



الجامعة الأهلية  
AHLIA UNIVERSITY  
BAHRAIN



Your  
global  
future  
**begins**  
here

**INTERNATIONAL  
STUDENT HANDBOOK**  
2016-17 | 2017-18

[www.ahlia.edu.bh](http://www.ahlia.edu.bh)



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## INTRODUCTION

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Dear student,

It is our pleasure to welcome you to Ahlia University, a step into your global future! Inspired by the values of our founding president, Ahlia provides you with an exceptional university education and opportunities for personal and academic growth.

'Quality' is interwoven into every aspect of Ahlia: programmes, partnerships and faculty. Ahlia University is committed to graduating generations of distinguished scholars in their professional fields, with high ethical values and leadership capabilities. Ahlia University's mission is to be a leader in higher education and a distinguished centre in various fields of knowledge and scientific research. You can now take pride in being a part of the top private University in the Kingdom of Bahrain.

This International Student Handbook presents a summary of the important regulations and procedures concerning students, along with general guidance which will assist students to make their university life smooth and enjoyable.

We encourage students to be aware of all university rules and regulations, and to refer to your academic department and/or the Deanship of Student Affairs, or Directorate of International Relations when in doubt. Please familiarise yourself with the different means of communication (University website- <http://www.ahlia.edu.bh>, ADREG, notice boards, e-mails, short messaging service (SMS), social media network, etc.), which will provide you with any relevant, necessary and up-to-date information.

Please note that every member of the University's academic and administrative staff is here to assist you with your aspirations and provide you with the guidance and support needed, so don't hesitate to seek their help!

We wish you success in your academic endeavours at Ahlia University. We hope to make our success story yours...

## ABOUT AHLIA UNIVERSITY

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Ahlia University was the first private university to be established in the Kingdom of Bahrain, in 2001. Our mission is to provide high quality academic programmes and to graduate students who are qualified to take a leading role in the development of their societies and countries. Another main objective of the University is to establish itself as a centre of research and learning, which naturally links the economic, cultural, scientific and industrial sectors of society in productive cooperation.

## AHLIA UNIVERSITY COMPRISES THE FOLLOWING COLLEGES

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1. College of Arts & Science
2. College of Business & Finance
3. College of Engineering
4. College of Information Technology
5. College of Medical & Health Sciences
6. College of Graduate Studies & Research

## PRE-ARRIVAL INFORMATION

### Local Tradition & Custom

Bahrain is considered one of the most liberal countries in the region. As such, you need not worry too much about adhering to a certain dress code. However, you should dress in accordance with your destination. For instance, if intending on visiting certain cultural sites such as the Al Fateh Grande Mosque, you will be expected to dress modestly, with garments covering the shoulders and knees, while female students may also be asked to cover their hair when inside the place of prayer. It is important to learn about the local tradition, customs, and way of life in order to avoid causing offence. Dressing in a manner respectful of the local culture is expected of all students, male and female alike.

You are asked to bear in mind that during the Holy Month of Ramadhan students are expected to empathise and demonstrate respect for local tradition and custom by abstaining from eating, drinking or smoking in public during the day. Avoid public displays of affection. Eating and drinking in public is against the law during daytime throughout Ramadhan.

### Bringing Pets to Bahrain

Students may bring pets into the country, only if necessary permissions are obtained. However, you should think carefully before attempting to do so as a number of documents will need to be arranged and completed in your country of origin, prior to entering Bahrain. Furthermore, many of the accommodation buildings in Bahrain may not accept pets.

A number of veterinary clinics exist in Bahrain, and some may assist you in the importation of pets, depending on your country of origin.

### Arriving at the Airport

Students must have a letter of acceptance from Ahlia University with them when they arrive at Bahrain International Airport.

Students will normally have a No Objection Certificate (NOC) obtained from the Immigration Department, Government of Bahrain and delivered to them at the Airport to facilitate their entry into the country. If you receive a scanned visa or any other immigration related document from Ahlia University, make sure to have a print-out available with you when you travel to

Bahrain (For more information go to page 8 and 9). If there is any change in immigration procedure, students will be informed accordingly.

The university welcomes students with a 'meet & greet' service. As such, a representative of the university will be available to receive you at the airport. This service is normally only made available to international students arriving through partner institutions. If you wish to avail of this service, you will need to contact the Directorate of International Relations and provide details regarding your date of departure, date of arrival, time, airline, and flight number.

Upon your arrival, and once all immigration procedures are successfully completed, the university representative will arrange transportation to your accommodation or place of temporary residence.

### Registering with Your Embassy

Upon arriving in Bahrain, it is highly recommended that you register with your Embassy. Registration is important as you may receive security alerts, and/or other important information from your Embassy. It can also be important in other situations; where students might opt to apply for a Bahraini driving license.

#### British Embassy

The British Embassy is conveniently located a short walk away (approximately 15-minutes) from the university campus.

**Number: (+973) 1757 4100**

#### French Embassy

The French Embassy is conveniently located a short walk away (approximately 5 minutes) from the university campus.

**Number: (+973) 1729 8660**

#### US Embassy

The US Embassy is located a short drive (approximately 10-minute) away from the university campus.

**Number: (+973) 1724 2700**

## LEGAL DOCUMENTS

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### Acquiring a National ID Card (CPR)

Once you arrive in Bahrain, you must apply for your Bahrain National ID Card (CPR) as soon as possible. Having a Central Population Register Card (CPR) is mandatory, and is required to open a bank account, take ownership of a vehicle or property or apply for a Bahraini driving license, among other things. The university will assist you with the CPR application process; however your cooperation will be needed to facilitate this process. You will need to have a passport-sized photo.

The Directorate of International Relations will organize the application forms and schedules for the students, and assist with transportation from the university campus to the Bahrain Central Informatics Organisation (CIO) for the procedure to be completed. Having a CPR is mandatory by law so acquiring one as soon as possible will ensure a safe and smooth stay in Bahrain. Once you have acquired your CPR, you must update your student records, either online through the Online Student Information System ADREG, or by paying a visit to the Directorate of Admissions & Registration.

### Visa and Residency

During your stay, you will need a visa as well as a valid residency to stay in the Kingdom for an extended period of time. Ahlia University takes care of the process, setting up appointments for the students to receive their national ID, have their fingerprints taken and registering with the concerned authorities. These processes are all required by state law and must be done. This will include obtaining documents such as the No Objection Certificate (NOC), Student Visa, Residency Permit, and CPR Card. International students should expect a total expense of approximately 150 Dinars.

Where the university may pay for these processes, for convenience, the student will be expected to reimburse the total amount.

Students are strongly advised to avoid leaving the country or traveling during the first few weeks of their stay in Bahrain, whilst their residency status is being finalized. Doing so may lead the student to incur additional expenses and delay issuing of the required legal documents.

You are advised to carry your national ID card (CPR) and university student ID card with you at all times.

**NOTE:** *The visa issued for international students at Ahlia University is a student visa. As such, it does not permit the student to seek any form of employment. Doing so would be a violation of state law.*

## LIVING IN BAHRAIN

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The 2016 Expat Explorer Survey, commissioned by HSBC Expat and conducted by YouGov, ranked Bahrain the 9th best place in the world to be an expatriate. The HSBC Expat Explorer Survey and Expat Country Guide can easily be accessed online, and contains many useful tips including key phrases in Arabic.

### Money and Currency Information

The country's currency is the Bahraini Dinar. One Bahraini Dinar (BD) is divided into 1,000 Fils. Foreign currency such as the USD may be accepted by shops and stores, however, may likely be subject to a deflated exchange rate. The Bahraini Dinar is pegged to the US Dollar at a fixed rate of 1= US \$ 2.65. Exchange rates between the Bahraini Dinar with the British Pound Sterling or Euro will fluctuate accordingly.

Link to Currency Exchange: <http://www.xe.com/ucc>

**NOTE:** *There is a daily limit of 500 Bahraini Dinars on ATM withdrawals.*

### Public Holidays

Students must refer to the Ahlia University calendar, available in print and on the website for information on public holidays. In Bahrain the majority of public holidays are religious holidays. These include:

- The Islamic New Year (1 day) which starts with the month of Muharram, in accordance with the lunar calendar
- Ashoora (2 days) which is observed primarily by Shiite Muslims and represents a significant day of mourning
- The birth of Prophet Mohammed (1 day)
- Eid al Fitr (3 days) which marks the end of Ramadan
- Eid al Adha (4 days) which is celebrated on the 10th day of the pilgrimageto Mecca (Hajj)

The Islamic calendar is based on a lunar month, and is thus adjusted by approximately 11 days each year when compared to the Gregorian calendar. As such, it is difficult to determine the dates of public holidays in advance, as this depends on lunar sightings, and the shifting of the Islamic calendar. The university closes on these public holidays. These holidays are tentatively marked in the academic calendar, and are normally confirmed a couple of days in advance.

Bahrain also celebrates other national and international holidays:

- December 16th National Day: Celebrating the independence of the Kingdom of Bahrain
- December 17th Accession Day: Celebrating His Majesty King Hamad bin Isa Al Khalifa's Accession to the Throne
- January 1st New Year's Day
- May 1st International Labour Day

**NOTE:** All official public holidays falling on a weekend are normally observed on the weekdays immediately after.

### Cultural Attractions

Bahrain has a rich cultural history that can be traced back to 2000 BC, so you will have no shortage of historical sites to visit!

The island is home to two UNESCO World Heritage Sites.

- Muharraq Island, Qal'at Bu Mahir Fortress, and Coastal and Offshore Pearling Sites
- Ancient Qal'at al-Bahrain Harbor City and Capital of Dilmun



### Bahrain Authority for Culture & Antiquities

The Bahrain Authority for Culture & Antiquities has a great website for you to get acquainted with Bahrain, its history and culture. The website includes a "Top Ten Must-Dos" list, to get acquainted with the country.

**Website:** <http://www.culture.gov.bh>

### Bahrain National Museum

A good place to start is the National Museum, which gives an overview of the history of Bahrain, and is the perfect way to learn about the island's heritage. The museum is located within walking distance (approximately 15 minutes on foot) from the university campus.

**Opening Hours:** 08:00 to 20:00

**Number:** 1729 8718



## Bahrain Fort

One of Bahrain's UNESCO World Heritage Sites, the Bahrain Fort is the largest of several forts located around the island. Archeological excavations at the fort have uncovered historical pieces that date back to 3000 years ago and include artifacts from the Persians, Portuguese, and other settlers. Make sure you visit the Bahrain Fort Museum located nearby to make most of the trip. The location is also a great place to enjoy the pleasant winter weather.

Opening Hours - Daily, 8:00am to 6:00pm

Museum - Tues to Sun 8:00am to 8:00pm

Number: 1756 7171



## Other Forts

- Riffa Fort: Opening Hours Sun - Wed 7:00am - 2:00pm  
Thurs. and Sat 9:00am - 6:00pm  
Fri 3:00pm - 6:00pm
- Arad Fort: Opening Hours Sun - Wed 7:00am - 2:00pm  
Thu and Sat 9:00am - 6:00pm  
Fri 3:00pm - 6:00pm



## Beit Al Quran

The museum is one of the most renowned Islamic museums in the world, with an extensive collection of Islamic manuscripts from all around the world, ranging from the Far East to Southern Europe. Beit Al Quran is an extremely short walk away (approximately 5 minutes) from the university campus, and offers a great introduction to Bahrain's Islamic history.

Opening Hours	Sat - Wed	9:00am - 12:00pm 4:00pm - 6:00pm
	Thurs	9:00am-12:00pm
Number:		1729 0404

## Bab Al Bahrain

Bab Al Bahrain is the entrance to Bahrain's traditional market (souq) and is a national landmark. The Manama market houses some of the first goldsmith and pearl jewellery shops in Bahrain, which was a thriving industry historically because of the country's strategic location. The market is your best bet if you are in search of souvenirs to take back home.

Opening Hours	Sat - Thur	9:00am - 12.30pm 4:00pm - 8:00pm
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### Bahrain International Circuit - Bahrain Grand Prix

The Bahrain Grand Prix is usually held in the month of April, and is an important national and international event that is anticipated globally. If you have never seen a motorsport event, this is surely your opportunity to take part in an unforgettable experience. The BIC also has a karting track for you to try out your racing skills.

Website <http://www.bahraingp.com>  
Number 1745 0000





## ACCOMMODATION

Bahrain has a lot to offer in the way of accommodation options. Whether you are looking to live in a skyscraper, or rent a villa in an expat compound away from the hustle and bustle of the city, the choice is plentiful, and the choice is yours. Rental periods vary, from one month to one year; this will depend on the location and landlord. You may negotiate directly. However, once you enter into a contract, it is quite difficult to break the lease agreement or change it.

You are advised to start looking for accommodation before arriving in Bahrain to ease the process and transition at the beginning of your period of stay. Sharing an apartment with a fellow international student can help minimise costs and ensure companionship during your free time.

**NOTE:** Choose Exhibition Area, Gudaibiya, Salmaniya, or Juffair in the 'Regions' sections to ensure proximity to the university campus for your convenience. The regions are in descending order of proximity.

The price of a fully furnished apartment with two bedrooms and bathrooms can range from BD 450-800. A studio apartment for a single person may cost as little as BD 300. These accommodation options usually include building security and utilities, and may contain a common swimming pool and gym. Prices vary by agent and location, so make sure to find the accommodation that will suit your needs, and approach more than one agent, if possible.

You need not necessarily find an accommodation before you arrive in Bahrain as it is fairly easy to find a venue to stay in temporarily while long-term housing is sorted. Should you find an acceptable accommodation prior to your arrival, you are advised to hold off on any payment until you are able to visit and inspect the apartment in person. You may visit these apartments without the need to refer to an agent.

There are several real estate agencies that can help you find a place once you are in Bahrain.

**NOTE:** There is a daily limit of 500 Bahraini Dinars on ATM withdrawals. If you wish to pay the usual 3-month advance for an apartment, please plan accordingly.

## TRANSPORT

The Directorate of Students Activities and Services in the Deanship of Student Affairs may provide limited transport facilities for students' studying at Ahlia. Non-Bahraini students living in the Kingdom of Bahrain are given guidance regarding the available methods of transport in Bahrain.

Although Bahrain's public transport system is improving, it is not the most thorough or sophisticated in the Gulf. How useful you find it will depend on your chosen area of residence and destination. As such, it may be easier to get around by walking, if in the vicinity of the University, or to take a taxi cab that uses a meter. Car rental is fairly inexpensive if several students share the cost, and the extremely cheap petrol makes it a worthwhile option.

**NOTE:** Please drive carefully and safely. Only drive if you have a valid license (on hand). For a prolonged stay in Bahrain, a student must have an international driving license, which will require a stamp from the concerned authority in Bahrain.

### Traffic Laws

As of February 2015, Bahrain's traffic laws were reviewed and updated to better suit the driving conditions of the country. Strict laws have been implemented to discourage and eliminate any traffic offences that may endanger other drivers. These new rules are being enforced by the Bahrain traffic police force and include some heavy fines and punishments. Please take the time to read the traffic violations and consequences and ensure that you abide by the new traffic laws to avoid any issues with the traffic police.

The Traffic Directorate's website <http://www.traffic.gov.bh>



## TELECOMMUNICATIONS

Bahrain has a sophisticated mobile telecommunications industry. You are advised to obtain a local telephone number upon arrival. The arrivals area at the airport has branches of all three main service providers.

Obtaining a local number will allow you to save money on calls that you may need to make within the first weeks of being in Bahrain. It will also facilitate communication with the university, as you may receive some text message (SMS) announcements and notifications from time to time. Please update your student records with your phone number using the Online Student Information System ADREG, or by paying a visit to the Directorate of Admission & Registration.

Mobile lines in Bahrain are relatively cheap. According to a study commissioned by the Telecommunications Regulatory Authority, Bahrain enjoys some of the lowest telecom prices in the region. A variety of options are available, catering to every need. There are, generally, two types of basic packages to choose from:

**Prepaid** - With prepaid, the calls are usually more expensive, as there is no monthly rental cost, and you will not get an itemized bill showing the calls you have made. However, you do not risk running up a large bill that you might find difficult to pay. You will have to 'top up' with credit to make phone calls.

**Postpaid** - With postpaid, the calls are usually less expensive but you pay a monthly rental. If you choose postpaid, make sure you keep track of how much you are using your phone, particularly for more expensive calls – and especially if you allow somebody else to use your phone. It is important to consider how you will use your phone, and what services you will need.

**NOTE:** *Internet data packages are available for both options.*

### Providers:

Bahrain has several telecommunications providers to choose from:

- **Batelco**
- **VIVA**
- **Zain**

**NOTE:** *All providers will normally require a valid CPR (National ID) Card for postpaid packages.*

*Branches for all providers are plentiful, with some located inside or near the university campus. All providers have useful and informative websites which will help you select the most suitable package.*

## HEALTH CENTRES

Bahrain is considered one of the healthiest countries in the Gulf, with one of the most advanced healthcare systems in the wider region. There is more medical staff (doctors, nurses and dentists) per person in Bahrain than any other country in the GCC. The country's healthcare system includes four state-sponsored hospitals, 14 private institutions and a large number of clinics and maternity hospitals. Expatriates may access Bahrain's public healthcare system, for emergency services and specialist procedures, with a Population Registration Card (CPR) at a nominal fee or charge.

Bahrain's small size means that emergency health centres are always only a short drive away. It would be best to inform the Directorate of International Relations of any health-related emergencies/accidents (1729 8999 Ext.8900). Keep a note of your address in your wallet/purse in case of emergencies.

### Salmaniya Medical Complex

Bahrain's largest public hospital, **Salmaniya Medical Complex (SMC)** is a short drive away from the university campus (12-minute drive if no traffic) and will provide you with their extensive services for any medical sickness or emergency.

<b>Ear, Nose &amp; Throat Department</b>	<b>1727 9768</b>
<b>Dental Department</b>	<b>1727 9657</b>
<b>Accident and Emergency</b>	<b>1728 4080 / 999 / 1728 4090</b>

### Al-Hoorah Health Centre

Al-Hoorah Health Centre is just a 3-minute walk away from the Ahlia University campus. The centre will assist you with any medical needs you may have, however it is best to refer to the Salmaniya Medical Complex for more urgent cases.

<b>Appointment Number:</b>	<b>1731 8999</b>
<b>Timings:</b>	<b>Morning (07:00-14:15)</b>
	<b>Evening (17:00 – 21:00)</b>

## Other Health Centres

American Mission Hospital	1717 7711
Awali Hospital	1775 7600
Al Hilal Hospital	1734 4199
Al Kindi Specialised Hospital	1724 0444
Bahrain Defence Force Hospital	1776 6666
Bahrain International Hospital	1759 8222
Bahrain Specialist Hospital	1781 2222
Dr. Sulaiman Al-Habib Medical Centre	7731 0000
German Orthopedic Hospital	1723 9988
Gulf Diabetes Specialist Centre	1723 9239
Ibn Al-Nafees Hospital	1782 8282
King Hamad University Hospital	1744 4444
KIMS Bahrain Medical Centre	1782 2123
Noor Specialist Hospital	1726 0026
Saar Medical Centre	1724 8102
Salmaniya Medical Complex	1728 4080
Royal Bahrain Hospital	1724 6800
Wellmed Clinic	1760 0221

**NOTE:** Directions to all medical centres and hospitals can be found on Google Maps. In situations where an ambulance is needed, call 999.

## Fitness

Body building is a popular activity in Bahrain. You will be spoiled for options when looking for gyms, and other similar health clubs. One of Bahrain's most popular gyms, Al Gosaibi Gym, is located down the road from the campus, with several smaller gyms in the area as well. Fitness First is another international chain which is located within walking distance of the university campus, approximately 15-minutes away on foot. Make sure you consider your needs from a gym before registering in one, to avoid unnecessary costs. There are several CrossFit circuits and many martial arts institutions if you wish train in one.

## PLACES OF WORSHIP

Being a Muslim country, Muslim students will easily find a mosque in their area of residence. There are prayer-rooms located in the university campus by the Theatre.

Bahrain has a large number of registered Christian churches of different denominations. Services are celebrated a number of times during the week, and are conducted in different languages including Arabic, English, French, and Hindi. Most of these churches are located in the Capital District in Manama, making them conveniently close to the university campus. The most prominent churches are:

- **The National Evangelical Church** 1725 4508
- **St Christopher's Cathedral (Anglican)** 1725 3866
- **Sacred Heart Church (Catholic)** 1725 3598

Bahrain also has several active temples for various religions and faiths such as Hinduism.

Information regarding location, directions and additional details of all religious institutions can be easily found online.

## ACADEMIC RULES, GUIDANCE & ADVICE

### Student Rights and Obligations

Ahlia University aspires to build a strong relationship between students and their fellow students, and between students and the academic staff through the educational process. Consequently, students, whilst enjoying all their rights and privileges, are expected to respect their duties and commitments. Some of the rights and privileges are listed below:

1. Students must take full responsibility for their actions and behaviour within the university.
2. Students are expected to fully understand and comply with the university rules and regulations.
3. Students are to avoid offending the feelings of others by direct actions or as a result of participating in different university committees. Students must always have mutual respect for their fellow students.
4. Students must respect the rights and privacy of others.

5. Students must raise any concerns at any early stage and seek to resolve them through the appropriate University channels.
6. Students must strive to maintain the University's good reputation and image at all times.

### Student Identity Card

After completing the admission process, students are issued a university ID card containing their name, photo, college and programme. Students must be able to present their ID card at any point within the various departments of the university.

The student ID cards are also used as an identity, permitting use of the university car parks, exam entry, library access, etc. Students are not allowed to give their ID cards to anyone else, inside or outside the university.

- **Student Email**

Upon admission, each student is issued a unique Ahlia university email which will be used as the official communication channel between the student and Ahlia university faculty and administrative staff. Please note that it is mandatory to use the Ahlia email and that personal emails will not be used by the University. All students must therefore check their Ahlia email on a regular basis.

### Credit Hour System

Courses are weighted in terms of credit hours. One semester credit hour is equivalent to 15 lecture hours per academic semester, or from 30 to 45 laboratory or training hours. Courses are designated by an index of three numbers.

The first number refers to lecture hours per week, the second to laboratory hours and the third to credit hours. Thus, if a course is indexed with (3-2-4) for example, this means that 3 stands for lecture hours per week per semester, 2 stands for laboratory hours per week per semester, and 4 is the sum of lectures and laboratory hours in terms of credits.

One (1) credit hour is equivalent to forty (40) notional hours. For a typical course of 3 credit hours, this will mean a total of 120 notional hours per semester.

### Grading Systems

The university adopts a letter grading system that includes plus (+) and minus (-) indicators. The following table, which should be used as a guideline, shows each letter grade with its equivalence in terms of grade points and percentage:

Letter Grade	Grade Points	Percentage
A	4.00	90 - 100
A-	3.67	87 - 89
B+	3.33	84 - 86
B	3.00	80 - 83
B-	2.67	77 - 79
C+	2.33	74 - 76
C	2.00	70 - 73
C-	1.67	67 - 69
D+	1.33	64 - 66
D	1.00	60 - 63
F	0.00	Below 60

Five more letter symbols are in use: "W", "I", "IF", "IG" and "IP".

"W" stands for Withdrawal.

"I" stands for incomplete work and is normally awarded to students who do not fulfil all course requirements by the end of the semester and who present a valid excuse acceptable to the course instructor. The grade of "I" is assigned by the course instructor and not the student.

The course requirements must be completed before the end of the following semester. If, within the designated time period, the student fails to complete/attend his/her final exam the "I" is converted to "IF" grade. In cases where the student is still missing any other course requirements (ex: quizzes, assignments.etc) the student's final grade will be calculated based on those requirements that have been met. "IG" (In Progress) grade is assigned to students who are still working on their dissertation, and is governed by the same rules as in the "I" grade, but it is converted to "IW" designating a failure in completing requirement. "IP" grade is assigned to students who pass their dissertation or Internship.

## Grade Point Average (GPA)

The Grade Point Average (GPA) is an index representing the students' academic achievement. The computation of the GPA is determined as follows:

1. Each letter grade is assigned grade points (Refer to Grading Systems).
2. These points are multiplied by the credit hours of the corresponding course to obtain "quality points" for each course.
3. The total quality points are divided by the total semester credit hours officially undertaken by the student. A GPA may range from 0.00 to 4.00; calculations are carried only to two decimal points.

For purposes of academic evaluation, two types of GPA are used:

1. Semester GPA which is based on courses taken during any given semester.
2. Cumulative GPA (CGPA) which is based on all the academic work taken at the university, thus far.

## Challenge of Grade

Upon submission of a Challenge-of-Grade Form and payment of any stipulated fees, students have a right to challenge their end-of-semester grades provided that the deadline to challenge has not been exceeded.

The deadline for challenging a grade is during the subsequent semester as specified in the academic calendar, after the challenged grade was awarded. For purposes of this deadline, the summer session does not count. Upon being officially informed of the challenge of grade by the Directorate of Admission and Registration, each College, under supervision of its Dean, sets up an ad hoc committee of three faculty members to review challenged grades.

Grades may be revised upwards or kept unchanged at the discretion of the committee and all grades reviewed accordingly are final, i.e. not subject to further review.

## Adding and Dropping Courses

Students are allowed to add and drop courses during the Add and Drop period specified in the Academic Calendar, which normally falls during the first week of the semester. Following the Add and Drop period, students may withdraw from their courses but the letter "W" will be inscribed on their records. For further information, please refer to the University website.

## Student Behaviour and Conduct

A student's behaviour has a significant impact on their academic career and reflects on successful relationships between students, faculty members and fellow students. Further, good behaviour and conduct allows students to benefit from their experience with others, and enjoy a successful university life filled with mutual cooperation and understanding. As per HEC (Higher Education Council) directives, Ahlia University follows University of Bahrain students' code of conduct. Violations of code of conduct include but are not limited to:

1. Disabling lectures or any related incitement actions.
2. Cheating, plagiarism and any related actions.
3. Any type of insult to faculty, staff or student.
4. Any violation of dress code.
5. Damaging the university's facilities.

For more details on code of conduct please refer to the relevant policy.

Students who violate the code of conduct policy will be investigated and, if the allegation is proven, will be penalized according to the policy.

## Attendance Regulations

Student attendance is evaluated according to the following rules:

1. A student's absence from lectures, discussions, laboratories or class in excess of 15% of the total assigned sessions will result in an official warning.
2. A student's absence from lectures, discussions, laboratories or class in excess of 25% of the total assigned sessions will result in an enforced withdrawal of the student from the course, regardless of the cause for his/her absence. A grade of "W" is assigned to a student who misses 25% or more of the total course sessions.
3. A student must submit, in writing, to the instructor concerned the reasons for any absence. This should be done within a period of three days of resuming attendance.

### a. Travelling

While travelling during the semester is not prohibited, it is highly advisable that students follow a few steps prior to exiting Bahrain.

- Log onto your ADREG (Online Student Information System) account to submit an inquiry/complaint informing the University of the duration and reason for absence. A copy of the ticket, indicating destination and date of travel, should be attached in addition to any other supporting materials.
- The student should also notify the Directorate of International Relations of the same, either in writing or by email.

Please note that the abovementioned academic rules regarding attendance apply to all students regardless of the circumstances. It is also important to ensure that you do not travel for an extended period of time prior to the end of the academic semester. The academic calendar can be found online and in print throughout the university.

## STUDENT AFFAIRS & SUPPORT

### Student Counseling

Ahlia University provides a variety of student guidance services through a specialized directorate in the Deanship of Student Affairs. The Student Guidance & Counselling Directorate is responsible for providing services that help students overcome any academic, personal, social and psychological concerns that they may face throughout their studies at Ahlia University.

International students are encouraged to avail of the professional counselling and guidance services when they arrive to Bahrain to deal with any issues such as homesickness, anxiety, or difficulties adjusting to a new environment.

Our student centred counselling services are driven by our mission to provide services that are preventative and remedial in nature while addressing the psychological, educational, social, and developmental needs of AU students. We aim to empower students, while educating them on developing lifelong skills that can assist them in the pursuit of their life and future goals. We are data driven, which means data is used in assessing student counselling needs and effectiveness, while driving future programme development and evaluation.

Counselling may be of help to you if you are in need of/experiencing any of the following:

1. Academic Support services: including concerns about being at risk, on academic probation; struggling with low/under performance, study skills, language proficiency; in need of mediation with faculty/staff...etc.

2. Personal concerns that could be from within or outside university life that are hindering your academic success and overall well-being.
3. Adjusting to University life: University is a great milestone in your life. This transition can be challenging for some, causing undue stress.
4. Questioning your choice of major: For many, University provides them with an opportunity to seek and identify careers better suited to their interests and abilities. This might require guidance and support.
5. Any other things that you might want to discuss in a confidential manner

Please consider meeting with a counsellor if you are experiencing any of the above or related concerns. Counsellors at AU have an open door policy, where the counsellor-student relationship is viewed as unconditional in nature, not restricting frequency or purpose of contact. For concerns we cannot resolve, we will refer you to the appropriate body.

Our core belief is that all students' have dignity and worth and have the right to a safe, mutually respectful and orderly learning environment. Diversity is to be respected and appreciated as we foster unity amongst our students, faculty, staff and community.

**NOTE:** *All students have the right to confidentiality. Please know that counselling services are offered in a private, safe and secure environment. All information shared is kept confidential (private); unless required by University policy, Kingdom law and/or the Counselling Code of Ethic (ACA; 2014).*

### Academic Advisor

Every student is assigned an academic advisor from their relevant department and college. An academic advisor is responsible for providing accurate and complete information about a student's degree requirements, and assisting with students' overall academic progress throughout their study duration.

A student can approach an academic advisor with the following concerns:

1. Outlining a plan of studies for the upcoming semesters, reviewing and satisfying all degree requirements.
2. Resolving academic difficulties; information on how to prepare for final exams, course related concerns etc.
3. Clarifying university policies, regulations, programmes, and procedures.

4. Reviewing academic records, and any deficiencies.
5. Assessing goals and interests, and developing a strategy to achieve academic and future career goals.
6. Assessing his/her progress and performance.
7. Any other things related to your programme that you might want to discuss in a confidential manner

**NOTE:** For concerns advisors cannot resolve, they may refer students to the appropriate body.

### **Students with Special Needs**

Ahlia University welcomes students with special needs to any of the programmes offered. Admission of students with special needs is considered by a special needs admission committee which assesses the potential of the candidates to succeed in their chosen academic programme.

Students with special needs are given all necessary support and guidance by Ahlia University faculty and staff. Further, a special needs committee has been created to specifically look after the welfare of the students with special needs. Students with special needs can refer to the Directorate of Student Activities and Services and to the Directorate of Student Guidance & Counselling, for additional support and guidance.

### **Ahlia University Student Information System (ADREG)**

Ahlia University Student Information System (ADREG) keeps all necessary information about students and faculty. All students are given access to ADREG through their own private username and password and they can access ADREG to do the following:

1. Register for new courses each semester.
2. Add and drop courses during the add and drop period.
3. Update their contact information.
4. View their academic transcript.
5. View and monitor their academic progress and programme plan.
6. Request challenge of grade forms.
7. Request withdrawal from course forms.

Ahlia University ensures that all student information in ADREG is confidential and secure. Students can get their username and password from the Directorate of Admission and Registration. ADREG system can be accessed through the university website (<http://www.ahlia.edu.bh>) under Online Registration.

#### **a. Student Enquiry / Complaint System**

Ahlia University takes student concerns very seriously. In order to deal with them in an effective manner, an automated system has been set up to route any enquiry or complaint quickly and efficiently. If the student has an inquiry or a complaint, he/she should log into the ADREG system through the Ahlia website ([www.ahlia.edu.bh](http://www.ahlia.edu.bh)) and submit his/her 'Enquiry/complaint' to the Deanship of Student Affairs office. Thereafter, the Student Support Officer will process the inquiry/complaint and will inform the student about any decision taken.

Please note that in case of any academic or non-academic complaint, you can directly contact the Deanship of Student Affairs or any directorate within the Deanship of Student Affairs. Students can refer to the Ahlia University website for in-depth rules and regulations related to the academic and administrative procedures.

Please note that all Ahlia University academic and administrative staff members are available to help you overcome any obstacles or problems you may face.

Therefore, please do not hesitate to contact the Deanship of Student Affairs with any query or request. We will be pleased to assist and provide you with appropriate advice and guidance.

## **STUDENT ACTIVITIES**

### **Student Activities**

Ahlia University provides and supports a variety of student social, cultural and sports activities through a specialized directorate within the Deanship of Student Affairs. If you are looking to join any of the university's student clubs and other extra-curricular activities, please pay a visit to the Directorate of Student Activities & Services.

Student activities are an important aspect of the student's university life. Activities provide the students with a lot of benefits and enjoyment. These activities strengthen the students' association with their university and fellow students.



Further, these activities provide opportunities for students to develop their hobbies and interests, which will polish their personalities and help them utilize their free time wisely. All students have the right to participate in such activities.

The Student Council plays a major role in deciding the types of activities and helps in their coordination.

## **UNIVERSITY FACILITIES & CENTRES**

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### **University Centres and Services**

The University has various departments and centres, which provide the students with a number of academic and technical services. All students are entitled to use and benefit from these centres and services. These centres and services include:

#### **Library**

Ahlia University Library holds a large collection of books, journals, DVDs and E-resources. The library also provides places to study, self-service photocopying facilities and a wireless network, in order to create an appropriate learning atmosphere. The library also contains a number of quiet study rooms for pairs and groups to utilize when working on a group project or assignment. The library provides access to more than 2,500,000 Electronic Journals and reference materials to 30 databases covering the disciplines of Business, Management, Information Technology, Physiotherapy, Interior Design and Public Relations. In addition to periodical collection, the information centre also provides access to more than 40,000 Electronic Books across the disciplines being taught at the University. At present the library accommodates a collection of more than 9000 conventional books across the disciplines offered by Ahlia. (Contact details and e-mail address could be given in addition to mentioning that the databases could be accessed from any point outside the university if username and password are available).

#### **Media Production Centre**

Ahlia University's Media Production Centre primarily provides students with a high-tech venue, designed to impart and refine practical skills in media production. The Media Production Centre consists of the following four units:

#### **1. Photography Studio**

Provides students with powerful photographic equipment permitting highly effective image editing that produces powerful visual effects.

#### **2. Field Production Unit**

Helps students in creating an in-depth case-study or documentary with technology essential to on-location video shooting, editing and production.

#### **3. TV Production Studio**

HD technology provides students with a professional set-up to explore camera operation, make-up, lighting, audio mixing, character generation for titling, acting, moderating, costuming and set designing.

#### **4. Post Production Unit**

Transferring all footage for editing using the latest computer software, or film screening, the Post Production Unit provides a vast suite of resources necessary for students to refine their creative productions.

(Contact details and e-mail address of the centre could be given)

#### **ICT Centre**

The Information and Communication Technology Centre is responsible for delivering a secure channel access to information and improving communication and learning processes by using the latest technological tools. The ICT Centre also offers day-to-day services through the Helpdesk (such as Moodle password.)

## University Contact Numbers

Operator	17298999	
University President Office	17298964	
	17298559	
International Relations	17298999	Ext: 8900 / 8566
College of Arts & Science	17298995	
College of Business & Finance	17298986	
College of Engineering	17298999	Ext: 8694
College of Information Technology	17298944	
College of Medical & Health Sciences	17298961	
College of Graduate Studies & Research	17298962	
	17298963	
Deanship of Student Affairs	17298999	Ext: 8892
	17298989	
Admission	17298984	
	17298981	
Registration	17298957	
	17298959	
Graduation	17298938	
	17298967	
Student Guidance and Counseling	17298552	
	17298984	
Student Activities and Services	17298932	
	17298960	
Accounts	17298928	
	17313525	
Library	17298982	
Public Relations & Media	17313548	
	17313512	
Human Resources	17313535	
	17313530	

## Emergency Contact Numbers

Police/Fire department/Ambulance	999
National Emergency call centre	999
Fire accidents	997
Traffic police (accidents)	199
Traffic police (Enquiries)	17872287
	17872222
International Emergency Number	112
Coast Guard Information Phone	17700022
Hoora Police Station - closest police station	17291555
Umm-Al Hasam Police Station	17728229
Bahrain International Airport	17353319
Flight Information	80007777
Phone Number Directory	181
Speaking Clock (in English)	140
Bahrain Limos	17564545
London Taxis	36688614
Speedy Motors	17682999

## Useful Links

Phone Directory	<a href="http://www.181.bh/">http://www.181.bh/</a>
Bahrain Authority for Culture & Antiquities	<a href="http://culture.gov.bh/">http://culture.gov.bh/</a>
Talabat	<a href="https://www.talabat.com/">https://www.talabat.com/</a>
Ahlia University	<a href="https://www.ahlia.edu.bh/">https://www.ahlia.edu.bh/</a>

**NOTE: Bahrain's country code is +973**

**DISCLAIMER:** Any numbers/links/contacts provided in this handbook do not necessarily represent a company or organisation that is affiliated with Ahlia University. They are only intended as suggestions, and the university encourages you to seek other contacts as well.





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| <b>A</b> | Bahrain International Circuit |
| <b>B</b> | Bahrain National Museum       |
| <b>C</b> | Qal'at Al-bahrain             |
| <b>D</b> | Al Fateh Grand Mosque         |
| <b>E</b> | Bab Al bahrain                |
| <b>F</b> | Arad Fort                     |
| <b>G</b> | City Centre                   |
| <b>H</b> | Seef Mall                     |
| <b>I</b> | Riffa Fort                    |
| <b>J</b> | Amwaj Islands                 |
| <b>K</b> | Lost Paradise of Dilmun       |
| <b>L</b> | Al Areen Wild Life            |
| <b>M</b> | Tree of Life                  |
| <b>N</b> | Riffa Views                   |
| <b>O</b> | Oil Museum                    |
| <b>P</b> | Jebel Al Dukhan               |
| <b>Q</b> | Hawar Island                  |
| <b>R</b> | Durrat Al Bahrain             |
| <b>S</b> | Al Zallaq Beach               |



الجامعة الأهلية  
AHLIA UNIVERSITY  
BAHRAIN

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For more information please visit our website

[www.ahlia.edu.bh](http://www.ahlia.edu.bh)

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