STUDENT HANDBOOK
2023

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About ALDAR Academy

Introduction

ALDAR Academy (previously ALDAR University College) was established in 1994. It is a natural continuation and extension of more than 25 years of success and excellence since its establishment.

ALDAR Academy is specialized in providing training and vocational education programs in all aspects of life including languages, business administration, HR, personal development, information technology, engineering, media, advertising, tourism, travel, finance and Islamic banking, health and safety, and quality.

The Academy's future revolves around providing several Internationally Recognized Technical and Vocational Training programs related to the needs of the job market leading to employment.

The Academy will invest in different aspects of vocational training, including both products and services, to constitute an additional source of income and for the companies to be an extension and complement to the work of the other companies.

The Academy will focus on credit bearing vocational education training program in IT and Computing.

Vision

To become a leader in providing integrated solutions in the field of vocational education and training to the local community and further reaching a regional and international scope.

Mission

Delivering high quality internationally recognized technical, vocational education and training solutions which lead to employment through knowledge, skills, and innovation catering to the needs of the local and international community.

Pearson Accredited-BTEC Programmes (Under Final Approval)

Business
- BTEC International Level 3 Diploma in Business
- BTEC Higher National Level 5 Diploma in Business (Accounting and Finance)

IT and Computing
- BTEC National Diploma Level 3 in Information Technology
- BTEC Higher National Level 5 Diploma in Computing (General)
- BTEC Higher National Level 5 Diploma in Computing (Data Analytics)
- BTEC Higher National Level 5 Diploma in Computing (Security)

Engineering
- BTEC International Level 3 Diploma in Electrical and Electronics Engineering
- BTEC Higher Nationals Level 5 Diploma in Electrical and Electronics Engineering

Art and Media
- BTEC International Level 3 Diploma in Art and Design
- BTEC International Level 3 Diploma in Creative Media
- BTEC Higher Nationals Level 5 Diploma in Game Development

COURSE SPECIFIC INFORMATION

The Pearson BTEC Level 4 Higher National Certificate in Computing offers students a broad introduction to the subject area via a mandatory core of learning, a unit specialism which is pathway dependent and an optional unit of study, allowing for the acquisition of skills and experience across a range of occupational sectors at Level 4. The Level 4 pathway includes a general pathway and the following specialist pathways:

- Data Analytics
- Network Engineering
- Cyber Security.

The BTEC Level 4 Higher National Certificate in Computing builds underpinning core skills effectively, preparing students for further subject specialization at Level 5. They will gain a wide range of sector knowledge that is tied to practical skills gained in research, self-study, directed study and workplace scenarios.

Key features:

Pearson BTEC Higher National Computing qualifications offer:

- an exciting and informative study programme that stimulates and challenges students
- a simple and flexible structure that enables students to take the Higher National Certificate and then build on it in the Higher National Diploma, with optional units linked to their specialist area of study
- an opportunity for students to follow specialist routes of interest at both Level 4 and Level 5, gaining the knowledge and skills they need to progress to higher education or employment in their specialist area
- refreshed content that is closely aligned with professional body, vendor, employer, and higher education needs.
- core competencies throughout the curriculum, to support lifelong learning skills for personal and professional development
- the opportunity for centers to offer assessments that consider cognitive skills (what students know), along with effective and applied skills (how they behave and what they can do), to support a practical and dynamic approach to learning
- unit-specific assessment and Pearson-set themes designed to encourage thorough and analytical learning, challenge students and develop skills in critical thinking, personal responsibility and decision making
- a flexible approach to assessment that supports progression to higher education or to work and which allows for different learning styles
- quality assurance measures that assure professional organizations, universities, businesses, colleges and students of the integrity and value of the qualifications, and
- a programme of learning designed to meet skills gaps in the current workforce and build today's talent to meet tomorrow's needs in an international environment.

Qualification Pathways

- Pearson BTEC Level 4 Higher National Certificate in Computing (General)
- Pearson BTEC Level 4 Higher National Certificate in Computing (Data Analytics)
- Pearson BTEC Level 4 Higher National Certificate in Computing (Network Engineering)
- Pearson BTEC Level 4 Higher National Certificate in Computing (Cyber Security)

Pearson BTEC Level 4 Higher National Certificate in Computing

- Requires at least 120 credits = 8 units, each with a value of 15 credits.
- 6 core units, 1 mandatory specialist unit and 1 optional unit.
- Total qualification time = 1,200 hours.

- Total guided learning hours = 480 hours.
- All units are at Level 4.

Qualification Code:

Ofqual Regulated Qualifications Framework (RQF) Qualification numbers:

Pearson BTEC Level 4 Higher National Certificate in Computing: 603/7595/4

Awarding Body:

Pearson Education Ltd.

PROGRESSION OPPORTUNITIES

The Level 4 Higher National Certificate provides a solid foundation in computing, which students can build on if they decide to continue their studies. The Level 5 Higher National Diploma allows students to specialize by committing to specific career paths and progression routes to degree-level study.

Once students have achieved the Level 5 Higher National Diploma, they can develop their career in the respective sector by:

- entering employment
- continuing existing employment
- linking with the appropriate professional body
- committing to continuing professional development, or
- studying at university.

RESOURCES AVAILABLE

ALDAR Academy provides the following facilities and support

- Online learning resources
- EIAS (Student Portal)
- Learning Resources Center (LRC)
- DVDs, books, journals, magazines, and newspapers
- Textbooks (Students must purchase their own textbooks.)
- Computer and Engineering labs
- Student Services for student admission, counselling, career guidance, support for special needs
- Parking
- Cafeteria
- Photocopying, printing
- Students will be provided with access to HN Global, where students can get access to course specific core textbooks, work on their courseware, and improve their study skills by completing online learning modules targeted at common development areas.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) involves the assessment of previously unrecognized skills and knowledge achieved outside formal education.

Procedures

1. An applicant for admission wishing to receive credit for RPL must submit his/her request through the admission department along with the supporting evidence.
2. The following items may be required from the applicant (if applicable):
    a. Learner Portfolio (work experience letters, CV, internship agreement (if applicable)
    b. Professional certificates, official transcripts of previous study, official job descriptions.
    c. Syllabi of previously taken professional courses or a description of non-formal programs.
    d. Sample of work performed.
    e. Published research and articles.
    f. Workplace projects.
    g. Reference letters from employers detailing the applicant's skills and experience.
    h. Membership in professional organizations.
    i. Third party testimonies.
    j. List of attended training and workshops.
    k. Any additional documents to demonstrate knowledge, skills, and competencies.
3. The Registration department shall forward the request to the concerned Head of Department.
4. The Head of Department will assign a committee to evaluate the case within a week from the receipt of the application.
5. The assigned committee will review the application and make a recommendation on whether to accept the request based on the submitted documents, within two weeks. If the request is accepted, the committee shall prepare and schedule a challenge exam to the applicant.
6. The Registration Department shall announce the result to the applicant within a week from the exam date.

ALDAR Academy allows learners to apply for credit transfer for courses earned in informal or non-formal learnings, according to the followings:

1. A learner can apply for RPL with his/her application for admission to ALDAR Academy. An application for RPL will not be accepted prior to applying for admission or after the completion of the admission process.
2. The learner must include the relevant documents and other evidence to demonstrate his/her prior knowledge, skills, and competencies.
3. The prior learning must be current. It must have been completed no more than two (2) years prior to applying to join the relevant program at ALDAR Academy.
4. The request for RPL shall be evaluated by a committee assigned by the Training Centre Manager. The committee members must be of at least 3 members and must be experienced in the subject and possess excellent knowledge in the concerned program/course.
5. The committee's responsibility is to review each application and determine whether the evidence of prior learning and experience potentially match the learning outcomes and rigor of the course sought. The committee may request additional information if needed.
6. There should be no double counting. The material submitted for RPL should not have been counted toward any previously earned and accredited qualification.
7. A challenge exam will be required in all cases prior to the awarding of credit for RPL.

8. RPL is normally granted at the same awarded level. For example, RPL for prior learning at level 4 course would be granted towards a level 4 course at ALDAR Academy.

9. Any RPL that is granted must be considered in conjunction with a specific Training Program study plan.

10. The RPL committee must ensure consistency and efficiency of decision-making. The RPL decision should be recorded and documented, with the aim of applying that decision to subsequent comparable cases in the future. The database of precedents, together with other advanced standing determinations must be stored by the registration department.

11. The database of precedents must be consulted in relation to any RPL application being considered.

12. Due to the unstructured and highly variable nature of informal learning, there may be cases of RPL that cannot be based on precedents. In such a case, the committee must consider the individual learner's circumstances, award program and the evidence provided.

13. The maximum credit earned or transferred through formal or non-formal learning can't exceed 50% of curricular requirements of any training program. The learner must complete the remaining curricular studies as formal education.

14. Partial recognition is not offered. RPL is given based on whole courses only.

15. Courses approved for prior recognition shall be awarded a "Transfer-Credit" grade, which is not counted in the calculation of the learner's cumulative GPA.

16. The initial requests for RPL shall be handled by the Registration Department.

17. The head of the Registration department shall be the data custodian for all awarded cases.

ASESSMENT AND FEEDBACK

Assessment of learner performance in different courses and on programs is central to the fundamental aim of ALDAR Academy. It is also an integral part of the commitment of the Institute to provide learning opportunities to achieve the best results for individual learners.

Assessment is a key component of all courses at ALDAR Academy. All assessment instruments (e.g. assignment briefs, test papers) at ALDAR Academy are scenario-based, presenting students with tasks similar to those that occur in a realistic working environment.

Formative Assessment:

The primary purpose of formative assessment is to provide learners with supportive and constructive feedback that guides their learning and promotes higher achievement.

Summative Assessment:

The primary purpose of summative assessment is to provide learners with a course grade. Each course has a minimum of one summative assessment. For this assessment, learners must compete scenario-based assignments. Learner work on an assignment must be submitted by a specified deadline. The deadline for the last – and perhaps only – assignment in a course is during the assessment week (the last week of a term).

For each learning outcome covered in an assignment, all assessment criteria for the learning outcome must be assessed in the assignment.

Validation Test

Some students will be required to take two-hour validation tests. The purpose of the validation test is to assess a student's knowledge and understanding of a subject for cases in which:

- The student has not demonstrated such knowledge and understanding in class.
- There is reason to believe that the student has not submitted his/her own work in an assignment.

The Assessment Board will identify those students who are required to take Validation Tests.

Learner induction:

- Trainers should inform learners about how assessment works.
- Learners must also be informed about how their progress will be monitored/measured.
- Reference should be made to the qualification specification, assessment deadlines, the need for authentic work, and how the learner can make an appeal against an assessment decision.

Assignment design:

- Should have a practical vocational focus and reference the grading criteria.
- A variety of assessment methods is encouraged.
- A schedule of assignments and assessment dates should be planned and monitored during delivery of the programme

Assessment Plan:

- At the start of the programme the assessment plan needs to be agreed and signed off by the Lead Internal Verifier.
- The assessment plan is an important document which is required for standards verification.
- At the start of the Standards Verification process, the Standards Verifier will request a copy.
- The plan should include:
- A list of all Assessors and the units they are assessing

- A list of all Internal Verifiers and when Internal Verification will take place
- Confirmation of the learners registered on the programme

Assessment of learner work:
- Should be to the published unit assessment and grading criteria only.
- Capping or limiting of learner grades is not allowed if work is submitted late and accepted for assessment.

Tracking assessment:
- A secure audit trail must be maintained that must record assessment decisions; internal verification documentation for assignments and learner work; learners' achievement both at unit level and at qualification level.
- These records will be held securely for 3 years after certification.

Special consideration

Special consideration is given after an assessment has taken place for students who have been affected by adverse circumstances, such as illness, and require an adjustment of grade to reflect normal level of attainment. A formal request must be submitted by the learner by filling in a 'Makeup Assessment Form' along with the supporting document. The Registration department will send this form to the concerned Head of Department for approval and further action(s).

Course Grading

The course grade is based on the student's achievement against assessment criteria for the course in summative assessment. Each assessment criterion is classified as one of Pass, Merit, and Distinction. The course grade is determined as follows:

- A **Pass** grade is awarded to students who satisfy all **P**ass criteria, but not all **M**erit and **D**istinction criteria.
- A **Merit** grade is awarded to students who satisfy all **P**ass and **M**erit criteria, but not all **D**istinction criteria.
- A **Distinction** grade is awarded to students who satisfy all **P**ass, **M**erit, and **D**istinction criteria.
- No grade is awarded to a student who fails to satisfy one or more **P**ass criteria or does not submit his/her work by the specified deadline (except for extenuating circumstances, such as serious illness.)

Course grades will be announced no later than one week after the end of the term in which the course is completed.

Re-assessment Opportunity

- A student who fails to satisfy one or more **P**ass criteria on an assignment has one, and only one, opportunity for re-assessment. The only tasks eligible for re-assessment are the tasks related to **P**ass criteria which the student failed to satisfy on the original assignment. There is no re-assessment opportunity for **M**erit and **D**istinction criteria.
- Since only **P**ass criteria are re-assessed, it follows that the grade for a course in which there has been a re-assessment is capped at **P**ass.
- For re-assessment, the student must revise his/her work on tasks from the original assignment brief and submit this work for re-assessment.
- The deadline for submitting work for re-assessment is the end of the second week of the next term, which is the term immediately following the term in which the original submission was due.

Repeating a Course

If a student fails to achieve a Pass after reassessment, the only possibility of being successful with the course is to repeat the entire course when the course is next offered. Taking a course for a second time is conditional on:

- Approval by the Assessment Board (which makes its decision based primarily on the student's previous attendance record and participation in formative assessments).
- Payment, in advance, of the full tuition fee for the course.
- The student and, if applicable parent or guardian, signing an Agreement that:
  - The student will maintain a good attendance record and complete all formative assessments.
  - The course grade for the repeated course is capped at **Pass**, with no possibility of **M**erit or **D**istinction.
  - The student will not be allowed to take the course for a third time.

Graduation

To graduate, a student must successfully complete all the requirements of the program.

Any assessment activity at ALDAR Academy should meet the following requirements:

- Ensure that learners are provided with assessments that are relevant and fit for purpose, to enable them to produce appropriate evidence for assessment.
- Produce a clear and accurate assessment plan at the start of the programme/academic year.
- Provide clear, published dates for handout of assessments.
- Assess learner's evidence using only the published assessment and grading criteria.
- Ensure that assessment decisions are impartial, valid, and reliable.
- Develop assessment procedures that will minimize the opportunity for malpractice.
- Maintain accurate and detailed records of assessment decisions.
- Maintain a robust and rigorous internal verification procedure.
- Provide samples for standards verification as required by Pearson.
- Monitor standards verification reports and undertake any remedial action required.
- Provide resources to ensure that assessment can be performed accurately and appropriately.

Internal Verification

Internal Verification is the process of monitoring the assessment practice to ensure that assessment decisions meet national and international standards.

It provides a continuous check on the consistency, quality, and fairness of the assessment of learner's work.

Internal Verification Procedures:

- Staff briefing: all assessors and internal verifiers will receive a regular briefing (at least once per year) New trainers will attend a briefing before drafting any assessments or marking.
- Verification schedules: these will be annually agreed to cover all assessors.
- Schedules will be drawn up and monitored throughout the year.
- Internal verification of assignments: must be carried out for each assignment before use to ensure that they are fit for purpose, and that any recommendations are actioned.
- Internal verification of learner work: this must be verified sufficiently to ensure the security of the standard. Each assessor must be sampled for each unit.
- The internal verifier must be satisfied that comparable standards are being applied across units, including for merit and distinction grades.
- The internal verifier will also take note of statistical information relating to the pass / merit / distinction rates of each marker.

- Assessors cannot internally verify their own work.
- Assessor feedback and support will be given by the Head of the Department, and the Head of Quality Assurance as appropriate.
- The process does not involve the learner.
- Internal verification records: will be correctly maintained in a secure place after certification, and results will be recorded in ALDAR Academy ERP System EIAS and should be accessible by all authorized staff.

Assessment Board

The Assessment Board of ALDAR Academy is the one responsible for:
- Approval of grades achieved by learners on individual courses
- Referrals and deferrals.
- Extenuating circumstances related to assessment
- Cases of cheating and plagiarism
- Progression of learners into the next academic term
- Repeating courses (for learners who do not receive passing grades)
- Graduation of learners who have completed requirements for a qualification

PLAGIARISM POLICY AND OTHER MALPRACTICES

ALDAR Academy upholds core values of integrity and ethical behavior of the learners throughout their learning. Academic misconduct includes plagiarism, misrepresentation, fabrication, facilitation and cheating in any assessment(s).

Plagiarism
- Plagiarism refers to representing another person's words or ideas as one's own in any academic exercise.
- Copying substantial information (Turnitin indicates more than 20%) word for word from a source (Internet or library resources such as periodicals, books, other learner projects …) without using quotation marks and giving proper acknowledgment/citation. The trainer's discretion is needed, and the clarification should be documented in case of acceptance.
- Paraphrasing (i.e., putting into one's own words) a source's text, without providing proper acknowledgment/citation.
- Reproducing (without proper citation) any other form of work created by another person.

Misrepresentation
- Taking credit for work not done, such as taking credit for a team assignment without participating or contributing to the extent expected.
- Multiple uses of a learner's own work, such as presenting the same, or substantially the same written work (or portion thereof), as part of the course requirement for more than one project or course, without the prior written permission of the trainer(s) involved.

Fabrication
- Falsifying data collected in the conduct of research.
- Making or presenting falsified data in papers, manuscripts, books, or other documents submitted for publication or as course or degree requirements.
- Making up a source as a citation in an assignment.
- Citing a source that the learner did not use or does not exist.
- Falsifying material cited.
- Attempting to deceive the trainer by altering and resubmitting additional credit assignments that have previously been graded and returned.
- Falsifying, changing, or misusing academic records or any official document regarding oneself or others.
- Failing to be fully cooperative and truthful if one has direct knowledge of an alleged violation of academic integrity.
- Making a false accusation regarding a violation of academic integrity or other.

Facilitation
- Giving another learner one's assignment or paper (or a portion thereof) to copy.
- Giving another learner answers to an assignment.
- Passing information or answers to another learner in an exam (or assignment) or passing information on exam/quiz content to learners from other sections of the same course.

Cheating during Exams
- Talking/ whispering during an exam.
- Communicating, or attempting to communicate, answers, hints, or suggestions during an exam.
- Copying (or attempting to) from someone else's exam.
- Using or possessing unauthorized notes, supplemental notes, or other aids (such as an electronic device

that contains unauthorized information), during an exam.

- Stealing, obtaining, possessing, or providing to another person (directly or through e-mail or Bluetooth or other device) an exam or portions of an exam, prior to or after administration of the exam.
- Attempting to steal or solicit an exam or answer key.
- Sharing answers or collaborating on a take-home exam without explicit permission from the trainer.
- Attempting to deceive the trainer by altering and resubmitting additional credit tests, quizzes, or exams that have previously been graded and returned.
- Arranging for another learner to substitute for oneself during an examination session or in the completion of course work.
- Accessing unauthorized computer folders/drives during an exam

Once the full information about the violation case is gathered it should be immediately reported by the trainer to the Head of the relevant department.

DISCIPLINARY MEASURES

In the event of any act of Academic Misconduct in the Continuous/Formative Assessment, the following disciplinary measures will be applied as per policy:

First Time Offense

The trainer should assign a grade of zero to the learner's work and report the case to the department's head. The department head will send a warning letter to the learner. A copy of the warning letter will be sent to the Registration department to be kept in the learner record.

Repeated Offense

The trainer must report the incident to the concerned Head of Department. He will summon the Academic Disciplinary Committee members for further action. Disciplinary measures depend on the severity of the offense. They could range from failing the learner in the course, suspension, or permanent dismissal from ALDAR Academy.

Plagiarism/Cheating Offense

The following actions shall be taken against the learner proven to have committed an act of plagiarism or cheating:

1. A learner committing a first plagiarism/cheating offense in any course, a zero grade is given to the submitted work.
2. A learner committing a second plagiarism/cheating offense in any course will be awarded a failing grade on that course. The plagiarism/cheating offence shall be noted in the learner's record.
3. A learner committing a third plagiarism/cheating offense in any course will be awarded a failing grade on all courses of the term in which the learner commits the violation and would be suspended from registering the following semester. The plagiarism/cheating offence shall be noted in the learner's record.
4. A learner committing a fourth plagiarism/cheating offense in any course will be expelled from ALDAR Academy.

Academic Dishonesty Procedure:

1. Learners shall be given orientation about ALDAR Academy rules, regulations, and procedures of Academic Dishonesty.
2. The trainer who discovers the academic integrity violation completes a report describing the

disciplinary infraction incident.

3. Submit the report to the Head of Department.

4. After review, the Head of Department constitutes a committee who decides on the appropriate action to take based on the case.

5. Distribute copies of the violation report to the learner, concerned trainer, Head of Department, and the Registration Office for keeping a copy of the report in the learner's file.

NON-ACADEMIC MISCONDUCT

Behavior

a. **Information Disclosure and Use:** Fraud, forgery, alteration or unauthorized use of documents, College records, or instruments of identification with the intention to defraud or deceive will be considered as violation of the code of conduct and subject to disciplinary action.

b. **In-Campus Activities:** The learner must refrain himself from being involved in any activity or action which is physically or mentally offensive to others, indecent, threat to the safety of individuals as well as Institutional resources.

c. **Classroom Activities and Group Behavior:** The learner at ALDAR Academy must maintain the academic decorum and protocol during the classroom sessions and any other academic or non-academic group activities. Any act which results in the disruption or disturbance of smooth conduct of classroom sessions, examination or group activities will be considered as violation of academic code of conduct and will be subject to punitive action.

Ethical Behavior

a. **Discrimination:** The learner at ALDAR ACADEMY must adopt and practice ethical behavior towards colleagues, faculty, and staff. He or she must not discriminate based on Color, Religion, Gender, Ethnicity, or any other basis which is against the social and legal norms as per the UAE Law, failing which will be considered as violation of academic code of conduct.

b. **Physical and Mental Abuse:** Any activity which leads to the physical or mental harassment of any individual, is offensive in nature and targeting an individual intentionally or unintentionally, inside the campus will be considered as violation of the academic code of conduct. The abuse can be physical as well as verbal in nature.

Resources Abuse

a. **Misuse of Institutional Resources:** Learners at ALDAR Academy are expected to use the Institutional resources in a meaningful and reasonable manner and limits. The resources must not be used for commercial and irrelevant purposes, failing which will be considered as non-academic misconduct.

b. **Unauthorized Usage:** The resources must be utilized as per the instructions provided by the concerned department or authority and the general instructions which are deemed to be known by a regular user.

c. **Malicious Intentions:** Any act of using the resources for illegal activities will be treated under the malicious intentions category. The same applies to participating with an individual or group for damaging or using the resource for an illegal activity or misusing the College resources.

Abiding by UAE Laws

All the stakeholders of ALDAR Academy must abide by the Constitutional and Legal Framework of United Arab Emirates and further with the guidelines provided by the competent government authorities and agencies. Any act inside the campus which is against the National legal framework, norms and customs will be considered as violation of the laws of the land and subject to disciplinary sanctions as well as potential legal pursuit.

Disciplinary Procedures

1. Learners' violations of the College code of conduct will be referred to the Training Center Manager.
2. The Training Center Manager will formulate a Disciplinary Committee.
3. The Chair of the Committee notifies, in writing, the learner who committed the violation of the date, time and place of the Disciplinary Committee's meeting.
4. The Committee informs the concerned learner of the charge(s) made against him/her and will be provided the opportunity to address the charges in writing. To the investigation and fairness, the Committee may

call on witnesses and/or any material evidence related to the case.

5. The Chair presents a short overview of the case including information, evidence, and results of investigation processes. The Committee reserves the right to consult an expert in the field should evidence is too technical or difficult for the Committee to comprehend. The Committee may also call-in witnesses to provide true and useful information related to the case.

6. The learner must appear at the hearing session as scheduled unless, in case of unforeseen circumstances, the learner must provide official documents to support and justify his/her absenteeism.

7. The Chair informs the learner about the committed violation and its consequences and shares evidence with him/her. The Committee questions, individually and freely, the suspected violator and witnesses involved in the concerned case.

8. After the testimonies provided by the learner and witnesses end, the Committee deliberates, votes, and takes a decision by majority votes.

9. At the end of the hearing session, the Chair composes a letter, addressed to the learner, informing him/her about the decision of the Committee. The learner must appeal against the decision within five working days of notification. Failure to appeal will render the decision of the Committee as final, not appealable, and instantly enforceable.

10. Copies of the letter will be sent to the Training Center Manager, concerned Head of Department, Registrar, and saved in the learner's record if the learner is enrolled at the Academy.

11. Minutes will be taken and signed by the Chair and members of the Disciplinary Committee.

Disciplinary Measures

The disciplinary measures against various misconducts and violations specified in this Policy will be executed as per the offences and violations. The level increases with the severity of the disputed action.

Upon the confirmation of committing the violation either by sufficient evidence, or by a committee decision, the student will be subject to the following disciplinary measures:

Violation / Misconduct	Disciplinary Measure
In-Campus Activities/Classroom Activities and Group Behavior/Misuse of Institutional Resources	**First Instance:** Verbal Warning **Second Instance:** Suspension from the campuspresence and facilities usage i.e., Labs, Library, Cafeteria, Common Rooms etc., except the academic activities. **Repetitive action**: Suspension until any furtherdecision by Committee.
Discrimination/Information disclosure and use/Un-authorized Usage/Physical and Mental abuse/Malicious Intentions/Abiding with the Law of the land	**First Instance:** Written Warning **Second Instance:** Suspension for two weeksalong with the financial penalty in case ofresource abuse, unauthorized usage, and anapology against the discriminating or offensive act against any individual, group or Institution. **Repetitive Action:** Suspension for a term along with the financial penalty in case ofresource abuse, unauthorized usage, and an apology against the discriminating or offensiveact against any individual, group or Institutionand any further decision by the Committee.

REFERNCING

ALDAR Academy has policies that students should follow when taking assessments to learn how to utilize references and sources and how to minimize/avoid plagiarism. ALDAR uses the Harvard referencing system in a brief citation to a source, which is supplied in parenthesis inside the body of an article, and complete citations, which are listed alphabetically under "List of references."

- In assessment the reference list should identify all references cites (Books, Journal articles, Pamphlets, Internet sites, CD-ROM, DVD, etc.) in sufficient detail so that others can locate and consult your references.
- It is very important that you use the right punctuation and that the order of details in the reference is also correct.
- A reference list at the end of the assignment contains the full details of all in-text citations.

Examples:

Book: single author	(Holt, 1997) or Holt (1997) wrote that.	Holt, D.H. 1997. *Management principles and practices.* Sydney: Prentice-Hall.
Book: 2 or 3 authors	(McCarthy, William & Pascale, 1997)	McCarthy, E.J., William, D.P. & Pascale, G.Q. 1997. *Basic marketing.* Sydney: Irwin.
CMO article	(Jennings, 1997)	Jennings, P. 1997. The performance and competitive advantage of small firms: a management perspective. *International Small Business Journal*, 15(2): 63-75. Available from: The University of Western Australia Library Course Materials Online. [1 September 2004].
Webpage: no author	(Improve indigenous housing, 2007) *Use first few words of the page title*	*Improve indigenous housing now, government told.* 2007. Available from: http://www.architecture.com.au/i-cms?page=10220. [8 February 2009].
Webpage: no date	(Jones, n.d.)	Jones, M.D. n.d. *Commentary on indigenous housing initiatives*. Available from: http://www.architecture.com.au. [6 June 2009].
Website	(Australian Securities Exchange, 2009)	Australian Securities Exchange. 2009. *Market Information*. Available from: http://www.asx.com.au/professionals/market_information/index.htm. [5 July 2009].

LEARNER COMPLAINT AND APPEAL PROCEDURE

The learner may lodge an appeal only if he/she can provide substantiated new evidence to support his/her case. In case of lack of new elements or supportive evidence, the Training Center Manager may deny the appeal request and confirm the earlier decisions.

1. An appeal must be in writing and delivered to the Training Center Manager within five working days after the concerned learner receives the decision letter.
2. The appeal will be reviewed by the Training Center Manager to determine its viabilityconsidering new evidence, facts, or arguments by the learner
3. The Training Center Manager calls for a hearing session with the concerned Head of Department to discuss the appeal request
4. Disciplinary measures may be reduced only if found to be substantially disproportionate to theoffense, or the case was mishandled
5. In no circumstance, appellant will suffer heavier disciplinary measures.
6. In case of new evidence that justifies heavier disciplinary measures but not considered by the Committee, the Training Center Manager will refer such evidencethereto for a decision to be taken.
7. Decisions rendered by the Training Center Manager are final, not appealable, in writing,and notified to the appellant within five working days.
8. Copies of the Training Center Manager decision will be sent to the concerned Head of Department, Registrar, and saved in the learner's record.

ATTENDENCE

Learners are expected to attend and to be punctual in all classes and learning activities. These activities include classes, field trips, workshops, and lab sessions. Individual and group activities are structured to provide benefits and value to each student, and students are expected to attend class regularly. Lateness or absence hinders progress for the individual and the class and may affect the learner's results.

ALDAR Academy attendance policy requires all learners to attend the minimum percentage of the enrolled classes as per the requirement set by the awarding body of the program. This requirement is mandatory for the learner to receive a certificate of completion.

Attendance Procedures

1. Learners are expected to attend 100% of the course in which they are enrolled before a certificate of completion can be issued.
2. If an extenuating circumstance arises in which a learner is unable to attend the 100% of class, the learner must complete the Learner Absentee Request form prior to leaving the classroom and
3. submit it to the trainer for approval. If the extenuating circumstance arises during non-class hours, the learner must complete the Learner Absentee Request form immediately upon return to the classroom and submit it to the trainer for approval.
4. With an approved absence for circumstances, if the absence is short enough, the trainer has discretion to provide options for make-up work if the classroom hours are equivalent.
5. Learners who go over the maximum absence limit may appeal their case to the Learner adviser. Such learners should be prepared to show evidence of a legitimate excuse for every missed class (court documents, doctor's notes, etc.). Legitimate excuses include medical emergencies, personal emergencies, family emergencies, and required courtroom appearances.
6. With all the circumstances. Learners should complete the minimum required percentage of attendance time.
7. Learners who arrive 15 minutes or later after the beginning of a class may be marked as a partial absence for the class. Two partial late incidents will be considered as a one whole day absent.
8. Students will receive notifications of absenteeism from the Student Support Services as follows:
   - First notification of absenteeism when the student absence level exceeds 10%
   - Second notification of absenteeism if the student absence level exceeds 20%
9. In cases where the student absence exceeds 25% for a course, the student will be dismissed from the course.

Documentation required to support absence

If a learner is absent from classes, he/she must provide evidence explaining your reasons for absence along with the leave of absence form. A student's absence can be considered as an excused absence under the following circumstances only if the relevant evidence is provided to the Registration Department within one week of their first day of absence.

- In case of sickness, Medical Certificate stamped by Ministry of Health
- In case of death in the family, the Death Certificate of the family member or an email from parents or declared guardian.
- Relevant documentation is required for appointments with any government offices and appointments with health care providers.
- Absences because of observances of religious holidays, relevant travel documents.
- Any evidence produced later will not be accepted.

Extenuating Circumstances for Extended Absence

In event of extended absence due to chronic illness, pregnancy, family bereavement, or due to any other

reasons if you need to have an extended time away from your classes, you need to:
- Discuss this with Senior Student Counselor.
- Complete a "Student Application for Leave of Absence" form and return the form to Student Services.

After an extended absence, the student may be allowed to
- return to his/her studies **OR**
- defer his/her enrolment to the next term, **OR**
- re-enroll for courses in another term

Sickness and Injuries

Students who have become ill or have been injured should first see the Student Services staff. Students who suffer from any ongoing illness such as epilepsy or diabetes, which may require urgent assistance and decision making should advise Student Services staff of these health concerns. This information will be kept in confidence.

If required, ambulance can be called by a senior member of staff or by the Students Services officer only.

REGISTRATION AND STUDENT RECORD

In accordance with the guidelines of the awarding body, ALDAR Academy is committed to a fair admission system and thus considers all applicants are entitled for admission regardless of race, color, religion, age, nationality, disability, marital status, and gender.

ALDAR Academy follows an open-door admission policy, which means that any person who meets all the admission requirements as defined by the awarding body of the selected program is eligible for admission in the respected program.

Candidates applying at Aldar Academy will be considered for admission if they have successfully cleared the admission requirements (age and documents) that are set by the awarding body.

1. Students must fill in the admission application form completely and correctly.
2. Submit the application form to the Admission Department with the relevant documents. Students who have recently been in education are **likely** needed to provide:
   - a BTEC Level 3 qualification in Computing
   - a GCE Advanced Level profile that demonstrates strong performance in a relevant subject or adequate performance in more than one GCE subject. This profile is likely to be supported by GCSE grades at A* to C (or equivalent) and/or 9 to 4 (or equivalent) in subjects such as Math and English other related Level 3 qualifications
   - relevant work experience, or
   - an international equivalent to the above qualifications.
3. The Registration department verifies the application against the minimum entry requirements and other required documents.
4. Candidates will be invited to attend a formal admission interview with the head of the concerned department.
5. The trainee will be admitted to the Academy once he/she signs the acceptance letter which includes the Learners protection protocol.
6. Upon signing the acceptance letter, the student will be asked to submit the original documents required for admission.
7. The student is handed over the Admission Letter mentioning the programme of his/her choice.
8. All course registrations are secured on a first-come first-served basis and are subject to availability.
9. The registration in a course is based upon the receipt of payment for both the registration fee and the balance due.

Student Registration and Entry:

All students should be registered on the qualification they are studying, and suitable arrangements need to be made for internal and external verification. Students can be formally assessed only for a qualification for which they are registered. If a student changes the qualification they want to study for (for example if they decide to choose a different specialist pathway), ALDAR Academy must transfer their registration to the new pathway to sample a student's work on the correct registered pathway.

ALDAR Academy Admission requirements
(For all Higher National Qualifications Level 4 and above)

Prior Qualification Requirement:
For any student to be eligible for admission in any **Higher National Qualification Level 4 or above,** s/he is required to have:
- UAE Grade 12 Highschool Certificate (or equivalent) with Pass Grade or
- BTEC Level 3 qualification in the relevant field (or equivalent Level 3 qualifications from recognized awarding body) or
- GCE Advanced Level profile that demonstrates strong performance in a relevant subject or adequate performance in more than one GCE subject. This profile is likely to be supported by GCSE grades at A* to C (or equivalent) and/or 9 to 4 (or equivalent) in subjects such as math and English or
- An approved recognized previous learning or relevant work experience, awarded as sufficient qualifications or units of a qualification based on that learning or experience (as per as ALDAR Prior Learning Recognition Policy) or
- an international equivalent to one of the above qualifications.

English Language Requirement:
Students applying for any **Higher National Qualifications Level 4 and above** that is taught and assessed completely in English will need a certain level of English language skills. Before accepting students onto a programme, Students who are non-native English speakers and who have not carried out their final two years of schooling in English can demonstrate ability at a standard equivalent to:
- **Common European Framework of Reference (CEFR) level B2**
- **PTE Academic 51**, or
- **IELTS 5.5** (reading and writing must be at 5.5).

Students who have completed a Pearson BTEC Higher National qualification delivered partly or completely in another language, but which was assessed in English will need to demonstrate ability in English to the standard above but at the end of the programme.

Provisional Admission
Applicants who almost satisfy the admission requirements except for incomplete information or documents, can be provisionally admitted. Provisional admission is subject to the condition that the applicant should satisfy the conditions within a specified period decided on a case-to-case basis, or else his admission will be terminated. Provisional status will be removed once the applicant meets all the requirements.

Withdrawal
The withdrawal of the student may be allowed from modules after 49 days from the start of module, however in this case a W grade will appear in the transcript.

Changing Major
Students are permitted to change majors. The following are the conditions to change major:
1. Upon the approval of the Head of the department and Training Centre manager.
2. If specific modules are considered a prerequisite for the new major, **Pass** in that module is required for a transfer.
3. Modules not relevant to the new major will be ignored for calculating the final awards and classification.
4. Change in Major will be informed to the awarding body.

Learner Record
Aldar Academy has an adequately staffed Registration department that ensures that learners are properly registered, and their data is entered into the system. The below-mentioned records are properly maintained in the physical file kept on-site in secure and fireproof storage.
1. Application Form and Acceptance letter completed and signed by the applicant
2. Original/certified true copy of High School Certificate or its equivalent

3. TOEFL/IELTS (or any equivalent) test results
4. Copy of learner's Passport and Emirates ID
5. Official Academic Transcripts and Exemption letter for credits transferred (if any)
6. Result of the English entry tests (if applicable)

Access to Learner's Record

- Access to the Learner Record Room for authorized personnel is biometric.
- Aldar Academy has an off-site continuous electronic backup for all electronic learner records.
- Only the staff of the Registration department are authorized to access, maintain, and update the learner records.
- The data and information related to the vocational qualifications, the registered learners and any other relevant data will be provided to KHDA either upon request or periodically.
- The learner record along with the assessments and other achievements shall be maintained both physically and in EIAS as well for five years from the date of graduation.
- To ensure the confidentiality of records and respect of individual privacy rights, the learner records cannot be released to any third party (including parents, spouse, and guardian) unless otherwise authorized by the concerned learner by writing an authorization letter.
- Officials of Aldar Academy may have privileges to access the learner records according to their designation when acting in the learner's educational interest and within the limitations of their need to know. These officials include trainer, assessor, verifier, finance, and other(s) with legitimate educational interests.

The learner has the right to inspect and review the information contained in his or her record. The learner must submit a written request to the Registration Office, identifying the records to be inspected.

STUDENT RIGHTS AND RESPONSIBILITIES

As members of ALDAR Academy community, learners are expected to fully adhere and comply with the rights and responsibilities attached to such membership. All members of the community (learners and staff) must work together to ensure a college life and education of the highest quality.

STUDENT RIGHTS

- Freedom from discrimination: The ALDAR Academy adheres to the principle.
- Access to their educational records.
- Access to the educational services of the ALDAR Academy such as Library, laboratories, counselling, advising, etc.
- Access to their educational records.
- Be protected against unauthorized disclosure of information pertaining to their academicrecords.
- Form, join or participate in association and elect their representatives. Learners are free toform groups or organizations to promote students' interest.
- A safe and healthy physical environment on campus, one that provides suitable conditions forlearning and studying.
- Support and assistance from the ALDAR Academy in their academic and non-academic activities.
- Be free from misconduct, harassment, and abuse.
- Appeal any academic or non-academic decision affecting them.
- File a complaint.
- Appeal academic and non-academic decisions.

STUDENT RESPONSIBILITIES

- Offenses against others (harassment, theft, physical and sexual abuse, assault, and any other act of physical or moral violence and aggression.
- Offenses against property and equipment, material damage, theft, unauthorized use ofequipment and properties of the College.
- General offenses: any action that violates privacy, freedom of speech, freedom of religion, discrimination against race, sex, religion, age.
- Offenses against the ALDAR Academy policies, rules, non-compliance with regulations.
- Violations of UAE Laws and Customs.

Each learner enrolled at ALDAR Academy is responsible for:

1. Keeping herself/himself informed and fully acquainted with all rules, regulations, and polices of ALDAR Academy.
1. Complying with all rules, regulations, Code of Conduct, and policies of ALDAR Academy.
2. Respecting the rights and property of others.
3. Making progress to achieve his/ her educational goal.
4. The selection of his/her courses after consultation with his/her academic advisor.
5. Finding legal financial sources to finance his/her studies.

Student Self-Discipline

Student self-discipline maintains and preserves an environment that is an essential precondition for productive learning and working at ALDAR Academy.

"Do's

- Do uphold standards of good behavior when involved in any ALDAR Academy activity, including organized activities at external venues
- Do comply with all regulations, rules, guidelines, and policies and procedures
- Do treat others with respect and fairness
- Do be punctual and regular in attendance
- Do submit work completed by you and not the work of others
- Do submit assessment events by the due date or seek approval to extend the due date
- Do observe normal, safe practices, e.g. wear approved clothing and protective equipment
- Do turn off your mobiles during classes and related activities
- Do take every precaution to prevent the introduction of viruses to ALDAR Academy computers and comply with IT policies
- Do maintain a clean and healthy environment, place rubbish in the dustbins provided.

"Don'ts

- Do not engage in plagiarism, collusion or cheating in any assessment event or examination
- Do not litter and leave your food leftovers on the tables
- Do not eat or drink in classrooms or labs
- Do not harass fellow students or staff
- Do not damage, steal, modify or misuse the property
- Do not smoke in the building
- Do not engage in any behavior which could offend, embarrass, or threaten others
- Do not have food from outside delivered to ALDAR Academy.
- Do not eat or sleep in the prayer room

Contact us

Name	Position	Email Address	Extension Number
Mr. Awad Jawdat Samhan	Training Center Manager	Awad@aldar.ac.ae	
Mr. Sayed Fawzi	Quality Assurance Manager	Sayed@aldar.ac.ae	
Mr. Waqar Akbar	Business Program Leader	Waqar@aldar.ac.ae	
Mr. Asif Ehsan	IT & Computing Program Leader	Asif@aldar.ac.ae	
Ms. Haritha	Engineering Program Leader	Haritha@aldar.ac.ae	
Mr Mohammed Elfiky	Art & Media Program Leader	Elfiky@aldar.ac.ae	
Mr. John Crus	Exam Officer	Examofficer@aldar.ac.ae	
Mr. Abdul Salam	Dir. Admin & Finance	diradmin@aldar.ac.ae	
Mr. Abdul Qdoous	IT Manager	it@aldar.ac.ae	
MS. Roselle Torres	Head of Students Services	StudentsServices@aladar.ac.ae	

STUDENT PARTICIPATION AND FEEDBACK

Course Evaluation Form

Dear Student,

ALDAR Academy administers a Course Evaluation every semester. ALDAR gains an understanding of your learning experience and satisfaction with the quality of the course and the delivery techniques of the Trainer. The Office of Quality Assurance ensures that all responses remain confidential and anonymous.

The Academy thanks you in advance for your thoughtful responses to this survey.

Semester:	
Section Code:	Course Title:
Trainer Name:	
Program:	

A. Course Evaluation	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The Course objectives are clear	☐	☐	☐	☐	☐
2. Instructional methods facilitate my learning	☐	☐	☐	☐	☐
3. I am satisfied with Teaching methods	☐	☐	☐	☐	☐
4. Teaching materials (handouts, notes, …) are clear	☐	☐	☐	☐	☐
5. The course assessments and lectures complement each other	☐	☐	☐	☐	☐
6. The textbook for this course is useful	☐	☐	☐	☐	☐
7. The course stimulates my interest and thoughts in the subject area	☐	☐	☐	☐	☐
8. The course is increasing my knowledge in this field of study	☐	☐	☐	☐	☐
9. Overall, I am satisfied with the course	☐	☐	☐	☐	☐
B. Instructor Evaluation	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The trainer communicates clearly with students	☐	☐	☐	☐	☐
2. The trainer demonstrates a thorough knowledge of the subject matter	☐	☐	☐	☐	☐
3. The trainer conducts the sessions in a motivating and interesting way	☐	☐	☐	☐	☐
4. The trainer uses appropriate teaching techniques	☐	☐	☐	☐	☐
5. The trainer encourages classroom discussions and participation	☐	☐	☐	☐	☐
6. The trainer covers topics listed in the syllabus	☐	☐	☐	☐	☐
7. The trainer relates course content to real world scenarios and applications	☐	☐	☐	☐	☐
8. The trainer is available for consultation during office hours	☐	☐	☐	☐	☐
9. Assessment results are returned in a timely manner	☐	☐	☐	☐	☐

Comments

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Course Evaluation Form - Laboratory

Dear Student,

ALDAR Academy administers a Course Evaluation - Laboratory after every semester. ALDAR gains an understanding about your learning experience and satisfaction towards the quality of the laboratory equipment, lab manuals, and lab instructor delivery techniques. The Office of Quality Assurance ensures that all responses remain confidential and anonymous. The Office thanks you in advance for your thoughtful responses to this survey.

Semester:	
Section Code:	Course Title:
Lab Instructor:	
Program:	
Laboratory:	

A. Laboratory Evaluation	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. Lab materials (lab manuals, handouts, notes, …) are clear	☐	☐	☐	☐	☐
2. Lab assignments are interesting	☐	☐	☐	☐	☐
3. Lab assignments reinforce what I have learned in the lecture	☐	☐	☐	☐	☐
4. The Lab helps me learn important techniques in this course	☐	☐	☐	☐	☐
5. The computing and IT equipment in the lab meet my needs	☐	☐	☐	☐	☐
6. Software applications provided in the lab are kept up to date	☐	☐	☐	☐	☐
7. The Lab is equipped with state-of-the-art equipment	☐	☐	☐	☐	☐
8. Overall, I am satisfied with the Lab classes	☐	☐	☐	☐	☐
B. Lab Instructor Evaluation	**Strongly Agree**	**Agree**	**Neutral**	**Disagree**	**Strongly Disagree**
9. The lab instructor communicates clearly with students	☐	☐	☐	☐	☐
10. The lab instructor conducts the sessions in a motivating and interesting way	☐	☐	☐	☐	☐
11. The lab instructor clearly provides goals and objectives for each lab	☐	☐	☐	☐	☐
12. The lab instructor explains the lab procedures clearly	☐	☐	☐	☐	☐
13. The lab instructor points out safety hazards and precautions	☐	☐	☐	☐	☐
14. The lab instructor is knowledgeable	☐	☐	☐	☐	☐
15. The lab instructor provides helpful feedback on my progress	☐	☐	☐	☐	☐
16. The lab instructor is available for consultation during office hours	☐	☐	☐	☐	☐
17. Assessment results are returned in a timely manner	☐	☐	☐	☐	☐

Comments

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ANNUAL STUDENT SURVEY

STUDENT SATISFACTION SURVEY

Dear Student,

ALDAR Academy administers a Student Satisfaction Survey every semester. ALDAR gains an understanding about your training and learning experience and satisfaction level towards the quality of service provided by various support units at the Academy. The Academy assures you that all responses remain confidential and anonymous.

Thank you in advance for your thoughtful responses in this survey.

Semester	
Program:	

LEARNING / TEACHING EXPERIENCE	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Trainers are helpful	☐	☐	☐	☐	☐
Trainers are experts in their field of teaching	☐	☐	☐	☐	☐
Trainers at ALDAR treat me with respect	☐	☐	☐	☐	☐
Trainers at ALDAR motivate me in my work	☐	☐	☐	☐	☐
I am encouraged to participate in class discussions	☐	☐	☐	☐	☐
I am encouraged to ask questions during classes	☐	☐	☐	☐	☐
I am satisfied with the teaching methods used in class	☐	☐	☐	☐	☐
I would recommend this institution to my friends	☐	☐	☐	☐	☐
LIBRARY SERVICES	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The library staff are knowledgeable and responsive to queries	☐	☐	☐	☐	☐
The library staff are helpful	☐	☐	☐	☐	☐
Printing, scanning and photocopying facilities in the library meet my needs	☐	☐	☐	☐	☐
Information Resources in the Library are kept up to date	☐	☐	☐	☐	☐
Information Resources in the Library (books, journals, databases) meet my learning needs	☐	☐	☐	☐	☐
The campus is equipped with state-of-the-art audio and visual systems	☐	☐	☐	☐	☐
The Study Rooms are good places to study in group	☐	☐	☐	☐	☐
I am satisfied with the library	☐	☐	☐	☐	☐
REGISTRATION OFFICE	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The Registration Office staff are friendly and courteous	☐	☐	☐	☐	☐
The Registration Office staff are helpful	☐	☐	☐	☐	☐
I was helped in a reasonable period	☐	☐	☐	☐	☐
Timeliness of certificate, transcript, and/or official document attestation is appropriate	☐	☐	☐	☐	☐
Online Course Registration System is easy to use	☐	☐	☐	☐	☐
Electronic Intelligent Academic Solution (EIAS) is a friendly user student portal	☐	☐	☐	☐	☐

OFFICE OF STUDENT SERVICES	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I participate in events and extra-curricular activities	☐	☐	☐	☐	☐
Adequate support is provided to students to organize events	☐	☐	☐	☐	☐
I am satisfied with events scheduled in the Student Services Annual Calendar	☐	☐	☐	☐	☐
I am satisfied with student services	☐	☐	☐	☐	☐
VISA SERVICES (IF APPLICABLE)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Visa services staff provides clear and helpful information to complete my application	☐	☐	☐	☐	☐
My visa application went smoothly and promptly	☐	☐	☐	☐	☐
I am satisfied with ALDAR Academy visa services	☐	☐	☐	☐	☐
TRANSPORTATION SERVICES (IF APPLICABLE)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The bus driver is polite	☐	☐	☐	☐	☐
The bus is comfortable and clean	☐	☐	☐	☐	☐
The bus arrives at my place as scheduled	☐	☐	☐	☐	☐
I am satisfied with ALDAR transportation services	☐	☐	☐	☐	☐
IT SERVICES	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
IT Help Desk promptly responses to my technical problems	☐	☐	☐	☐	☐
IT Services staff are helpful and approachable	☐	☐	☐	☐	☐
Wi-Fi Coverage in the campus is satisfactory	☐	☐	☐	☐	☐
Internet Service in the campus is satisfactory	☐	☐	☐	☐	☐
I am satisfied with the course management system (Moodle)	☐	☐	☐	☐	☐
I use Moodle to download course material	☐	☐	☐	☐	☐
I use (EIAS) to communicate with my instructors	☐	☐	☐	☐	☐
I am satisfied with the IT facilities	☐	☐	☐	☐	☐

ADVISING SERVICES	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The Advisor is conveniently available for advising	☐	☐	☐	☐	☐
The Advisor spends enough time to respond to my queries	☐	☐	☐	☐	☐
The Advisor recommends courses to register each semester	☐	☐	☐	☐	☐
The Advisor provides me with information about academic progress requirements	☐	☐	☐	☐	☐
The Advisor is knowledgeable about my program requirements	☐	☐	☐	☐	☐
Advisor is knowledgeable in my field of concentration	☐	☐	☐	☐	☐
ACCOUNTS	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The staff is courteous when responding to inquiries	☐	☐	☐	☐	☐
I am satisfied with the installments plan facility	☐	☐	☐	☐	☐
Adequate financial aid is available	☐	☐	☐	☐	☐

PHYSICAL FACILITIES	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I am satisfied with classroom facilities	□	□	□	□	□
I am satisfied with the available parking space at the campus	□	□	□	□	□
Recreational facilities are adequate	□	□	□	□	□
The Health Services staff are helpful and friendly	□	□	□	□	□
I am satisfied with the quality of food & beverages served in the cafeteria	□	□	□	□	□
I am satisfied with the transportation service	□	□	□	□	□
I feel safe whilst on campus	□	□	□	□	□
The Campus is always clean	□	□	□	□	□
The washrooms are always clean	□	□	□	□	□

Please insert any additional comments in the box below

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Thank you
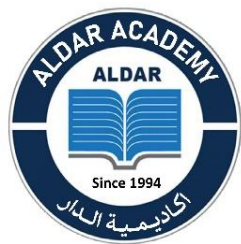
ACADEMIC CALENDER 2023

Semester	Start Date	Closing Date	Activity
SPRING 2023 - 2024	__ December 2022	__ January 2023	**Registration for Spring Semester**
	__ January 2023	__ February 2023	Late Registration (Extended Deadline for Registration)
	__ January 2023	__ January 2023	Orientation Day
	__ February 2023	__ May 2023	Teaching/Course Delivery
	20 April 2023	23 April 2023	**Eid-al-Fitr ***
	__ May 2023	__ June 2023	Assessment Week
	__ June 2023	__ June 2023	Announcement of Grades
	__ June 2023	__ June 2023	Grade Appeal
	__ June 2023		Deadline for Resubmission

Note: Annual Holidays are subject to change based on the decision of UAE Government.