



الجامعة الأهلية
AHLIA UNIVERSITY
BAHRAIN



Undergraduate
STUDENT HANDBOOK

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PRESIDENT'S MESSAGE

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 for you not just a university education but opportunities for personal as well as 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 Student Handbook presents a summary of the important regulations and procedures concerning students, in addition to other general guidance which we hope will assist students to make their university life smooth and enjoyable.

We would like to 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, when in doubt.

Please make yourself familiar 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 can 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 endeavors at Ahlia University. We hope to make our success story yours...



Professor Mansoor Alaali
President

1. ABOUT AHLIA UNIVERSITY

Ahlia University is 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 achieved the quality assurance requirements in the institutional review set by the Bahraini Quality Assurance (BQA).

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 26 programmes distributed among five colleges.

Ahlia University comprises the following colleges:

- College of Arts & Science
- College of Business and Finance
- College of Engineering
- College of Information Technology
- College of Medical and Health Sciences

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.

OUR OBJECTIVE

Ahlia University provides high standard academic programmes and to graduate students who are qualified to take a leading role in their chosen career in the competitive global market. Another main objective of the University is to establish itself as a leading centre of research, that attracts and develop outstanding researchers and partnership to improve the economic, cultural, scientific and industrial sectors of our local and global communities.

2. 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 an 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.

3. ADMISSION

3.1 ADMISSION POLICY

Ahlia University (AU) offers high quality education designed to produce graduates who are distinguished by their professional competence, uncompromising ethics and responsible global citizenship.

Applications are welcomed from all students regardless of race, colour, gender, religion, nationality or physical or specific learning disabilities. Admission to AU is selective and competitive based on academic achievements, and up to the limits of available seats as determined by the university.

3.1.1 INCLUSIVENESS AND DIVERSITY

In line with Ahlia University's core values which include inclusiveness, the University is committed to widening access and participation through outreach and financial aid. Admission is purely based on merit whereby AU strives to ensure a clear, fair, and equitable admission process, that leads to diversity, and equal opportunity for all learners.

3.1.2 DISABILITY AND SPECIAL NEEDS

Ahlia University welcomes students with disability and special needs to any programme offered. Students with disability and special needs are identified as students with physical or specific learning/invisible disabilities that require additional support and care, in order to reach their full academic potential.

Examples include, but are not limited to, hearing and vision impairment, limited motor skills, Attention Deficit Disorders (ADD), Autism Spectrum Disorders (ASD), and limitations in executive functioning.

Applicants are required to officially declare their disability or special need during the application stage by filling in the relevant section in the application form.

3.1.3 SELECTION AND OFFERS

Ahlia University operates a clear and transparent framework for application, selection, and admission. The Deanship of Student Affairs is responsible for overseeing the selection and offer process via a centralised and dedicated constituent directorate.

The Directorate of Admission and Registration is responsible for all operational aspects of the process and provides advice and support to prospective students. The selection and offer process is conducted in

partnership with the academic departments in all colleges.

The admission policy is designed to ensure the following:

- Selecting motivated students based on their academic ability and potential
- Providing students with accurate, transparent, consistent and timely information
- Using appropriate methods to select suitable students for their chosen programme
- Selecting students that are committed and self-disciplined

An admission offer to Ahlia University is contingent on the applicant demonstrating sufficient academic preparation and potential for success.

3.1.4 COMPLIANCE

Ahlia University admission policy is carefully designed to ensure full compliance with the Bahrain Ministry of Education, and the Higher Education Council (HEC) rules and regulations relevant to student admission and credits transfer.

The University adopts best practice, in line with the standards and expectations set out by the Bahrain Education and Training Quality Authority (BQA).

The University admission policy ensures full compliance through formal arrangements, clear admission requirements and equal opportunities for genders, students with special needs, and underrepresented groups.

Compliance with AU entry requirements does not necessarily entitle an applicant to admission. The University reserves the right to accept or reject applicants based on the university's rules and regulation.

3.1.5 APPLICATION INTEGRITY

Ahlia University regards integrity as a core value that encompasses honesty, truthfulness, and transparency. It is the applicant's responsibility to ensure that all information provided is accurate and complete.

The University reserves the right to reject or dismiss applications, cancel offers or withdraw registration if an applicant is found to misrepresent information through omission, data falsification, or fraudulent documentation.

3.1.6 ADMISSION POLICY REVIEW

Ahlia University aims to regularly review its processes and practice. The admission process is monitored annually to ensure appropriate access and participation.

The admission policy is normally reviewed by the Student Admission Committee (SAC).

3.2 ADMISSION POLICY

To be eligible for consideration for admission at the undergraduate level, an applicant should normally hold a recently issued recognized secondary school certificate or its equivalent.

The requirements for admission stated by the University are in all cases the minimum demanded for admission, and their fulfilment by a candidate does not automatically ensure his /her selection.

Prior to enrolling at Ahlia University, citizens of non-GCC States should secure residence permits in the Kingdom of Bahrain; otherwise, their admission will be conditional and subject to being rescinded at the discretion of the University.

3.2.1 RECOGNIZED SECONDARY CERTIFICATES

1. Bahraini secondary school certificate (Tawjihia)
2. Secondary school certificates awarded by private secondary schools in the Kingdom of Bahrain provided such certificates are endorsed by the Bahraini Ministry of Education.
3. Arab secondary school certificates awarded by Arab Ministries of Education. Where applicable, the streams of these certificates are given the same consideration as the Bahraini Tawjihia.
4. Any other certificates recognized by the Bahraini Ministry of Education as equivalent to a Tawjihia certificate.

3.2.2 GENERAL ADMISSION REQUIREMENTS

To be eligible for consideration for admission for undergraduate programmes, applicants must meet the entry requirements set by the university in-line with Bahraini Higher Education Council requirements which is that the applicants must hold a recognized and endorsed secondary school certificate or its equivalent by the Bahraini Ministry of Education.

3.2.3 PROGRAMME SPECIFIC ADMISSION REQUIREMENTS

The applicants who meet the following programme specific admission requirements will be admitted to the undergraduate degree programmes offered by Ahlia University:

Academic Programmes	Academic Score in the Secondary School Certificate (Tawjihia) or its Equivalent		
	Unconditional Acceptance	Conditional Acceptance; Passing an Interview	Tracks Accepted
COLLEGE OF ARTS, SCIENCE & EDUCATION			
Bachelor's Degree in Interior Design	≥ 60%	< 60%	All tracks
Bachelor's Degree in Mass Communication & Public Relations	≥ 60%	< 60%	All tracks
Bachelor of Art in English and Translation (BAETR)	≥ 65%	< 60%	All tracks
COLLEGE OF BUSINESS & FINANCE			
Bachelor's Degree in Accounting & Finance	≥ 65%	< 60%	All tracks
Bachelor's Degree in Banking & Finance	≥ 65%	< 60%	All tracks
Bachelor's Degree in Economics & Finance	≥ 65%	< 60%	All tracks
Bachelor's Degree in Management Information Systems	≥ 65%	< 60%	All tracks
Bachelor's Degree in Management & Marketing	≥ 65%	< 60%	All tracks
COLLEGE OF INFORMATION TECHNOLOGY			
Bachelor's Degree in Information Technology	≥ 65%	< 65%	Science, Technical, Commercial & General
Bachelor's Degree in Multimedia Systems	≥ 65%	< 65%	Science, Technical, Commercial & General
COLLEGE OF ENGINEERING			
Bachelor's Degree in Computer and Communication Engineering	≥ 70%	60% ≤ 69%	Science & Technical & General
Bachelor's Degree in Mobile and Network Engineering	≥ 70%	60% ≤ 69%	Science & Technical & General
COLLEGE OF MEDICAL AND HEALTH SCIENCES			
Bachelor of Science in Physiotherapy	≥ 80%	All applicants must pass an interview	Science & General
Bachelor of Science in Nutrition and Dietetics	≥ 80%	All applicants must pass an interview	Science & General

3.2.4 ORIENTATION COURSES

The Orientation courses are offered to students, who intend to pursue their education at Ahlia University.

These orientation courses aim at helping students develop proper study habits and skills, and to better prepare themselves for the initiation of their university work.

The orientation is consisted of two core subjects, English and Mathematics.

3.2.5 PROFICIENCY SKILLS REQUIREMENTS

Undergraduate applicants who fulfill one of the proficiency skills criteria in English and Mathematics are exempted from the orientation courses.

3.2.5.1 ENGLISH PROFICIENCY SKILLS REQUIREMENTS

Applicants who fulfill one of the following English proficiency skills will be exempted from English orientation courses:

Criteria	All Programmes	Medical and Health Sciences Programmes
Overall Score in Secondary School Certificate (Tawjihia) or its Equivalent	≥ %85	≥ %85
Average Score in English Language Courses studied in the Secondary School Certificate (Tawjihia) or its Equivalent	≥ %85	≥ %85
Private Schools where English Language is used as a mean of instruction	Exempted	Exempted
TOEFL	≥ 500 or its equivalent	ibt 46
IELTS	≥ 5.0 or its equivalent	≥ 5.5 or its equivalent
Pass English Placement Test	≥ %60	≥ %70

3.2.5.2 MATHEMATICS PROFICIENCY SKILLS REQUIREMENTS

Applicants who fulfill one of the following Mathematics proficiency skills will be exempted from the Mathematics orientation course:

Criteria	Score	Medical and Health Sciences Programmes
Overall Score in Secondary School Certificate (Tawjihia) or its Equivalent	≥ %85	≥ %85
Average Score in Mathematics Courses studied in the Secondary School Certificate (Tawjihia) or its Equivalent	≥ %85	≥ %85
Private Schools where English Language is used as a mean of instruction	≥ %60	≥ %70

3.2.5.3 PROFICIENCY SKILLS REQUIRED FOR INTERIOR DESIGN PROGRAMME

Applicants who wish to join the Bachelor's Degree in Interior Design (BSID) programme need to score at least %60 in the BSID aptitude test.

3.2.6 PLACEMENT TESTS

The university administers placement tests in English language and Mathematics. Students who pass these exams are exempted from the orientation courses.

3.2.7 EXTERNAL TRANSFER ADMISSION

The university accepts undergraduate programme applicants transferring from other recognized institutions of education. Transfer applicants are eligible for consideration for admission subject to meeting the following conditions:

- Submission of a copy of the official transcripts of the courses studied with the syllabi and course description from the previous institution of higher education.
- Submission of a leave letter from transferring institution (stating reason for discontinuation).
- Passing the English language proficiency requirements, if required.

Transfer applicants attempting to transfer credits earned from their previous institution of higher education may be granted credits for courses required in their new academic programme at Ahlia University according to the University transfer of credits rules and regulations which are in line with the Bahraini Higher Education Council transfer of credits regulations, which are as follows:

- The maximum number of credits that an undergraduate programme transfer applicant can be exempted from based on their prior education is 66% of the total number of credits required in the programme they applied for at Ahlia University.
- Equivalent credits/courses taken at previous higher education institution will be transferred only if;
 - The applicant has obtained a "C" grade or higher in the course.
 - The course has an equivalent course in the new academic programme at Ahlia University.
 - The course has an equal or higher number of credits to its equivalent course at Ahlia University.

3.3 ADMITTING STUDENT WITH SPECIAL NEEDS

Ahlia University welcomes students with disability and special needs to any programme offered. Students with disability and special needs are identified as students with physical or specific learning/invisible disabilities that require additional support and care, in order to reach their full academic potential.

There is a systematic application process that verifies that applicants meet the undergraduate programme degree entry requirements and is fit for the programme.

Admission of students with special needs is done through a Special Needs Students Committee, which assess the potential of candidates to succeed in their chosen academic program.

The policy for admitting and supporting students with special needs is in line with the admission policy at Ahlia University.

3.4 APPEAL AGAINST ADMISSION DENIAL

Ahlia University believes that applicants who are denied admission or transfer to a programme offered by the University should be given the opportunity to appeal against the denial of admission/transfer decision.

An appeal can be made by applicants who have a serious and compelling reasons to justify their appeals against their admission/transfer denial decision. Additionally, appeals against admission/transfer denial may not necessarily result in the acceptance of the admission/transfer requests.

Applicants who are denied admission/transfer to the University will be informed of their right to appeal against the denial decision immediately upon informing them of the admission/transfer denial decision and there will be no discrimination or prejudice against any applicants who makes an appeal. Applicants must apply for appeal within the period specified by the university.

3.5 STUDENT RECORDS

3.5.1 STUDENT UNIFIED FILE AND HEC ID

After admission, each student enrolled in any academic programme at Ahlia University must have a student unified file which includes all the student documents listed as per the Bahrain Higher Educational Council (HEC) requirement.

Once the student unified file is created the admission process is further verified by the HEC, whereby all files of the accepted students are sent to the HEC for authentication and the assigning of a unique HEC ID for each student.

3.5.2 STUDENT IDENTITY CARD

After completing the admission process, students are issued with university ID card containing their name, photo, college and programme.

Students must be prepared 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 for using 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.

3.5.3 STUDENT EMAIL

Upon admission, each student is issued a unique Ahlia University email which will be used as the official means of communication 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 as an official mean of communication by the University. All students must therefore check their Ahlia email on a regular basis.

3.5.4 PROGRAMME STUDY PLAN

Each student is assigned to a personalized programme study plan which lists the courses along with the number of credits required for the student to complete every semester in order to complete the undergraduate academic degree requirement.

3.6 UNDERGRADUATE PROGRAMMES OFFERED AT AHLIA UNIVERSITY

Ahlia University offers 14 undergraduate programmes offered under four colleges:

College	Undergraduate Programme	Delivery Language
College of Arts & Science	Bachelor's Degree in Interior Design (BSID)	English
	Bachelor's Degree in Mass Communication and Public Relations (BSMCPR)	Arabic
	Bachelor of Art in English and Translation (BAETR)* *There are two tracks in BAETR programme Track 1 – Legal Translation Track 2 – Medical Translation	English
College of Business & Finance	Bachelor's Degree in Accounting and Finance (BSAF)	English
	Bachelor's Degree in Banking and Finance (BSBF)	English
	Bachelor's Degree in Economics and Finance (BSEF)	English
	Bachelor's Degree in Management and Marketing (BSMM)	English
	Bachelor's Degree in Management Information Systems (BSMIS)	English
College of Engineering	Bachelor's Degree in Computer and Communication Engineering (BSCCE)	English
	Bachelor's Degree in Mobile and Network Engineering (BSMNE)	English
College of Information Technology	Bachelor's Degree in Multimedia Systems (BSMS)	English
	Bachelor's Degree in Information Technology (BSIT)	English
College of Medical and Health Sciences	Bachelor of Science in Physiotherapy (BSPT)	English
	Bachelor of Science in Nutrition and Dietetics (BSND)	English

3.7 PROGRAMME COURSE COMPONENTS

Under each academic programme students must complete all the courses/credits as per the programme study plan. Below are the programme course components for all the undergraduates programme's:

3.7.1 COLLEGE OF ARTS & SCIENCE

- Bachelor's Degree in Interior Design (BSID)

COURSE TYPE	NO. OF CREDIT-HOURS	NO. OF COURSES
University Requirements	20	7
College Requirements	12	4
Programme Requirements	84	30
Programme Electives	6	2
Internship	3	1
Humanities and Social Sciences	3	1
Free Electives	6	2
TOTAL	134	47

- Bachelor's Degree in Mass Communication and Public Relations (BSMCPR)

COURSE TYPE	NO. OF CREDIT-HOURS	NO. OF COURSES
University Requirements	20	7
College Requirements	12	4
Programme Requirements	84	28
Programme Electives	6	2
Internship	3	1
Humanities and Social Sciences	3	1
Free Electives	6	2
TOTAL	134	45

- Bachelor of Art in English and Translation (BAETR)*
*There are two tracks in BAETR programme

- Track 1 - Legal Translation
- Track 2 - Medical Translation

COURSE TYPE	NO. OF CREDIT-HOURS	NO. OF COURSES
University Requirements	20	7
College Requirements	12	4
Programme Requirements	84	28
Programme Electives	6	2
Internship	3	1
Humanities and Social Sciences	3	1
Free Electives	6	2
TOTAL	134	45

3.7.2 COLLEGE OF BUSINESS & FINANCE

- Bachelor's Degree in Accounting and Finance (BSAF)
- Bachelor's Degree in Banking and Finance (BSBF)
- Bachelor's Degree in Economics and Finance (BSEF)
- Bachelor's Degree in Management and Marketing (BSMM)
- Bachelor's Degree in Management Information Systems (BSMIS)

COURSE TYPE	NO. OF CREDIT-HOURS	NO. OF COURSES
University Requirements	20	7
College Requirements	24	8
Programme Requirements	75	25
Programme Electives	3	1
Internship	3	1
Humanities and Social Sciences	3	1
Free Electives	6	2
TOTAL	134	45

3.7.3 COLLEGE OF ENGINEERING

- Bachelor's Degree in Computer and Communication Engineering (BSCCE)
- Bachelor's Degree in Mobile and Network Engineering (BSMNE)

COURSE TYPE	NO. OF CREDIT-HOURS	NO. OF COURSES
University Requirements	20	7
College Requirements	24	8
Programme Requirements	75	25
Programme Electives	3	1
Internship	3	1
Humanities and Social Sciences	3	1
Free Electives	6	2
TOTAL	134	45

3.7.4 COLLEGE OF INFORMATION TECHNOLOGY

- Bachelor's Degree in Multimedia Systems (BSMS)
- Bachelor's Degree in Information Technology (BSIT)

COURSE TYPE	NO. OF CREDIT-HOURS	NO. OF COURSES
University Requirements	20	7
College Requirements	21	7
Programme Requirements	72	24
Programme Electives	9	3
Internship	3	1
Humanities and Social Sciences	3	1
Free Electives	6	2
TOTAL	134	45

3.7.5 COLLEGE OF MEDICAL & HEALTH SCIENCES

- Bachelor of Science in Physiotherapy (BSPT)

COURSE TYPE	NO. OF CREDIT-HOURS	NO. OF COURSES
University Requirements	20	7
College Requirements	30	10
Programme Requirements	96	30
Programme Electives	3	1
Humanities and Social Sciences	3	1
Free Electives	3	1
TOTAL	155	50

- Bachelor of Science in Nutrition and Dietetics (BSND)

COURSE TYPE	NO. OF CREDIT-HOURS	NO. OF COURSES
University Requirements	20	7
College Requirements	30	10
Programme Requirements	86	28
Programme Electives	3	1
Humanities and Social Sciences	3	1
Free Electives	3	1
TOTAL	145	48

4. REGISTRATION PROCEDURE, EXAMINATION AND GRADING

4.1 REGISTRATION

All students must register for each regular semester (first and second) continuously after admission to the university. Each student is assigned to a personalized programme study plan which lists the courses along with the number of credits required for the student to complete every semester to complete the academic degree in the appropriate length of study.

The registration team within the Directorate of Admission and Registration will offer all the courses in ADREG for students to register during the set preregistration period in the academic calendar. The registration team and the student advisor provide the student with academic guidance to help them register in courses.

4.2 ADDING AND DROPPING COURSES

Students are allowed to add and drop courses during the Add and Drop period as 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 withdrawal policy.

4.3 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 4-2) 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.

4.4 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	GRADE POINTS
A	4.00	100-90
A-	3.67	89-87
B+	3.33	86-84
B	3.00	83-80
B-	2.67	79-77
C+	2.33	76-74
C	2.00	73-70
C-	1.67	69-67
D+	1.33	66-64
D	1.00	63-60
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 any time 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 case where student is still missing any other course requirements (e.g. 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/final project, and is governed by the same rules as 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.

4.5 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:

*Semester GPA which is based on courses taken during any given semester.

*Cumulative GPA (CGPA) which is based on all the academic work taken at the university, thus far.

4.6 CHALLENGE OF GRADE

Upon submission of a Challenge-of-Grade Form and payment of any stipulated fees, students have the 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 the end of the subsequent semester to the semester in which the challenged grade was awarded. For the 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 department, under supervision of its chairperson, sets up an ad hoc committee of three faculty members to review challenged grades.

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

4.7 EXAMINATION INFORMATION AND REGULATIONS

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.

4.7.1 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 may not leave the examination hall before half of the exam time has elapsed.

4. Students must present their university ID card and their exam card showing that they are allowed to enter the exam in order to be permitted to enter the exam hall. The student ID card must be presented on the examination desk throughout the exam period.
5. 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.
6. Students must leave all textbooks, learning resources, PDAs and web-access devices outside the examination hall. Only approved calculators are allowed.
7. 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.
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 Behaviour and Conduct, and Academic Integrity (and Misconduct).
12. Students who cannot attend the final exams for extenuating circumstances, may send their request along with the evidence explaining the reason for not being able to attend the exam through the ADREG complaint/enquiry system.

4.7.2 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.

4.7.3 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.

4.8 VISITING AND STUDY ABROAD STUDENTS

Visiting students are non-degree seeking students who are taking courses at a host institution while maintaining full-time enrollment in another institution.

Ahlia University students may apply for study abroad allowing them to spend up to one full academic year at a foreign institution of higher education. An Ahlia outgoing study abroad student will be considered a visiting student at the Host institution, and credits earned during the Study Abroad period may be transferred back to Ahlia University (Home Institution) towards the degree programme and the external transfer of credits rules and regulations apply.

4.9 VIRTUAL LEARNING GUIDELINES

Ahlia university aims to support excellence through outcomes based teaching and learning. The university aims to promote blending virtual learning as part of teaching, learning and assessment and use of virtual learning platforms in learners interaction and engagement. Ahlia University have clear guideline towards to virtual learning (e-learning) towards delivery, assessment and adaptation of virtual learning. For Further details, please refer to Virtual Learning Policy and Guidelines.

5. WITHDRAWALS

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.

5.1 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".

5.2 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.

5.3 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.

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.

5.5 RE-ENROLMENT

Students who apply to re-enroll in their studies after official temporary withdrawal or unofficial withdrawal must go through the "Student Re-enrolment" procedure and adhere to any changes in the academic programme study plan or any new regulations as described in detail in the Re-enrolment Policy.

6. UNDERGRADUATE PROGRAMMES ACADEMIC RULES AND REGULATIONS

6.1 ACADEMIC LOAD

The number of credit hours in which the student registers in any semester is referred to as the academic load. Normally, the academic load for a full time student in a normal semester is between 12 and 19 credit hours.

A summer session academic load is normally between 3 and 10 credit hours. Under special circumstances, and for one semester only, the chairperson of the department concerned may allow a full time student to register for less than 12 credit hours.

A student may register in less than 12 credit hours for more than one semester as part time, but these semesters will be counted towards to the maximum length of study specified for each academic degree programme.

Permission to register for the maximum allowed number of credit hours (21 credit hours in a normal semester and 13 credit hours in a summer session) may be granted upon the approval of the chairperson of the department concerned, and by satisfying one of the following two conditions:

1. The student CGPA is not less than 3.00.
2. Credits are needed to complete graduation requirements.

6.2 LENGTH OF STUDY

Ahlia University requires all students to complete their academic degree requirements without exceeding the maximum length of study specified for each academic degree program. The length of study for any student in any academic program offered by the University is defined as the period the student spends in the program which includes any period in which the student has suspension or withdrawal (official or unofficial) status.

The maximum length of study allowed for any undergraduate student is 8 academic years starting from the first semester in which they are enrolled; as per the university policy which is in line with the Higher Education Council (HEC) regulation.

6.3 REPEATING COURSES

Students may choose to repeat courses to improve their cumulative grade point average, or to enhance skills and learning in order to attain a better understanding of the course. All Undergraduate students are allowed to repeat courses in which they earned a grade of C- or below. Grades of all attempted courses will appear on the transcript, however, for repeated

courses only the highest grade received will be used in calculating the student's Cumulative Grade Point Average (CGPA).

6.4 INTERNAL TRANSFER

Students may transfer from one academic programme to another in the university, provided that they apply to the Directorate of Admission and Registration at the beginning of every semester, and obtain the approval of the departments concerned. The departments concerned must approve the internal transfer and equate the student's completed courses according to their new programme study plans.

6.5 ACADEMIC PROBATION

Undergraduate students with poor academic performance are placed under academic probation in order to establish the minimum academic standards of satisfactory performance.

The academic probation is also used to alert students when they are not meeting the minimum required grade for graduation from the academic programme they are enrolled in.

At the end of each semester including the summer session, the academic status of the student will be determined by using the following:

1. The CGPA achieved,
2. The total number of passed credits (PCR).

The following table shows the minimum CGPA at which the probationary action is enforced in terms of the credit hours completed by the student:

CREDIT HOURS COMPLETED	MINIMUM GPA REQUIRED
Less than 15 credits	Not applicable - probation not applied
30 - 16 credits	1.50
45 - 31 credits	1.67
95 - 46 credits	2.00
96 and above	Not applicable, probation not applied

6.6 DISMISSAL

A student will be dismissed from the University in any of the following cases:

1. Exceeding the maximum length of study.
2. Violating the student code of conduct.

6.7 PUNCTUALITY REGULATIONS

Ahlia University emphasises the importance of attending classes on time. The university strives to build the quality of maintaining punctuality by eliminating tardiness in students. Ahlia University has a clear mechanism for monitoring the progress of its students' Attendance and Punctuality through its AdReg system.

A student is considered late if s/he attends the lecture 15 minutes or more after the starting time of the class. In this case the course instructor can mark the student as late in AdReg system attendance module.

If the student is late for more than 5 classes, the student and the academic advisor will be alerted by an automated email on the total number of times the student attended the class late.

6.8 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 as of the resumption of attendance.

6.9 COURSE PRE-REQUISITE

Some courses have pre-requisite which means a course or other requirement that the student must successfully complete before registering in a specific course according to their programme study plan.

6.10 GRADUATION REQUIREMENTS

Students are strongly urged to check carefully, by themselves and with their respective advisors, that all graduation requirements are fulfilled.

To qualify for graduation, a student must meet all the requirements of an academic programme in effect during the time he/ she is actively pursuing that programme.

However, upon withdrawing from Ahlia University for one or more semesters, a student who is re-enrolled becomes subject to the rules of re-enrolment, and consequently, to new graduation requirements if, within this period, any changes have been introduced.

If, through no fault of his/her own, a student cannot complete the requirements of a particular programme for which he/she is otherwise eligible (courses are discontinued, new required courses are introduced for which the student does not hold suitable prerequisites, etc.), substitutions may be made by the department, but should be approved by the college.

The minimum credit hour requirements should not, in any way, be affected by course substitution. For a student to graduate, he/she must complete the required number of credits in his/her programme.

He/she must also attain a grade of C (2.00) or better in his/her cumulative GPA.

6.11 PRESIDENT'S HONOURS LIST

To be placed on the President's Honours List at the end of a semester, excluding the summer session, a student must:

- Have a CGPA of 3.75 or higher.
- Have an academic load of at least 12 credits.
- Have completed at least 66 credits
- Have not been subjected to any disciplinary action within the University.
- Have not repeated courses.

6.12 DEAN'S HONOURS LIST

To be placed on the Dean's Honours List at the end of a semester, excluding the summer session, a student must:

1. Have a CGPA between 3.5 and 3.74.
2. Have an academic load of at least 12 credits.
3. Have completed at least 66 credits
4. Have not been subjected to any disciplinary action within the University.
5. Have not repeated courses.

6.13 GRADUATION WITH DISTINCTION

At the time of degree conferral, Ahlia University recognizes three levels of distinction applicable to all Bachelor's programmes. The following table cross-references the level of distinction and others, in descending order,

with the mandated CGPA:

High Distinction with First Class Honours	4.00 - 3.90
High Distinction	3.89 - 3.75
Distinction	3.74 - 3.50
Very Good	3.49 - 3.00
Good Plus	2.99 - 2.50
Good	2.49 - 2.00

7. STUDENT BEHAVIOUR AND CONDUCT

Students' behaviour has significant impact on their academic career and reflects on successful relationships between the 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 directives, Ahlia University must follow and implement University of Bahrain students' code of conduct. Violations of the 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 and student.
4. Any violation of dress code.
5. Damaging university facilities.

7.1 ACADEMIC MISCONDUCT

In a small number of cases there are students who are tempted to gain an unfair advantage in their assessments. This behavior is considered unacceptable. There are at least three types of academic misconduct, which Ahlia University acknowledges and wishes to prevent: (1) plagiarism; (2) collusion; and (3) personation.

Plagiarism is a serious violation of academic integrity. Ahlia University has a zero—tolerance policy when it comes to plagiarism. The university utilizes 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. Collusion is an act, involving two or more students, to deceive or mislead the University by submitting identical assignments or other pieces of work and presenting it as individual efforts.
3. Personation consists of one or more individuals preparing assignments for another student, or taking the place of another student in an examination.
4. For more details on code of conduct please refer to the relevant Policy.
5. Students who violate the Code of Conduct Policy will be investigated and, if the allegation is proven, the student will be penalized according to the Policy.

8. 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). 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.

9. FEES AND EXPENSES POLICY

Ahlia University's policy on fees and expenses is to charge students at a minimum, consistent with the provision of high quality instruction and superior facilities and equipment.

THE UNIVERSITY RESERVES THE RIGHT TO CHANGE ANY OR ALL FEES AT ANYTIME WITHOUT PRIOR NOTICE.

Such changes will be applicable to students currently registered at the University as well as to new students.

10. FINANCIAL AID AND DISCOUNTS

Ahlia University allocates funds for highly qualified students with limited financial resources. Admitted student may apply for financial aid or tuition fee discounts as follows:

10.1 DISCOUNT BASED ON SECONDARY SCHOOL SCORING FOR UNDERGRADUATE DEGREE APPLICANTS

- Applicants with secondary school score of 95% and above get **50% tuition fee discount.**
- Applicants with secondary school score of 90% to 94.9% get **25% tuition fee discount.**
- Applicants with secondary school score of 80% to 89.9% get **20% tuition fee discount.**

Applicants who receive discounts based on their secondary school results will maintain the discount subject to achieving required cumulative CGPA's.

Students who fall below the required CGPA can still benefit from the merit discount whenever they achieve the required CGPA. The table below summarized the student merit discount.

HIGH SCHOOL % RESULT	DISCOUNT GIVEN AS % OF FEES	MINIMUM CGPA REQUIRED*
80 to 89.9	20	2.5
90 to 94.9	25	2.75
95 and above	50	3.0

* Discount% will be maintained subject to attaining the minimum CGPA required.

10.2 UNDERGRADUATE DEGREE HIGH ACHIEVERS DISCOUNT

Enrolled undergraduate student who achieve CGPA of 3.50 or higher can apply for a "High Achievers Discount", which entitles them to a tuition fees remission of 25% in the courses registered in the subsequent semester.

10.3 DISCOUNT FOR SIBLINGS ENROLLED AT AHLIA UNIVERSITY

Ahlia University offers 10% tuition fees discount for undergraduate and postgraduate applicants who have siblings already enrolled at the university.

10.4 DISCOUNTS FOR AHLIA UNIVERSITY EMPLOYEES

Ahlia University offers 50% tuition fees discount for Ahlia University full-time employees and their partners (husband/wife) and siblings who are willing to study undergraduate degrees at Ahlia University.

10.5 FINANCIAL AID FOR UNDERGRADUATE DEGREE APPLICANTS WITH SPECIAL NEEDS

As part of Ahlia University's community engagement, the university offers 50% tuition fees discount for all applicants with special needs/disability provided that they have a special need/disability card from the Bahraini Ministry of Labor and Social Development.

Ahlia University aims to provide the appropriate care and learning environment for these applicants in order to qualify them to integrate into society and the business market.

10.6 FINANCIAL AID FOR ORPHANS

As part of Ahlia University community's engagement, the university offers 50% tuition fees discount for orphans who are registered under local governmental and non-governmental social welfare organizations such as the Bahraini Royal Charity Organization and others in order to empower these orphans and provide them with a better living.

DISCLAIMER

Ahlia University tuition fees discount offered as part of the university funding cannot be accumulated. The student will receive the highest fees remission applicable to their cases.

Ahlia University reserves the right to change any or all funding at any time without prior notice. Such changes will be applicable to students currently registered in the university as well as to new students.

11. STUDENT COUNSELLING

Ahlia University provides a variety of student guidance services through a specialized 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).

12. ACADEMIC ADVISING

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 for 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 progress and performance.
7. Any other thing 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.

13. 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, the Directorate of Student Counselling looks after the welfare of those students with special needs.

14. AHLIA UNIVERSITY STUDENT INFORMATION SYSTEM (ADREG)

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

1. Register for new courses in 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 study 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>)

15. 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. The Directorate of Student Activities also provides other student services such as advice on student accommodation; and facilitating the election of the students' representatives in the Student Council. 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.

15.1 THE "A" ACTIVITY CREDIT

Ahlia University appreciates the value of co-curricular activities in developing a range of skills and attributes that plays an important role in molding student's personality and building confidence and self-esteem. Undergraduate students participating in co-curricular activities are awarded an "A" credit to encourage them in participation beyond the classroom.

The "A" activity credit is a one credit hour with "A" grade awarded to students in reference to their participation in a wide variety of activities outside of the regular classroom. The "A" activity credit is awarded to students in reference to a wide variety of extracurricular activities that include but not limited to:

- a. Demonstrating an active role in university student clubs, scientific student associations and student council.
- b. Participation in university sport activities and competitions.
- c. Organizing/participating in university events.
- d. Attending workshops, seminars and conferences approved by the college or Deanship of student affairs.
- e. Volunteer work and Community Engagement
- f. Involvement in cultural activities.
- g. Peer tutoring sessions.

Students can be awarded a maximum of three "A" activity credits, where only one "A" Credit may be granted in a given semester. One "A" activity credit is equivalent to 30 hours of participation/involvement in co-curricular activity. The directorate of student services and activities is responsible for approving and allocating the number of hours for every co-curricular activity.

15.2 STUDENT CLUBS

The Directorate of Student Activities aims to engage the student body through clubs including the music club, debate club, football club and Engineering club. The main objectives of the student clubs are:

- Develop the personality of students in a variety of ways.
- Build leadership skills in students.

- Strengthen the students' communication skills and their ability to express themselves.
- Widen the participation of students in extra-curricular or co-curricular activities.
- Instill the spirit of cooperation, collaboration and teamwork among the students and strengthen the ties between them and the academic and administrative bodies of the university.
- Contribute to the university mission in developing the student services in line with the university bylaws.

16. STUDENT VOICE

16.1 STUDENT COUNCIL

One of Ahlia University priorities is to create the right means of communication between students and the management and give the students the right to express their opinions and to discuss their problems in a democratic manner.

In order to achieve this objective, the university has established the Student Council, which consists of members elected by their fellow students from different colleges. Student Council membership normally lasts for one year. The winners in the election elect the Student Council President and the heads of different Student Council committees.

The Student Council aims to achieve the following:

1. Develop students' personalities from the academic, social, cultural, and national aspects.
2. Develop students' leadership skills and allow them to freely express their views and opinions.
3. Develop students' awareness of their rights and responsibilities within the university rules and regulations.
4. Support students activities in the fields of science, culture, social events and sports, which are expected to improve the students overall educational attainment.
5. Encourage the spirit of collaboration and team work between the students and create a strong bond between the students and the University faculty and staff.
6. Encourage students' contributions towards the development of better student services.

All full-time undergraduate students have the right to be nominated for the membership of the Student Council provided that they meet the following criteria:

1. Must be a full-time student within the college he/she will represent.
2. Must be of good behaviour and conduct.
3. Must have successfully completed at least 30 credit-hours.
4. Must have a minimum CGPA of 2.00.
5. The elected Student Council members must register for at least 12 credit-hours for every academic semester, apart from the summer session and the graduating semester.
6. Students can run for membership in the Student Council twice throughout their study duration.

16.2 STUDENT SURVEYS

Ahlia University accords the highest importance to students' voice which enables the university to continuously improve its quality of education services provision. A number of channels are used to hear the student's voice including Student Satisfaction Survey, Exit Survey, Student with Special needs Survey, etc.

At the end of each semester students are requested to complete an online evaluation which measures their satisfaction rate with the course, its structure, the instructor and their availability and means of communication, this is called the course evaluation survey. A dedicated Centre for Measurement and Evaluation (CME) is charged with the responsibility of collecting and analyzing data from the surveys as well as provide interpretations of the student voice to the various units concerned. The units intern use the information provided by CME to enhance their education services provision.

16.3 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 enquiry or a complaint, he/she should log into the ADREG system through the Ahlia website (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 enquiry/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 further 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, do not hesitate to contact the Deanship of Student Affairs for any query or request. We will be pleased to assist and provide you with appropriate advice and guidance.

17. INTERNSHIP TRAINING PROGRAMME

Students enrolled in any Bachelor's degree programme, on full-time or part-time basis, are required to register for the internship course. The internship course has a number of benefits to students.

17.1 PURPOSE OF INTERNSHIP

1. Observe and work with professionals.
2. Make a positive contribution to a workplace.
3. Learn and develop practical skills.
4. Solve problems by taking initiative.
5. Observe and learn ethics at work.

17.2 WHO IS ELIGIBLE?

Students who fulfill the following requirements are eligible to register in the internship programme:

1. Completed at least 90 credit hours;
2. Obtained a CGPA of 2.00.

In special circumstances, the academic advisor can recommend that the student takes the internship course where he/she has a CGPA of less than 2.00 but not less than 1.90 and/or has completed at least 87 credit hours.

This requires the approval of the Dean of Student Affairs.

17.3 INTERNSHIP COURSE

1. Two months internship training programme.
2. Minimum of 240 working hours.
3. Successful completion of 3 credit-hours.
4. Fee is equivalent to the fee of 3 credits of the undergraduate programme.
5. «IP» grade is assigned to students who pass their internship course.

17.4 STUDENT RESPONSIBILITIES

1. The student must adhere to all the rules and regulations of the work place.
2. The student must complete all the work assigned to him/her by the site supervisor.

A plan of the internship tasks expected from the student will be developed jointly between the academic supervisor and the site supervisor. Only when the evaluation forms of the bi-monthly reports and the reflective final report are complete, the grade be awarded for the internship.

For further information, please refer to the university website or the Professional Relations Directorate in the Deanship of Student Affairs. Full details about internships are available in the "Internship Guide", which is available on the Ahlia website and in a hard-copy booklet.

18. 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:

18.1 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 provides access to more than 2,500,000 Electronic Journals and reference materials to 30 databases covering the disciplines of Business, Management, Information Technology, Mass Communications, Sciences, Engineering, Languages, Physiotherapy, Interior Design and Public Relations. In addition to periodical collections, 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.

18.2 MEDIA PRODUCTION CENTRE

The Ahlia University Media Production Centre primarily supports 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 and Audio Production Studio**
HD technology provides students with a professional set-up to explore camera operation, makeup, lighting, audio and sound 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.

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

19. GENERAL INFORMATION

19.1 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 -24hour 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.

19.1.1 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.

19.1.2 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.

19.1.3 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.

19.1.4 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.

19.1.5 HEALTH INSURANCE

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

19.1.6 EMERGENCY CONTACT

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 -24hour 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 -24hour emergency support.

19.2 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.

19.3 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.

19.4 DRESS CODE

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

19.5 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.

19.6 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 in regard to any lost and found items.

19.7 FACILITIES AVAILABLE

19.7.1 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.

19.7.2 PRAYERS ROOM

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

19.7.3 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.

19.7.4 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 personalized access password.

19.7.5 PARKING

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

IMPORTANT CONTACTS

SERVICES

Office Requirements	17313534
Email Service	17298980
Telephone Repair Service	17298980
IT & Equipment	17298980
Internal Mail	17298976
Operator	17298999
Purchasing	17313513 / 17313515

EMERGENCY

Safety & Security Department	17290675
Security Guard	36921321 / 36928948
Maintenance Technician	36258934 / 36258920
24 Hours Emergency Contact	36202940

EMPLOYMENT

Human Resources	17313531 / 17313532
Payroll	17313530
Government Liaison	17313533

PROFESSIONAL DEVELOPMENT

Administrative Staff Development	17313531
Academic Staff Development	17313538

UNIVERSITY OFFICES

A

Academic Affairs Office	17298563
Administrative Services	17313534
Admissions & Registration	17298550
Ahlia Centre for Information and Documentation (ACID)	17298661
Admission & Registration System Support	17298695
Admission & Registration Whatsapp	17298550
ADREG system support	17298932 / 17298947 / 17298695

B

Business Development	17298973
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C

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	17298930
College of Information Technology	17298656
College of Medical & Health Sciences	17298961

D

Deanship of Student Affairs Office	17298963
Deanship of Graduate Studies & Research	17313545 / 17313524
Digital and Branding Department	17313529

F

Financial Affairs Directorat	17313527 / 3526 / 3502
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H

Human Resources Directorate	17313531
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I

Information & Communications Technology Centre	17298980 / 8940 / 8933
International Relations Directorate	17298900

L

Library and Information Resources	17298922 / 17298982
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M

Managing Director Office	17298997 / 17298948
Marketing & Public Relations Directorate	17313521 / 3512 / 3547 / 3546
Media Production Centre	17298950

P

President Office	17298964 / 17298559
Professional Relations	17298925 / 17298551

S

Student Activities and Services Directorate	17298949
Student Counseling Directorate	17298552 / 17313520
Strategic Planning Directorate	17298973



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