS Pharmacy	RNBSN / BSN
Seat Reservation Fee in AED	10,000	5,000	3,000	3,000	3,000
Refund for Seat Reservation fee	Only those who are not eligible in final 12th/IB/AS/A level result are applicable to get 50% of the seat reservation amount paid by the student.		No Refund		
Seat Reservation Refund policy for all Other cases	No Refund				

**Applicable only for BDS Program:**

(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. A 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 BDS Program	Amount eligible for refund
Any time after admission and tuition fee payment until 31 st July 2024	50% of the tuition fee for the semester All other fees once paid are non-refundable
On or after 1 st August 2024	No refund of any fees

After FINAL 12th grade result are declared, students have to pay all the required fees of the 1st semester as mentioned in their offer letter.

Refund request can be made by the student and the below Refund timeline will be applicable of All the fees for the following programs (MD, BDS, B.Pharm, BSN, RN-BSN, MSN & MS Pharmacy)

Fee Refund Policy:

Refund Timeline	Admission & Application fee	*Seat Reservation fee (part of the Tuition fee)	Tuition Fee	**Other fees
Before 31 st July 2024	×	×	50%	✓
From 1 st Aug 2024 to first day of Class	×	×	25%	✓
After first day of Class	×	×	×	✓

(× - Non - Refundable) (✓ - Refundable)

Note:

1. Admission & Application fee once paid are non-refundable.



2. *Seat Reservation fee (**a part of tuition fee which is to reserve the seat**). After Seat Reservation fee payment, In case if the student **does not eligible** as per the Admission Criteria in the final 12th grade/IB/AS/A level result, **only 50% of the amount from the Seat Reservation fee will be refunded. This is applicable to MD & BDS programs.**
3. Refer the above Refund timeline for the Tuition fee refund.
4. **Other fees includes (*Exam fee, lab & library fee, Health Insurance fee, Transportation fee, Visa fee, Visa security deposit fee, Uniform fee and Annual SNF membership fee*) once paid are refundable in case of withdrawal.
5. In case of student visa rejected by the UAE Immigration dept, an amount of AED 500/- will be deducted from the visa fee and the balance fee will be refunded to the student and the visa security deposit fee will also be refunded to the student.

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 STUDENTS 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
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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	202
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



12. OFFICE OF STUDENT AFFAIRS (2024-2025)



Dr. Manal Mahmoud Sami
Dean, Student Affairs
Professor, RAKCOMS
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Phone Ext. 141



Mr. Sultan Mohammed
Manager, Student Affairs
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Abou Elmagd**
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