



الجامعة الأهلية  
AHLIA UNIVERSITY  
BAHRAIN



Your  
global  
future  
**begins**  
here

**INTERNATIONAL  
STUDENT  
HANDBOOK**

[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, while referring them to their academic departments 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. Hence 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...



**Professor Mansoor Alaali**

President, Ahlia University

## ABOUT AHLIA UNIVERSITY

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Ahlia University was the first private university to be licensed by the Government of the Kingdom of Bahrain, in March 2001. Ahlia University is accredited by the Bahraini Higher Education Council (HEC) and certified by the Bahraini Quality Assurance (BQA) as meeting all institutional quality assurance requirements.

Founded on principles of excellence, equality and opportunity for all, Ahlia University accepted its first cohort of 50 students to its programmes in February 2003, with the first batch of students graduating in 2006. AU offers 18 programmes distributed among five colleges. Ahlia University comprises the following colleges:

- 1. College of Arts and Science**
- 2. College of Business and Finance**
- 3. College of Engineering**
- 4. College of Information Technology**
- 5. College of Medical and Health Science**

### Our Vision

Ahlia University aspires to become an outstanding regional and international academic institution by promoting the highest level of integrity in the achievement of excellence in education and research and within a broad range of high quality professional services to the community.

### Our Mission

As a leading institution for higher education, Ahlia University's Mission is to move forward the frontiers of human knowledge and elevate the social and living standards of the society. In support of this mission, the University is committed to:

- Producing graduates who are distinguished by their professional competence, humanistic outlook and uncompromising ethics.
- Providing the facilities and support for its staff to pursue innovative research.
- Establishing Ahlia University as an acknowledged centre of excellence in certain fields of knowledge.
- Working in partnership with local and regional communities to support societal and economic needs.

## PRE-ARRIVAL INFORMATION

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### 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 official 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, drinking or smoking in public as this is against the law during daytime throughout Ramadhan.

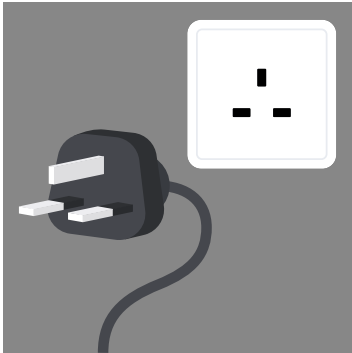
### Medical Insurance

As an international student, you are strongly advised to start thinking about your medical insurance options prior to departure from your home country. You are expected to make arrangements for adequate international medical insurance during your exchange period. An international health insurance plan will provide you with peace of mind and can help you avoid unexpected expenses.

You may also opt for a private health insurance policy from one of the insurance companies in Bahrain. Please ensure that the plan you intend to obtain is accepted by the main hospitals and health centres in Bahrain. You should also bear in mind that your health insurance plan should normally cover emergency evacuations in case you require repatriation for further treatment.

### Electrical Plugs and Sockets

Electric plugs in Bahrain have three rectangular pins, also known internationally as Type G plugs while the Voltage in Bahrain is 230V at 50 Hz (cycles).



You may not necessarily need a converter for your laptops, tablets, or phones as they are normally designed to automatically function with different voltages. However, a travel adapter can be used to connect devices to Bahraini sockets and can be easily purchased from any local stores.

### **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 will have a No Objection Certificate (NOC), obtained from the Immigration Department of the Government of Bahrain, delivered to them at the Airport to facilitate their entry into the country. The NOC will be scanned and emailed to you prior to your arrival in Bahrain. You are kindly requested to carry a print-out of this document with you when you travel to Bahrain. 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. An Ahlia staff member will provide you with an electronic document, prior to your arrival, which you can fill out with your flight information.

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.

**NOTE:** *Before travelling to Bahrain, you must ensure that your passport is valid for at least 6 months from your intended date of arrival in the country.*

### **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, such as if you wish 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 by preparing the application form(s), scheduling appointments, and providing transportation to the Bahrain Central Informatics Organization (CIO). Your cooperation is required to facilitate this process. More specifically, Ahlia staff will require a passport-sized picture and an official address certificate that confirms your place of residence. You can acquire the address certificate from the office of the municipality of the area and governate where you reside by providing them with a signed and stamped letter from your landlord that confirms your place of residence, along with an electricity bill for the property. Please note that, if several students are living in one accommodation, the address certificate provided by the municipality office will only include the name of one student residing on the premises. However, all tenants sharing an accommodation are required to attend the CPR appointment at the CIO with the main tenant who is listed on the address certificate.

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 Admission & Registration.

### **Visa and Residency**

During your stay, you will need a visa as well as a valid residency permit to stay in the Kingdom for an extended period of time. Ahlia University assists with this process. You are strongly advised to avoid leaving the country or traveling for the first 6 - 8 weeks of your stay in Bahrain whilst your residency status is processed to avoid incurring any additional expenses or delay issuing of your legal documents.

Please note that, while the University may initially pay the application fee for immigration documents such as the NOC, Visa, Residency Permit and CPR card, you are expected to reimburse the total amount once notified by the International Relations Directorate. Students should expect a total expense of approximately 150 Dinars to acquire these 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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With a multi-cultural society, low cost of living, excellent education facilities, and high-quality healthcare, Bahrain is an attractive destination for international students and expatriates. This is evident by the many international expat surveys in which Bahrain has consistently ranked amongst the top 10 best countries in the World for expatriate quality of life.

### **Money Matters**

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 low 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:** *Most ATM machines have a daily limit of 500 Bahraini Dinars on 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 2,000 BC, so you will have no shortage of historical sites to visit!

The island is home to three 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
- Dilmun Burial Mounds



### 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 10 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 3,000 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.

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

### 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 jewelry 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.

<b>Opening Hours</b>	<b>Sat - Thur</b>	<b>9:00am - 12.30pm</b> <b>4:00pm - 8:00pm</b>
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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

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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 will typically range from BD 300-700. A studio apartment for a single person may cost as little as BD 250. 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:** Landlords will normally request 3-months advanced payment for an apartment. As most ATMS have a daily limit of 500 Bahraini Dinars on withdrawals, you are requested to please plan accordingly.

## TRANSPORT

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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.

If you decide to use the public transport service - the Bahrain Public Transport Service (BPTC) - one trip will normally cost around 300 Bahraini Fils (0.3 Bahraini Dinars). You can use your CPR/national ID card to create a "GO Card" which is an electronic smartcard that can be charged with credit to pay for your journey. The "GO Card" allows you to travel as much as you want for around 600 Fils per day. Before taking the bus, visit the BPTC website for further information on the "GO Card". Additionally, make sure to familiarise yourself with the most suitable and efficient bus routes and their timetables on the website of the bus network.

**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.*

### Getting Your Bahraini Driving License

If you do not have a driving license from your home country, you may wish to get one while studying in Bahrain. The General Directorate of Traffic (GDT) is responsible for granting the driving license in Bahrain. To apply for a driving license in Bahrain you must be above the age of 18.

The first step is to set up an appointment with one of the driving schools in Bahrain. You may do so electronically by downloading the app "skiplino" from the Play Store or App Store. Or by contacting the General Directorate of Traffic (GDT) directly and setting up an appointment.

If you decide to download the app, then you must select “MOI” or the Ministry of Interior and then select “Driving School” listed under one of the branches of MOI. You will need the following documents as part of your application:

- Passport Copy
- CPR (Bahraini National ID Card)
- Your National Driver’s License (if you have one)
- 2 Passport-size Photos

If you already have a license from your home country, you can drive in Bahrain for up to three months, or in some cases indefinitely depending on the country your original driving license belongs to.

**NOTE:** Before applying, you should check with your Embassy to advise on any steps necessary to ensure your Bahrain driving license is convertible in your home country.

### **Traffic Laws**

Strict traffic laws apply in Bahrain to discourage and eliminate any traffic offences that may endanger other drivers. Recent new and modified rules are being enforced by the Bahrain traffic police force and include some heavy fines and punishments when jumping red lights or driving under the influence, especially in the case of repeat offenders. If you decide to drive whilst in Bahrain, you are advised to take the time to familiarise yourself with the latest traffic laws, violation types, and consequences and ensure that you abide by all traffic laws to avoid any issues during your stay in Bahrain.

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





## TELECOMMUNICATIONS

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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 recent 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

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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, more than 12 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.

Ear, Nose & Throat Department	1727 9768
Dental Department	1727 9657
Accident and Emergency	1728 4080 / 999 / 1728 4090

### 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.

Appointment Number:	1731 8888
Timings:	Morning (07:00-14:15) Evening (17:00 - 21:00)

## Other Health Centres

American Mission Hospital	1717 7711
American Mission Hospital - Saar Clinic	1724 8102
Awali Hospital	1775 7600
Al Hilal Hospital	1734 4199
Al Kindi Specialised Hospital	1724 0444
Bahrain Defence Force Hospital	1776 6666
Bahrain Specialist Hospital	1781 2222
German Orthopedic Hospital	1723 9988
Gulf Diabetes Specialist Centre:	1723 9239
Ibn Al-Nafees Hospital	1782 8282
KIMS Bahrain Medical Centre	1782 2123
Noor Specialist Hospital	1726 0026
Royal Bahrain Hospital:	1724 6800
Salmaniya Medical Complex	1728 4080
University Medical Centre	7731 0000
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

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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**                      **1724 2578**
- **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.

## ADJUSTING TO LIFE IN BAHRAIN

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As an international student, the exposure to a completely new environment and culture for the first time can result in culture shock. Culture shock is the reaction of some international students due to differences between their own culture and the culture in Bahrain. At Ahlia University, we recognise that this may result in emotional and social strain, which may hamper your academic progress and adjustment to life in Bahrain. Social counsellors are available to help students to overcome any emotional issues and adjust more easily to life on the island. There are usually three phases in this pattern of adjustment:

### **Phase I - The Honeymoon**

The initial stage of exploration can be termed as the 'honeymoon phase'. Where the slightest novelty can be awe-inspiring. A new country, culture, and academic system can be both exciting and challenging at the same time.

## **Phase II - The Uncertainty and Doubt**

Be aware of the possibility of a soon to follow stage of uncertainty and doubt, which might lead to home sickness or even an elevated level of anxiety, for some. Transitions can be especially challenging when you are far away from people who usually support you. This phase might coincide with the Christmas break, where you will have the opportunity to head back home or even have friends or family visit.

## **Phase III - The Recovery**

Time is a key ingredient that leads to acceptance and eventual adjustment. Nevertheless, adjusting to a new culture and surrounding can sometimes evoke untapped emotions and concerns. You should know of the presence of a counseling directorate within Ahlia University, with counselors available to offer supportive academic, emotional, and social guidance/counseling, throughout your stay with us. You also have academic advisors available to guide and support you through this phase. By the end of this phase, we hope you will find that Bahrain leaves a lasting and inspiring impression on you, and realise you have a new family in Ahlia University.

## **Learning Arabic at Ahlia University**

With over 250 million native Arabic speakers around the world, and over 400 million speakers in total, Arabic is one of the top five most spoken languages in the world and one of the six official languages of the United Nations. Moreover, as the official language of 22 countries, Arabic is an important language for business and travel.

We strongly recommend that all international students register for at least one Arabic language course, as learning a new language will expand your worldview, and allow you to appreciate the local culture on another level.

Ahlia University offers two courses specifically designed for non-native speakers: ARAB 110 and ARAB 120. The courses utilise an interactive student-centred pedagogical approach beginning with the Arabic alphabet and progressing to lessons on use of the language in real-world situations. This approach facilitates learning through immersion and allows students to develop the skills to be confident when practicing and using the language with native speakers.

## **ACADEMIC RULES, GUIDANCE & ADVICE**

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### **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 1.5 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 (eg. 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.

**NOTE:** For a limited period, during the exceptional circumstances brought about by the coronavirus (COVID-19) pandemic outbreak, which caused a major disruption to normal teaching and learning practice (preventing in person face-to-face lectures), an alternative grading system and modality were introduced.

Undergraduate students were allowed to choose between a Pass/Fail (P/F) grading option, or the letter grading option. In all cases, students are evaluated based on continuous (online) assessment subject to normal quality assurance procedures in accordance with the AUQMS. Postgraduate students enrolled in Master Degree programmes are evaluated based on continuous (online) assessment as per AU's normal letter grading system, subject to normal quality assurance procedures in accordance with the AUQMS.

The alternative grading system was developed in line with the Higher Education Council directives, and will be reflected in the students' transcript.

## **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.

## 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 advised 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 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 adopts a code of conduct aligned

with the University of Bahrain student code of conduct. Violations of the code of conduct include but are not limited to:

1. Disrupting lectures or any related incitement actions;
2. Cheating, plagiarism and any related academic integrity violations;
3. Any type of insult, harassment, or threats made to faculty, staff or students;
4. Any violation of the dress code;
5. Damaging university property, or facilities;
6. Theft;
7. Deliberately setting off fire alarms;
8. Ignoring 'Health and Safety' regulations that exist to protect everyone.

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 attributed allegation is proven, will be penalized according to the policy.

### **Academic Misconduct**

There are at least six types of academic misconduct, which Ahlia University acknowledges and wishes to prevent: (1) plagiarism; (2) data falsification; (3) use of third-parties (tacit personation) or cheat-ware sites; (4) free-riding collusion; (5) recycling collusion; and (6) active personation.

Plagiarism is a serious violation of academic integrity. Ahlia University has a zero—tolerance policy when it comes to plagiarism. The university utilises plagiarism detection software.

- 1. Plagiarism** includes the practice of presenting ideas, words, data, diagrams, illustrations or other output as original pieces of work or without proper acknowledgment (including appropriate identification and referencing) of the source.
- 2. Data falsification** is an act involving willful creation of false data as in students in the project filling out questionnaires themselves rather than distributing them and soliciting legitimate feedback from the population or changing data collected on received questionnaires.
- 3. Use of third parties (tacit personation) or cheat-ware sites** which are typically for a fee, write all or part of a manuscript or design a model that students in the project then present as their own original work. Students are, however, permitted to use a professional



proofreading service provided they declare use of such a service. When third parties prepare academic work-product for one (or more) students, a form of tacit personation results.

- 4. Free-riding collusion** involves one student (or more) in the project cohort doing work on behalf of another who in fact makes no contribution to the assessment. In free riding collusion both the student(s) not doing any work as well as the other(s) doing work at the behest of the former, who passes such work off as his/her own are liable.
- 5. Recycling collusion** involves one student (or more) in the assessment cohort enlisting outside the cohort support of one student (or more) who previously submitted academic work product is fobbed off as being the unique intellectual work product of those concerned conspiring project cohort members.
- 6. Active personation** occurs when one (or more) students outside the cohort substitute for one (or more) students in the assessment cohort proffering false identities at the time of project defense or final examination (in the admittedly unlikely scenario of the project/assessment supervisor not remembering the physical appearance of each member of the cohort).

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 attributed is proven, the student will be penalized according to the Policy.

## EXAMINATION INFORMATION AND REGULATIONS

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The dates of the final examination period are specified in the Academic Calendar for each semester, which normally falls after the last day of classes. The final examination schedule is issued by the Directorate of Admission and Registration directly after the add and drop period of a specific semester. The student personalized final examination schedule will be reflected in their course schedule in ADREG system and the full examination schedule will be posted on Ahlia University Website.

### Examination Rules and Regulations

1. Students must be present at the examination hall 10 minutes prior to the start of the exam.
2. Students will not be permitted to enter the examination hall after half the time of the exam has elapsed.
3. Students must present their university ID card and their exam card in order to be permitted to enter the exam hall.
4. The exam card may be printed by the student through the ADREG Online Student Information System, or by making a request to the Directorate of Financial Affairs.
5. Students must leave all textbooks, learning resources, PDAs and web-access devices outside the examination hall. Only approved calculators are allowed.
6. Students must leave their mobile phone devices outside the examination hall. Students carrying their mobile phone devices must ensure that the device is switched off at all times while inside the examination hall, or else they risk being in violation of the final examination rules and regulations.
7. Students may not leave the examination hall before half of the exam time has elapsed.
8. Where a student is caught cheating in an exam, regardless of the nature of cheating, this is considered as violation of the final examination rules & regulation. Students caught cheating will be reported to the Deanship of Student Affairs, which will deliberate through an Exam Disciplinary Committee. This process may result in the student receiving "F" grade and/or a written warning.

9. All results are published on, and can be accessed through, the ADREG Online Student Information System. Students should not contact the instructor of the course to enquire about their examinations results.
10. Invigilators are authorized to give students verbal warnings, confiscate any cheating materials, have the student moved to another examination hall, and confiscate the student's exam paper and answer sheet and escort him/her out of the examination hall.
11. Students are responsible for making themselves aware of all rules and regulations, including policies governing Student Behavior and Conduct, and Academic Integrity (and Misconduct).

### **Student Testing and Assessments during Course**

Ahlia University Assessment Policy is committed to ensuring that the schedule, methods, criteria and guidelines of all assessments used during the course to assess and evaluate the students' achievement of the course learning outcomes are clearly defined and transparent to all students.

At the beginning of the semester students will be given a clear schedule of the course assessments together with information on the topics and ILOs covered by each assessment and the assessment and evaluation criteria and guidelines used in the course. During the semester, students should be given sufficient notice of these assessment criteria before submitting their work.

### **Feedback on Student Assessments**

The University considers the feedback given to the students regarding their performance in the course assessments as a crucial and integral part of the learning process. Students should obtain regular and constructive feedback on their academic performance and attainment of the course learning outcomes from their respective course instructors. Feedback should be given to the students regarding their performance on the previous assessment and before the next assessment method is due. Students will receive informative and constructive feedback on their academic performance on all assessments taken during the study period before the final examination.

## **WITHDRAWAL**

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Ahlia University encourages continuous enrollment of students according to their study plan until all their programme requirements are fulfilled. The University recognizes however the need for some students to withdraw temporarily from any specific semester due to special extenuating circumstances.

### **Official Temporary Withdrawal**

Any student request for official temporary withdrawal must be made during the scheduled Add/Drop period to prevent the accumulation of tuition fees and other charges. If a student applies for official temporary withdrawal during the Add/Drop Period, the student will be dropped from all the courses in which s/he was registered in that specific semester without any charges or consequences; otherwise, actions will be taken follows depending on the time of withdrawal as stated in point 5.4.

After the withdrawal period the student must complete the re-registration process in order to register in courses by the end of their approved official temporary withdrawal period. Students who fail to register in any course upon the end of their official temporary withdrawal period will be considered unofficially withdrawn and their statuses will be changed to "Unofficial Withdrawal".

### **Unofficial Withdrawal**

Students who fail to register for any course in a specific semester without an approved official withdrawal request will be considered as unofficially withdrawn from that specific semester.

### **Permanent Withdrawal from the University**

Ahlia university students may apply for permanent withdrawal from Ahlia University. Students can apply for Official Permanent Withdrawal during the Add/Drop period, the student will be dropped from all the courses in which s/he was registered in that specific semester without any charges or consequences; otherwise, after the end of Add/Drop period students who apply for Official Permanent Withdrawal will get (W) grade for all the registered courses in that semester and they must pay the stipulated fees as explained in point 5.4.

## **Fees Related to Withdrawal**

In the event that a student withdraws for justifiable reasons after registration, the following refund schedule will be applied for the first and second semesters only:

During the Add/Drop period	100% of tuition
During the two weeks after the Add/Drop period	50% of tuition
After the end of the two weeks following the Add/Drop period	no refund

For the Summer Session the following refund schedule will be applied:

During the Add/Drop period	100% of tuition
During the first week after the Add/Drop period	50% of tuition
After the end of the first week following the Add/Drop period	no refund

In all cases, all other fees, including the application fees and Registration fees, are not refundable under any circumstances.

## **Payment of Fees**

Tuition and registration fees are due on the dates indicated in the Academic Calendar of Ahlia University. Other fees are due in advance of the service rendered. Relevant information can also be obtained from the AU website ([www.ahlia.edu.bh](http://www.ahlia.edu.bh)). Each AU student must pay all his/her tuition and other charges levied, on time. Students who do not pay their tuition charges within two weeks of the commencement of the semester are subject to having their registration for the current semester cancelled.

At the discretion of the University, tuition fees following cancellation may be partially pro-rated, with the proportion of the amount outstanding paid by the student. A student in debt is further subject to being denied the right to attend classes and to sit for final examinations as well as having his/her final grades withheld by the Directorate of Admission & Registration and his/her requests for transcripts denied. University policy also mandates the withholding of the degrees of a delinquent student until such time as debts owed to AU are paid in full.

All students must finalize registration and settle their accounts with the University on time. Under exceptional circumstances, with prior approval of the President of the University, a student may be permitted, for one semester only, to pay in instalments. Otherwise, late

payment incurs a late payment fee (Refer to the Academic Calendar) and the University reserves the right to charge additional successive levies on delinquent accounts.

## **STUDENT AFFAIRS & SUPPORT**

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### **Student Counseling**

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

Our student centered 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. Psychological concerns: coping with concerns of such nature, and managing academics.
4. Adjusting to University life: University is a great milestone in your life. This transition can be challenging for some, causing undue stress.
5. 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.
6. Any other concern that you might want to discuss in a confidential manner.

Please consider meeting with a counsellor if you are experiencing any of the above concerns, or even otherwise. 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 Online 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.
8. Enter an enquiry / complaint.

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. The ADREG system can be accessed through the university website

**<http://www.ahlia.edu.bh>**



### **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**

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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

The 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.

#### 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.

## **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.)

Students that encounter any issues with the virtual learning system (MOODLE) should approach the ICTC helpdesk for assistance.

## GENERAL INFORMATION

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### Health and Safety

Ahlia University is committed to providing a healthy and safe environment for students, faculty, staff and visitors throughout its premises. Ahlia University has hired a professional security services company to take care of campus security. Security guards are stationed at all entrance points and patrol the campus on a 24-hour basis. The campus is secured by CCTV (closed-circuit television), which is monitored and recorded. A health and safety leaflet is distributed across the campus to raise awareness of students, faculty, staff and visitor about the various aspects concerning health and safety.

### Access Control

There is restricted access to Ahlia University. Access is obtained by staff and students through the presentation of a staff or student ID card. Elevators to AU are equipped with access devices which can only be activated through passwords. Visitors are requested to present their CPR (ID) cards to security guards to gain access to the campus. Where students have special needs, provisions have been made to allow such students to use ramps and the underground basement parking where they are provided with elevator access cards. The university takes special care to ensure students with mobility challenges have access to all the facilities that the university offers in a secure manner.

### Fire Equipment

Fire extinguishers and hoses are located at various points on the campus with regular checking and maintenance being carried out by an outsourced approved company. Students, faculty, staff and visitors are made aware of health and safety matters such as fire escapes and extinguishers' usage through instructions using signage and posters that are placed throughout the campus.

### Emergency Preparedness

Fire evacuation drills are conducted regularly to assess and verify the suitability and preparedness of the facilities and to educate staff, students, and visitors on how to react in case of emergencies. The assembly point location and evacuation maps are prominently exhibited all over the campus to clarify to all students, staff and visitors where to go during an

evacuation. A university emergency team is formed to assist in helping staff, faculty, students and visitors during any emergency.

### **First Aid**

First aid kits are positioned across the campus for easy access and use in case of any need. Certified first aiders and a nurse are available on campus during usual working hours on any emergency. Contact numbers of the first aiders are made available to students at various points on campus.

### **Health Insurance**

Ahlia University provides health insurance coverage for staff, faculty, students and visitors while they are on campus.

### **Emergency Contact(s)**

All students are issued with emergency contact numbers. The security staff contact numbers are posted at several key locations within the university premises and made available on the website. A 24-hour emergency contact number is printed at the back of the student ID card which is also available on the website. It is also posted at several key locations within the university premises.

The personal contact number of the Director of Student Counselling and Guidance and the Head of Safety and Security is provided to all students for 24-hour emergency support.

### **Health Clinic**

A health clinic is located in the third floor and is staffed by a full-time medical doctor (MD) who is responsible for providing medical and first aid services. During emergencies that cannot be addressed by the in-house MD, the MD will arrange for the student to be taken by ambulance to the adjacent health center or in more serious cases to the nearest hospital.

### **Smoking**

In line with the laws of the Kingdom of Bahrain, Ahlia University ensures that it has a clean and healthy environment by prohibiting smoking on campus.

### **Dress Code**

Ahlia University students are expected to dress in clothing that adheres to and respects the Bahraini culture and tradition.

## **Lockers**

Lockers are provided to be used by students to keep their personal belongings. Students who wish to use the lockers must apply to the Directorate of Student Activities and Services and pay the stipulated fee as a deposit which is refundable.

## **Personal Belongings**

Ahlia University students must not leave their personal belongings unattended to at any time. The university is not responsible for any lost or stolen personal belongings. Security staff of Ahlia University can be approached with regards to any 'lost and found' items.

## **Facilities Available**

### **Food Court**

The campus has a large food court with different types of restaurants. Students, faculty and staff can enjoy a variety of foods offered by the restaurant.

### **Prayers Room**

There is a dedicated prayer room for men and women on campus.

### **Sport Facilities**

There is a common space on the third floor where students can be engaged in recreational activities. In addition, Ahlia University has signed agreements with local clubs around the Kingdom of Bahrain which provide sports and recreational facilities for the use of Ahlia University students.

### **Wireless -Internet Access (WIFI)**

Ahlia University campus is WIFI enabled and students can connect freely to the WIFI using their mobiles, laptops or any handheld devices with their personalised access password.

### **Parking**

Ahlia University students have access to car parking facilities that is provided free of charge.

## University Offices

<b>A</b>	Academic Affairs Office	17313545
	Administrative Services	17313534
	Admissions & Registration	17298550
	Ahlia Centre for Information and Documentation (ACID)	17298661
	Admission & Registration System Support	17298695
	Admission & Registration Whatsapp	3622 2244
	ADREG system support	17298947 / 17298695
<b>B</b>	Business Development	17298973
<b>C</b>	Centre for Accreditation and Quality Assurance (CAQA)	17298952
	Centre for Measurement and Evaluation	17298944
	College of Arts & Science	17298995
	College of Business & Finance	17298986
	College of Engineering	17298999 Ext. 8694
	College of Information Technology	17298656
	College of Medical & Health Sciences	17298961
<b>D</b>	Deanship of Student Affairs Office	17298963 / 17298560
	Deanship of Graduate Studies & Research	17298962 / 17313524
<b>F</b>	Financial Affairs Directorate	17313527 / 3526 / 3502
<b>H</b>	Human Resources Directorate	17313531
<b>I</b>	Information & Communications Technology Centre	17298980 / 8940 / 8933
	International Relations Directorate	17298999 Ext. 8900
<b>L</b>	Library and Information Resources	17298922 / 17298982
<b>M</b>	Managing Director Office	17298997 / 17298948
	Marketing & Public Relations Directorate	17313521 / 3512 / 3547 / 3546
	Media Production Centre	17298950
<b>P</b>	President Office	17298964 / 17298559
	Professional Relations	17298925 / 8561 / 8565
<b>S</b>	Student Activities and Services Directorate	17298949
	Student Counseling Directorate	17298552 / 17298565
	Strategic Planning Directorate	17298973

## Emergency Contact Numbers

Police/Fire department/Ambulance	999
National Emergency call centre	999
Fire accidents	997
Traffic police (accidents)	199
Traffic police (enquiries)	17872287
International Emergency Number	112
Coast Guard Information Phone	1770 0022
Hoora Police Station - closest police station	17291555
Umm-Al Hasam Police Station	17291555
Bahrain International Airport/ Flights Information	80007777
Phone Number Directory	181
Speaking Clock (in English)	140
Bahrain Limos	17564545 / 39033322
Arabian Taxi	17461746
Speedy Motors	17682999

## Useful Links

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

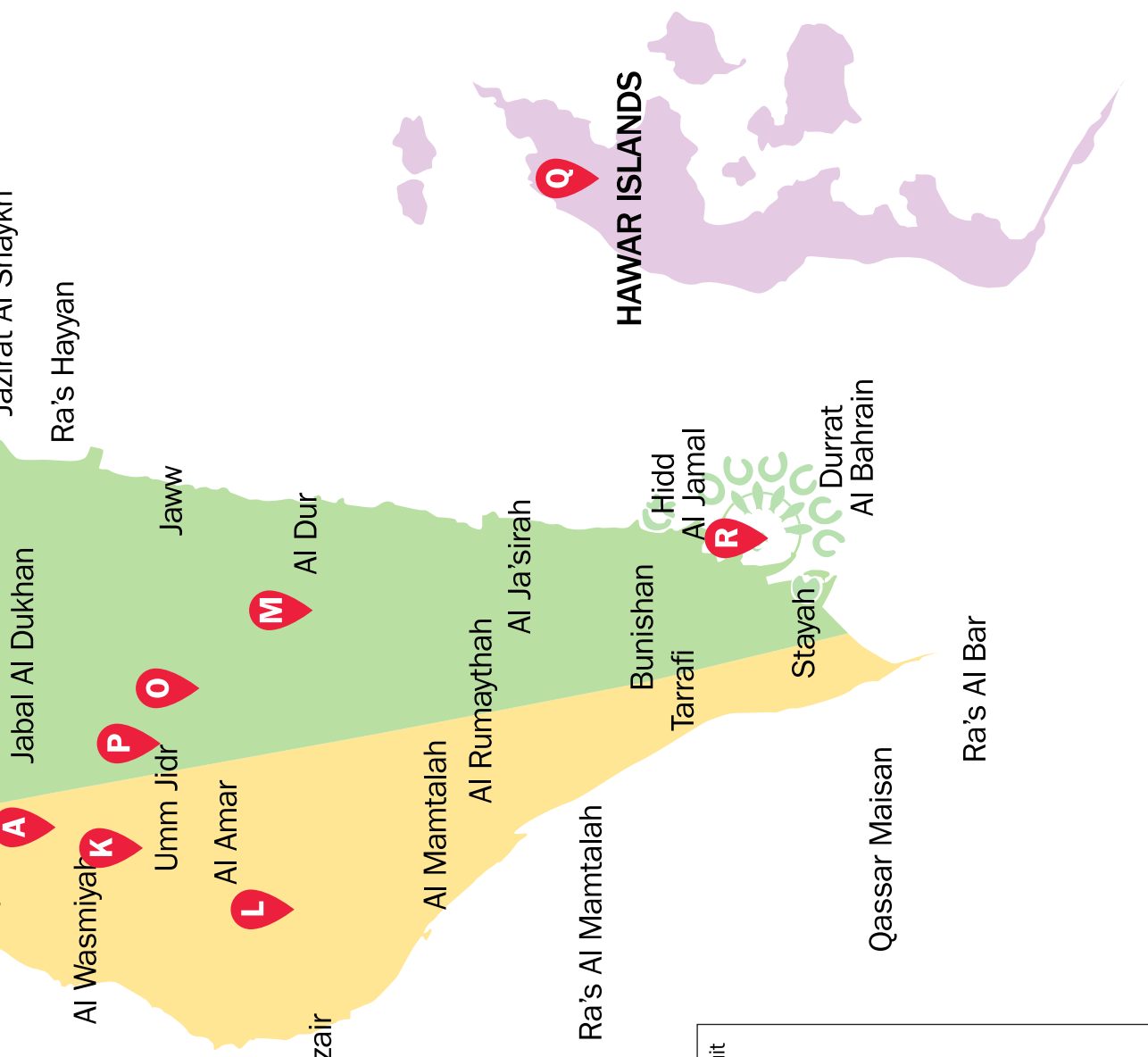
**NOTE:** *Bahrain's country code is +973*

**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.









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



HAWAR ISLANDS

**Q**

**R**

**M**

**P**

**O**

**K**

**L**

**A**



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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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