ABOUT THE STUDENT HANDBOOK

The Student Handbook has been designed to provide you with a guide to the European University College. It offers information on European University College services, guidelines, policies and rules. It also provides information on your rights and responsibilities as a student of the University.

It is recommended that you use this Handbook as a reference source throughout your enrolment with the University. You should make yourself familiar with all the sections in the Student Handbook as they offer valuable information throughout and even after completion of your studies.

Please note that every effort is made to ensure that the information in this Handbook is correct and up to date at the time of publishing, however the European University College cannot accept any liability for any errors or omissions. The information in the Student Handbook is subject to change without notice.

If there is a difference between a policy in the Student Handbook and the approved version of the policy on record, the approved version will be applied. The latest version of all policies, procedures, forms is available from the office of Student Affairs at the University.
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1. **MESSAGE FROM THE DEAN**

Dear Students,

It is with great pleasure that I welcome you to the European University College (EUC) on behalf of the faculty and staff.

When you pursue the path of advanced dental education, it is a most important investment of your time, your energy, and your resources. At EUC, we will assist you in setting and fulfilling your professional goals by giving you the highest quality of learning possible. We help promote the fullest development of all our students through support in the intellectual, technical, and social aspects of your academic career.

The Student Handbook is an indispensable tool, offering a wide range of detailed information on academic policies and procedures, and the services available to you. This handbook is provided to all students during registration and includes a form that must be signed to acknowledge receipt of the Handbook. This reference document informs you of the rules and regulations pertaining to the University and to your advanced dental training program; it is an information manual that gives you guidance regarding your rights and what is expected of you as a student of EUC.

We aim to provide you with the skills, knowledge and values to begin the practice of your chosen field as professional and ethical practitioners. The University faculty and staff pledge to you their very best effort and ask for dedication and diligence as you strive to realize your professional dream. We trust that your academic experience at the EUC will be fulfilling.

On behalf of European University College, welcome and I wish you the very best.

Sincerely,

Dr. Donald Ferguson
Dean
2. **EUC VISION, MISSION, GOALS AND OBJECTIVES**

**Vision**

EUC’s vision is to be a leading institution offering dental postgraduate training regionally, nationally and internationally.

**Mission**

The mission of the EUC is to provide for its constituents an effective platform for postgraduate academic programs and knowledge management through:

- Excellence in teaching and learning
- Excellence in patient care, community and professional dental services
- Provision of a high quality research environment

Each of these core goals will be characterized by:

- **Collaboration** within and across disciplines and with the general community,
- A commitment to ensuring **diversity**
- Pursuit of **best practices**

**Goals for Implementing EUC Mission**

a) **Excellence in Teaching and Learning**

- Attract and support a well prepared and diverse student population
- Support and enhance effective teaching to instill clinical skills which are need based both locally and internationally
- Enhance and promote practice based learning oriented towards career placement
- Provide effective professional graduate programs and support for graduate students

b) **Excellence in Civic Engagement**

- Enhance capacity for patient care and professional dental services
- Enhance community civic activities, patient and dental services.
- Intensify commitment and accountability in Dubai, the United Arab Emirates and the Gulf Region.
c) Research Advancement

- Enhance infrastructure to cater for continuing medical education and E-learning
- Provide infrastructure to conduct dental research

Objectives:

1. Recruit and select the most qualified applicants for admission
2. Recruit and prepare the highest calibre faculty
3. Prepare clinically proficient specialists who possess the knowledge, skills and values to begin specialty practice
4. Provide the opportunity for students to participate in research and the provision of research resources
5. Provide patient care environments which are responsive to the public
6. Strengthen communication and understanding between the general and dental community and the University
Ethical conduct is integral to effective professional conduct, and thus is an essential component of an educational institution. This Code is not prescriptive, but reflects ethical standards to which students should aspire in their training.

Purpose: To encourage students to think and act ethically, that they may retain this outlook as dental professionals.

Basic Principles: Beneficence, non-maleficence, justice and respect for autonomy.

Principles:

1. Students should respect the need, values and culture of patient they encounter during their training.
   - In all circumstances, students should respect the ethnicity, culture and religion of patients.
   - Students should not discriminate against patients on the basis of age, gender, race, sexual orientation, religion, creed, political affiliation and economic, social or health status.
   - Students should not impose their own values and beliefs upon patients.
   - Students should respect the autonomy of patients.
   - When appropriate, students should offer support to patients by listening, reassuring or providing information.

2. Students should never exploit patients or their families.
   - Students should never exploit patients for their own personal or financial benefit.
   - Students should not abuse the generosity of patients in their pursuit to learning.
   - Students should have concern for the well-being of patients above all else.
   - Students should not have sexual relations with or sexually harass patients.
Given the level of their skills, experience and knowledge, students should not represent themselves or allow themselves to be represented, to patients or staff as a more competent or qualified member of the “health care team”.

3. **Students should hold clinical information in confidence.**

   - Recognizing that information held about patients is highly sensitive; students should hold all such information in confidence.
   - Students should respect patient’s right to determine who should be provided with their personal information.
   - Information received about patients from other sources should also be held in confidence.
   - Information received from patients about other people should also be held in confidence.
   - This principle persists after a patient has ended treatment.
   - Students may discuss patient information with peers and professional staff, but patients should be informed of these limits in confidentiality.
   - Copies of medical/dental records and student notes containing patient information should be kept in a secure place.

4. **Students should obtain informed consent from patients before involving them in any aspect of training.**

   - Students should clearly inform patients of the purpose and nature of any proposed interaction with them.
   - Consent should be given freely and without coercion on the part of the student or professional staff.
   - Where language or other factors interfere with communication, students should make a special effort to ensure that the patient does reach the necessary level of understanding.

5. **Students should appreciate the limits of their role in the clinical setting and in the community.**
• Students should not give advice or provide information, specific to patients or the general public that is beyond their level of knowledge and expertise. When asked for such comment, students should refer the person to the professional staff responsible for treatment.

6. Students should respect the staff who teach and assist them in their clinical training.

• Students should respect doctors, dental assistants, staff, and allied health professionals of the health care team.
• Students should respect teachers for their effort and commitment to dental education.
• Where students experience difficulty with staff, they should discuss this with their academic mentor or supervisor.

7. Students involved in clinical research should adhere to the ethical principles in the appropriate national and international guidelines.

8. Students should maintain their personal integrity and well being.

• Students should ensure that their physical and mental health enables them to relate effectively with patients and professional staff. In the event of illness or impairment that interferes with this role, they should obtain appropriate help and withdraw from patient contact.
• Students are entitled to refuse to participate in any procedure that would violate their moral conscience.
• Students should strive to improve the quality of their training by actively participating alongside their teachers, in the planning and implementing of educational programs.
4. **EUC ACADEMIC CALENDAR**

<table>
<thead>
<tr>
<th>Saturday</th>
<th>March 6</th>
<th>Spring Semester begins</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon &amp; Wed</td>
<td>March 7 &amp; 9</td>
<td>New batch orientation</td>
</tr>
<tr>
<td>Sun-Thursday</td>
<td>Mar 28-Apr 15</td>
<td>Academic Vacation</td>
</tr>
<tr>
<td>Thursday</td>
<td>March 11</td>
<td>Prophet’s Ascension</td>
</tr>
<tr>
<td>Sunday</td>
<td>April 4</td>
<td>Holiday (Easter)</td>
</tr>
<tr>
<td>Wed-Saturday</td>
<td>May 12-15</td>
<td>Eid Al Fitr (Ramadan April 12-May 12)</td>
</tr>
<tr>
<td>Sun-Wednesday</td>
<td>May 30-June 2</td>
<td>Mid-term Exams Week</td>
</tr>
<tr>
<td>Sun-Thursday</td>
<td>June 27-July 1</td>
<td>AEEDC 2021</td>
</tr>
<tr>
<td>Sunday</td>
<td>July 18</td>
<td>Arafat Day</td>
</tr>
<tr>
<td>Wednesday</td>
<td>July 21</td>
<td>Thesis Defense (morning)</td>
</tr>
<tr>
<td>Mon-Thursday</td>
<td>July 19-22</td>
<td>Eid Al Adha</td>
</tr>
<tr>
<td>Sun-Wednesday</td>
<td>July 25-28</td>
<td>Final Exams week</td>
</tr>
<tr>
<td>Sunday</td>
<td>August 1</td>
<td>Summer Break begins</td>
</tr>
<tr>
<td>Tue-Thursday</td>
<td>Aug 31-Sep 2</td>
<td>Malmo University External Examinations</td>
</tr>
<tr>
<td>Friday</td>
<td>September 3</td>
<td>Graduation (batch August 2021)</td>
</tr>
<tr>
<td>Saturday</td>
<td>September 4</td>
<td>Fall semester begins</td>
</tr>
<tr>
<td>Monday &amp; Wed</td>
<td>September 6 &amp; 8</td>
<td>New batch orientation</td>
</tr>
<tr>
<td>Tuesday</td>
<td>October 19</td>
<td>Holiday (Prophet’s Birthday)</td>
</tr>
<tr>
<td>Sun-Wednesday</td>
<td>November 7-10</td>
<td>Mid-term Exams Week</td>
</tr>
<tr>
<td>Tuesday</td>
<td>November 30</td>
<td>Holiday (Commemoration Day)</td>
</tr>
<tr>
<td>Wed-Thursday</td>
<td>December 1-2</td>
<td>Holiday (National Day)</td>
</tr>
<tr>
<td>Sun-Saturday</td>
<td>Dec 19-Jan 1</td>
<td>Academic Vacation</td>
</tr>
<tr>
<td>Sun-Wednesday</td>
<td>February 13-16</td>
<td>Final Exams Week</td>
</tr>
<tr>
<td>Saturday</td>
<td>February 19</td>
<td>End of Academic Year</td>
</tr>
<tr>
<td>Sunday</td>
<td>February 20</td>
<td>Semester Break begins</td>
</tr>
<tr>
<td>Sun-Tuesday</td>
<td>Feb 20-22</td>
<td>Malmo University External Examinations</td>
</tr>
<tr>
<td>Tuesday</td>
<td>February 22</td>
<td>Graduation (batch February 2022)</td>
</tr>
</tbody>
</table>

**Updated: January 11, 2021**

NOTE: The academic calendar is accurate at the authoring or modification date. However, the calendar is subject to change with updating without prior notice. Islamic holidays to be confirmed according to the lunar calendar.
5. **EUC ORGANIZATIONAL CHART:**

5.1 **Organization Chart**

The general organization and governance of European University College (EUC or University) is represented in the chart below which consists of its governing entities and administrative services & support units for University programs offered currently.

For the University College academic programs, there is a Program Director and a Clinical Director; all other medical and administrative support staff is represented to accommodate the needs for each program didactically and clinically.

The European University College (EUC) currently operates only in Dubai at Dubai Healthcare City. In the past, EUC also served at an Abu Dhabi location as well as two other locations in Dubai.
The EUC Dean is responsible for overall administration of the educational programs initiated by EUC. A program director is responsible for the program implementation and maintenance. The Dean oversees all academic and administrative activities including curriculum planning, program development and assessment, faculty recruitment, and evaluation of all EUC programs and relevant units.

Each academic program at EUC is regarded as an individual department but the name “Program” is the working title in lieu of the name “Department”. As such, Program Director and Department Chair are synonymous but “Program Director” is used consistently to describe administrative functions within the EUC organization.

6. ACADEMIC REGULATIONS:

6.1 General admission requirements:

Before you apply for admission to the EUC please note the following;

- The EUC has either one or two intakes during the academic year. Admission is based on strict admission requirements and on a competitive basis.

- Application forms can be requested by contacting the University during working hours, and when completed, can be submitted in person or via courier to the University, DHCC, Block D, Level 3, Office 302.

- The deadline for submission of all applications is 2 months before commencement of the session.

- Applications with missing information, or received after the session intake deadline will not be processed.

- Applicants must arrange to have all official final transcripts and other supporting documentation delivered to the University no later than the specified deadline for the session intake.

- The UAE Ministry of Education requires applicants to demonstrate English Proficiency with TOEFL score of 550 or above (IELTS is 6.0 or equivalent). Moreover, dental school CGPA must be 3.0 or greater on a 4.0 scale. Conditional admission can be granted with CPGA <3.0 but >2.5 (See General Admissions Policy in Policies and Procedures 1-A)

- **Mature Entry Admission**: Student who does not meet the stated GPA requirement but has at least **5 years of relevant documented work experience after** the Bachelor degree was obtained, provided he/she meets the English proficiency requirements.
• Applicants who wish to receive recognition of their past formal study, work and other life experience and be given credit within EUC’s academic programmes may apply for an accreditation of prior leaning.

Application procedure:

Upon request of admission the following application procedures occur;

• Applicants are able to visit website www.euc.ac.ae to access the student registration link. Instructions will be found on how to email their name, address and contact information to admission@euc.ac.ae

• Once a request has been received, a full brochure and application form is sent. Applicants are instructed to complete the application form and return with a processing fee of $50 with the necessary documents.

• Once the completed package is received a file is made for each applicant.

• Files are then reviewed by the program director for completeness and suitability for an interview. The applicant is then requested to attend an interview. A standard list of questions is asked and the answers are documented on the applicants file.

• If the interview is successful, the applicant is officially notified by telephone or email. Applicants must then make the initial payment to reserve a space within the program.

6.2 Student File

6.2.1 Documentation to provide for admission:

1. Completed Application Form for Admission

2. Originals of all attested education certificates including completion certificates and academic transcripts (see certificate attestation below) and translated to English if required

3. English proficiency certificate (TOEFL or equivalent)

4. Current curriculum vitae with 2 references

5. Proof of 2 years General Dentistry experience (For Master of Science in Orthodontics and Dentofacial Orthopedics)

6. Copy of valid passport with UAE residence visa (if required)

7. 4 passport size photographs

6.2.2 Certificate Attestation
The UAE Ministry of Education requires that all students have academic certificates attested by the Equivalency Department. This must be carried out within the first semester of studies in accordance with Ministry Standards.

Postgraduate students are required to submit their certificates to the Ministry to obtain an Equivalency Certificate. The process depends upon whether the student completed their undergraduate degree in the UAE or overseas.

UAE graduates are provisionally admitted to the University and are permitted to commence studies while the Equivalency certificate is being processed.

Overseas graduates are provisionally admitted to the University and are permitted to commence studies. Overseas graduates must have their degree results and certificates of completion verified by the issuing university or recognized authority in the host country in which they completed their studies. All degrees and certificates must be attested to by three entities: 1. the ministry of foreign affairs of the country of origin, 2. the UAE embassy in the country of origin, and 3. the UAE Ministry of Education.

6.2.3 Visa Compliance

The UAE Government requires the University and each student to comply with the conditions of the student visa. It is the responsibility of the student to ensure compliance with all the conditions of their visa. The University is obligated by law to report any non-compliance by any student and will not ignore any regulations or requirements.

6.2.4 Enrolment

The following is the process for enrollment at EUC;

- Present the letter of acceptance to the University
- Pay your fees
- Present to student services with tuition receipt to receive a student ID card and a username and password for Malmö online library services.

6.3 Transfer Admission

6.3.1 Eligibility for Transfer to EUC

Graduate students from an institution of higher education may apply for admission to the EUC Postgraduate program if they:

- Meet the requirements at EUC for Full or Provisional admission
- Were in good academic standing (CGPA of at least 3.0, on a scale of 4.0 or the equivalent)
- Were not dismissed for disciplinary reasons
- Had previously enrolled in a graduate program that is recognized or accredited by the CAA
Note: Students admitted to their previous college or university based on Institutional TOEFL results must re-take the TOEFL and obtain the minimum score of 550.

6.3.2 Transfer of Credit Hours Earned Outside EUC

a. The College considers the transfer of credit-bearing courses for graduate students attempting to join the MBA program similar to the one studied previously if:
   - Their CGPA was at least 3.0 on a scale of 4.0, or its equivalent
   - The course was not a part of an MBA Preparatory Program
   - The number of credit hours for the previous graduate course is the same or more than the credit hours for the EUC graduate course
   - The grade obtained in the previous course was at least a B (3.0) or its equivalent
   - The content of the course at the previous institution is similar to the related course offered at EUC
b. Only grades obtained from courses taken at EUC will be used to determine the student CGPA. This means grades earned in courses transferred from the previous institution will not be a factor in the CGPA calculation at EUC.
c. EUC will not award the Masters degree to transfer students unless they successfully complete at least 50 percent of the coursework or credit hours in the Masters program at EUC. In other words, EUC will not transfer more than 50 percent of the courses in the program.
d. Transfer credit hours will only appear on the EUC transcript when the Registrar receives the certificate of authenticity for the transcript from the institution the student previously attended.
e. Accreditation of Prior Learning: The University’s Policy on Accreditation of Prior Learning (APL) allows students, on an individually assessed basis, to be considered for exemption from particular modules within their chosen programme by awarding credit for the exempted module on the basis of equivalence of prior learning. Accreditation cannot, however, be assumed. While claims for APCL or APEL are not discouraged, the granting of APL and consequent exemption from modules remains a matter of academic judgment based on equivalence of learning.

6.4 Credit hours:

Courses are calculated in credit hours. Each course carries a certain number of credits that are awarded after the successful completion of that course. One credit hour is usually one hour of lecture course; or two hours of tutorial or laboratory work per week for 15 weeks is equivalent to one credit hour.

6.5 Academic Year
The academic year shall consist of two 20-week semesters exclusive of time fixed for orientation, registration, study recess and examinations. In each semester, classes shall begin with the first instructional period of the first day.

1. The spring semester shall begin on the first week of March of each year.
2. The fall semester shall begin on the first week of September of each year.
3. The Registrar will announce each year's academic calendar shortly before the final exam of the second semester of the preceding year.
4. All religious and national holidays in the United Arab Emirates are official holidays for the University.

6.5 Financial information:

6.5.1 Tuition and fees:

EUC has developed specific fee and refund policies that apply to all programs offered at the University. All tuition fees must be paid prior to the start of each academic year or semester. Late payment of tuition fees will be subject to a penalty (see below table). Equipment, instruments and expendable supplies are billed separately.

The University charges the following tuition and fees. The University reserves the right to make a change without notice in the published tuition and fee.

<table>
<thead>
<tr>
<th>Program</th>
<th>Masters of Science in Orthodontics and Dentofacial Orthopedics</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Credit Points Per Year</td>
</tr>
<tr>
<td>30</td>
<td>6,747 Dhs (1,833.33 US$)</td>
</tr>
<tr>
<td>Total number of credit points required to graduate</td>
<td></td>
</tr>
<tr>
<td>90</td>
<td>6,747 Dhs (1,833.33 US$)</td>
</tr>
</tbody>
</table>

**TUITION FEES OF DEGREE**

**NOTE:**

1. Annual miscellaneous fees 14,000 Dhs are to be added
2. 5% VAT to be applied
3. Fees are subject to change without prior notice

Listed fees are accurate at the time of publishing; EUC reserves the right to change fees without prior notice.

- Various licensing fees, malpractice insurances and other activities are payable by the residents at cost.
- All fees have to be settled within the instructed time frame, and any late payments will be subjected to penalties as per the policies.

### 6.5.2 Late/Non-payment of fees

Tuition payment is due in full 4 weeks before the beginning of any given semester. Residents will not be permitted to start or resume the semester unless all outstanding fees are cleared with the accounts with any of the possible means offered and agreed upon with accounts department. EUC reserves the rights to suspend any resident from all educational activities due to unsettled educational accounts.

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
<th>ACTION TAKEN by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Late fee: $500 1st month</td>
<td>Administration Office Manager</td>
</tr>
<tr>
<td>After 1st month suspension from all academic activities</td>
<td>Administration Office Manager</td>
</tr>
</tbody>
</table>

**Non-payment**

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
<th>ACTION TAKEN by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Late fee: $500 1st month</td>
<td>Administration Office Manager</td>
</tr>
<tr>
<td>After 1st month suspension from all academic activities</td>
<td>Administration Office Manager</td>
</tr>
</tbody>
</table>

### 6.5.3 Method of payment

Payment is accepted in cash, cheques, bank transfers* or credit cards**.

* Tuition fees must be transferred in full excluding any bank transfer charges.

** A charge of 2.5% is applicable to all credit card transaction.

**Tuition Fee Payment Plans**

Students are offered two payment plans

- Traditional payment plan
- Progress payment plan

*Traditional payment plan*

Fees can be paid by cash, or credit card. Fees are to be paid in full prior to course commencement. Fees must be made before the due date mentioned in the Calendar of Dates.

*Progress payment Plan*
Fees are paid in two installments which are as follows.

- **1st installment**: 50% of tuition fee
- **2nd installment**: 50% of tuition fee

Dates of payment will be announced before the start of each academic year. Students who decide to pay via the progress payment plan will have an additional cost to their tuition fees.

### 6.5.4 Refund Policy

<table>
<thead>
<tr>
<th>STATUS</th>
<th>Tuition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dismissal</td>
<td>No refund</td>
</tr>
<tr>
<td>Leave of Absence</td>
<td>50% refund within the first third of the semester</td>
</tr>
<tr>
<td>Withdrawal</td>
<td>50% refund within the first month of the semester</td>
</tr>
</tbody>
</table>

### 6.6 Academic Advice:

Students are entitled to support and guidance during their studies. This service is provided by guidance from lecturers responsible for the course. If study-related problems arise, it is important that these issues be discussed at an early stage and that students, faculty and staff work together to resolve them.

### 6.7 Course Load and Registration:

After receipt of a letter of acceptance, the new student is eligible to register during the assigned registration period. The student is required to register in person during the specified registration period. Once the registration period is over, late registration is allowed for the following 6 calendar days. A late registration fee will be charged (see late/nonpayment of fees table).

The Registrar is responsible for overseeing all aspects of student registration and maintaining the integrity, accuracy, security and confidentiality of academic records.

### 6.8 Attendance Policy

Attendance is an essential part of the learning process at European University College. Any resident in a Master degree training program who is absent for more than 20% of any of the scheduled EUC activities, for any reason, may be required to repeat part of the program at the discretion of the program director, clinical director and faculty members. Advanced postgraduate dental training programs include preparation for, and delivery of, patient care services, and it is paramount that residents attend all activities scheduled by EUC. Scheduled activities include, but are not limited to the following: lectures or seminars, workshops,
clinical sessions, and any other activity deemed significant for training by the faculty. The ‘other’ activities include special lectures, continuing education programs, workshops, guest speakers, etc. Because ‘other’ activities are considered significant for training, the activity will be assigned as part of a course given during the semester. Residents will be informed which course the ‘other’ activity is assigned to and that attendance is required.

- E-learning classes: An absence will be recorded if the resident fails to accept the invitation sent by the faculty at the start of the class. Resident must complete the entire session to be marked present. If by any reason the internet connection gets disconnected and is unable to reconnect, the resident must immediately send SMS to the faculty specifying the reason of disconnection and wait for further instructions.
- Course lectures, seminars or workshops: An absence will be recorded if the resident arrives in the room immediately after the beginning of any activity scheduled.
- Clinical sessions: An absence will be recorded if the resident is not present at the beginning and end of the clinical session whether or not a patient is scheduled during the clinical session.
- Other activities: An absence will be recorded if the resident arrives in the room after the dedicated time for registration for the ‘other’ activity scheduled.

The program director, clinical director and faculty members of each department shall ensure compliance with the above rules. All resident absences will be recorded, using daily attendance registers and other checks and monitoring procedures.

6.8.1 Student Responsibility

- Attend face-to-face or online classes every time the class is in session
- Resident will earn an attendance via contact with the faculty

6.8.2 E-Learning Attendance Guidelines

A resident is considered absent when he or she does not attend an activity scheduled by EUC during the semester.

In an E-Learning attendance environment resident need to understand that attendance is still essential, at EUC we want our residents to have clear understanding of our expectations.

The E-learning Attendance Guidelines below will be reviewed regularly to ensure that it is an accurate reflection of current practice within our college and also to ensure that it is in line with the UAE inspection framework and takes into consideration current international research on best practice for e-learning. Student attendance during distance learning is defined as active participation in all required classes.

Aims and Objectives of the e-Learning Attendance guidelines:
To ensure that resident attendance is key during Distance Learning.

Regular attendance during sessions will be reflected in the grade levels of achievement.

All attendances are monitored and recorded.

This gives a resident time and flexibility to complete the task or project assigned in asynchronous classes and submit their work as scheduled.

To ensure resident will be contacted regarding any absences, and any unexcused absences will be noted in their resident file.

6.8.3 Rules of Attendance (applies to both Face-to-Face and Distance Learning)

A resident is considered absent when he or she does not attend an activity scheduled by EUC during the semester. Notice and penalty for excessive absences are as follows:

- **e-Learning Classes, Course lectures, seminars or workshops**: Attendance is taken at the scheduled for the course
  - 1st absence: A notification email informing the resident responsibility to attend
  - 2nd absence: First written warning explaining consequences of continued absence
  - 3rd absence:
    - If 3rd absence represents >20% of scheduled course time, resident is informed in writing that an “F” grade is assigned and the course must be repeated
    - If 3rd absence represents <20% of scheduled course time, a third warning letter is issued.

- **Clinical Course (House Keeping, Patient Care and Case Presentations)**: Attendance is taken in the beginning and an hour before end of each house keeping/case presentation session.

- **Clinical sessions**: Attendance is taken in the beginning and an hour before end of each clinical session.

  **Attending Clinic**:
  - 1st absence: First written warning and explanation how absence affects the attendance portion of the clinical grade.
  - Subsequent absences: Attendance comprises 10% of the clinical grade. For each subsequent absence, the attendance portion of the clinical grade is automatically decreased 10%.

  **Attending to Patient Appointment**: There is zero-tolerance for being late for a patient appointment
  - Any late episode: If the patient is on-time and the resident is late for the appointment, the resident will meet with the supervising faculty member and the patient may be reassigned. Any time a patient is reassigned, Student Affairs is notified and a reassignment letter is placed in the resident file.
• **Other activities**: Attendance is taken at the scheduled for the course. Zero-tolerance is designated ‘Other’ activities because of the importance of these activities.
  - ‘Other’ activity will be assigned a course with a credit hour no greater than 1 credit hour listed in the curriculum.
  - If a resident is absent from a scheduled ‘other’ activity the final course grade will be reduced by 1 full grade step. i.e. “A” to “B” or “B+” to “C+”.

### 6.8.4 Foreseen and Unforeseen Absences

According to the Rules of Attendance, any resident in a Master degree training program who is absent for more than 20 per cent of any of the scheduled EUC activities, for any reason, may be required to repeat part of program. This decision requires consensus of the department faculty and a recommendation is made by the Program Director to the Dean for final decision. A resident may receive permission to be absent from an activity scheduled by EUC by completing an Absence form. (see Absence form) The resident must submit an absence request approved by the course director(s) for the courses the applicant will miss.

Absences for Religious, Leave, and Emergencies: A resident is considered absent if written permission for an absence has not been granted as follows:

- For religious or pre-planned absences, the request must be submitted to the Student Affairs department at least 15 days prior to the date of absence.
- For leave requests, the request must be submitted to the Student Affairs department at least 3 days prior to the date of absence.
- For emergencies, the request must be submitted to the Student Affairs department at least by noon prior to the date of absence.

### 6.8.5 Absences for Medical Conditions

The resident is requested to inform the University BEFORE the start of the scheduled activity either by email or by calling the Student Affairs department. Meanwhile, written documentation from the physician must be presented immediately upon return. If the resident fails to inform the University by telephone and email or to provide written documentation, an absence will be recorded.

No medical reports will be accepted if:

- The medical condition is not clearly described.
- The Medical report is not authenticated from the Ministry or Department of Health in Dubai or Abu Dhabi or the Health Authority of Dubai or Abu Dhabi.

EUC has the right to verify and validate any medical report provided by the resident; moreover, the resident may be asked to provide additional documentation as determined by EUC. False or unauthorized medical reports are strictly forbidden and the consequences
of submitting such documents will be severe. If a resident is absent for any reason, the resident is required to inform the College by telephone and email.

6.8.6 Extended Periods of Absence

The University has a responsibility to ensure that residents in Master degree training programs receive complete training. If a resident makes a written request for an extended period of absence for any reason, this may be granted at the discretion of the Dean in consultation with the program director and department faculty members. The resident’s training program will be subject to in-depth review at the end of the leave, and there may be a requirement to repeat all or part of a semester.

6.8.7 Maternity Leave

Residents expecting to be away from University activities for delivery and after birth care are granted 30 days leave from the date of delivery. Residents are requested to inform the University and receive approval for maternity leave at least 30 days prior to the maternity leave. The resident’s training program will be subject to in-depth review at the end of the absence, and there may be a requirement to repeat all or part of a semester.

All absences for any reason (religious, sicknesses, leave, etc.) will be tallied and recorded per course. Any penalties will be assigned as per attendance policy.

6.8.8 Communication of absences

Residents are obliged to fill leave forms (available at Student Affairs office), and sign it from the respective course director or clinical supervisor of the sessions to be missed.

For emergencies and unforeseen absences students must notify student affairs suitable time ahead.

Absences without notifications for clinical sessions is considered as a serious breach of code of conduct, due to abandoning patients, and will be dealt with strictly. Offenders will be subject to patient reassignment, suspension, and if repeated will result in dismissal form EUC.
Resident Leave Request

Please review Attendance policy before filling the form. Date Applied: ____________________

Name: ____________________________ Total Days away from the College: _____ days

Class Year: ____________________________ Absence from: ____/____/____ to ____/____/____ (dd/mm/yy) (dd/mm/yy)

Program of Study: ____________________________

Semester: ____________________________

Academic Year: ____________________________

*****************************************************************************

TYPE OF ABSENCE: (please tick which is applicable)

☐ Sick – (medical certificate is required) ☐ Maternity - (Ob-Gyn report, ultrasound, medical report is required)

☐ Other – (please specify) __________________________________________________________________________

*****************************************************************************

Absence from CLINICAL ASSIGNMENT: (signature from the resident who agree to cover up the clinical assignment is required)

By Partner’s Signature:
I will be available to cover the clinic activities during my partner’s absence.

________________________________________ Name over Signature

Absence from CLASSES: (signature from course director concerned is required, please use additional sheet if needed)

Course Title: ____________________________ Course Director’s Name: ____________________________
Date & Time: ____________________________ Course Director’s Signature: ____________________________

*****************************************************************************

Course Title: ____________________________ Course Director’s Name: ____________________________
Date & Time: ____________________________ Course Director’s Signature: ____________________________

*****************************************************************************

Course Title: ____________________________ Course Director’s Name: ____________________________
Date & Time: ____________________________ Course Director’s Signature: ____________________________

Note: All approved leaves will be counted towards a resident’s attendance as per EUC Attendance Policy. The resident will be required to make up the missed lectures and clinical session which may be deemed necessary.

_________________________ ___________________________
Resident’s Signature Manager of Student Affairs Signature

Final Approval: ____________________________

_________________________ ___________________________
Dean’s Signature Date: ____________________________

EUC Res Leave Req – Rev - 14-08-2013
6.9 Examination By-laws

1. The final examination period shall consist of six or seven scheduled days comprising the 16th week of the semester.

2. The period for each examination shall be at the course director’s discretion.

3. For courses classified as individual study, studio work, student teaching, industrial experience, research, the period of examination is determined by the department.

4. The final examination period in the summer term shall consist of the last week of the session.

5. Course grades shall be delivered to the registration office as completed, but no later than 5 p.m. on the third working day after the exam date.

6. Final examinations are supervised by an examination committee scheduled by the University Dean.

7. External examiners may be invited to review the final examination papers, and the course work at large as part of the quality assurance system.

8. Students who fail to appear at the final examination will receive a “Fail” grade in the subject(s) missed unless re-scheduled ahead of time.

9. An incomplete grade may be awarded by a faculty member in situations where a student has failed to or is unable to fulfill assignments used in the evaluation process. Such incomplete grades will automatically change to an “F” grade, if not removed within the following semester.

6.9.1 Dishonesty in Examinations

All academic work and materials submitted for assessment must be the work of the student. Cheating is not allowed. Cheating includes, copying from others' work, giving unauthorized assistance and using devices or procedures for the purpose of deriving answers on examinations. Students are prohibited from submitting any material prepared by or purchased from another person or company.

The students are expected to monitor their behaviour and to act responsibly. If the student violates the rules of the exam, it will result in a penalty ranging from a warning to expulsion from the University. The faculty member who observes cheating must report the incident with full particulars to the Program Director; the Program Director then recommends the penalty to the Dean; the decision of the Dean is final.
6.10 Grading System

6.10.1 Course Grading System

Grading System for Undergraduate

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
<th>Points</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>90 -100</td>
<td>4.00</td>
<td>Excellent</td>
</tr>
<tr>
<td>B+</td>
<td>85 &lt; 90</td>
<td>3.50</td>
<td>Very good</td>
</tr>
<tr>
<td>B</td>
<td>80 &lt; 85</td>
<td>3.00</td>
<td>Good</td>
</tr>
<tr>
<td>C+</td>
<td>75 &lt; 80</td>
<td>2.50</td>
<td>Passing</td>
</tr>
<tr>
<td>C</td>
<td>70 &lt; 75</td>
<td>2.00</td>
<td></td>
</tr>
<tr>
<td>D+</td>
<td>65 &lt; 70</td>
<td>1.50</td>
<td>Unsatisfactory</td>
</tr>
<tr>
<td>D</td>
<td>60 &lt; 65</td>
<td>1.00</td>
<td></td>
</tr>
<tr>
<td>F</td>
<td>&lt;60</td>
<td>0.00</td>
<td>Fail</td>
</tr>
<tr>
<td>FA</td>
<td>0.00</td>
<td>Failure due to excessive absences (above 20%)</td>
<td></td>
</tr>
<tr>
<td>WF</td>
<td>0.00</td>
<td>Administrative Withdrawal Fail</td>
<td></td>
</tr>
</tbody>
</table>

Grading System for Postgraduate

Students will be assigned grades (letters) for each course in which they have enrolled. The letter grade reflects student achievement in a course. The minimum grade for passing a course is a ‘C’ grade and grades are written in letters according to the following table:

<table>
<thead>
<tr>
<th>Grade Point</th>
<th>Percentage</th>
<th>Grade</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.75 to 4.0</td>
<td>95 to 100%</td>
<td>A+</td>
<td>Excellent</td>
</tr>
<tr>
<td>3.5 to less than 3.75</td>
<td>90 to less than 95</td>
<td>A</td>
<td></td>
</tr>
<tr>
<td>3.0 to less than 3.5</td>
<td>85 to less than 90</td>
<td>B+</td>
<td>Very Good</td>
</tr>
<tr>
<td>2.5 to less than 3.0</td>
<td>80 to less than 85</td>
<td>B</td>
<td></td>
</tr>
<tr>
<td>2.0 to less than 2.5</td>
<td>75 to less than 80</td>
<td>C+</td>
<td>Passing</td>
</tr>
<tr>
<td>1.5 to less than 2.0</td>
<td>70 to less than 75</td>
<td>C</td>
<td></td>
</tr>
<tr>
<td>1.0 to Less than 1.5</td>
<td>60 to less than 70</td>
<td>D</td>
<td>Unsatisfactory</td>
</tr>
<tr>
<td>Less than 1.0</td>
<td>Less than 60</td>
<td>F</td>
<td>Fail</td>
</tr>
<tr>
<td>-</td>
<td>-</td>
<td>FA</td>
<td>Failure due to excessive absences (above 20%)</td>
</tr>
<tr>
<td>-</td>
<td>-</td>
<td>WF</td>
<td>Administrative Withdrawal Fail</td>
</tr>
</tbody>
</table>

Incomplete Coursework

An instructor may award a score of ‘I’ (Incomplete) during the penultimate class of a semester in accordance with the following procedures:
1. When the reason for non-completion of the course is illness, accident, etc., the appropriate certificates must be provided by the student submitting an application for an ‘I’ grade or Incomplete.

2. A grade of ‘I’ (Incomplete) may only be awarded if the student has the possibility of passing the course as judged by the Program Director.

An instructor who awards a score of ‘I’ (Incomplete) shall write a memorandum to the student, with a copy to the Registrar, to be filed in the student’s personal file. The memorandum shall describe the reasons for granting the score, what the student needs to do to remove the incomplete and how the issue will be fully resolved.

Responsibility for resolving an ‘I’ (Incomplete) grade is the responsibility the student. If the work is not completed within eight weeks of the last day of the semester, the student's score in the course will automatically be changed to a grade of Fail (F).

‘FA’ grade represents Fail due to Attendance. An ‘FA’ grade is assigned if the student/resident is absent more than 20% of the course for classroom courses. If absence exceeds 20%, the student is unable to sit for the upcoming major examination (mid-term or final). Exceptions to not being permitted to sit for an exam may be granted by the Program Director in consultation with the Dean.

6.10.2 Fail Grades and Consequences

Fail or ‘F’ grades are unacceptable and must be eliminated by either remediating the examination(s) or retaking the course (all or in-part). Options for the elimination of an ‘F’ grade are provided the student/resident by the Course Director in consultation with the Dean.

6.10.3 Remediation of Deficient Grades

Remediation of Deficient Examination Scores

Remediation of a non-passing examination score is discouraged while the course is in progress. However, if a single examination is deemed critical by the Course Director for certification or progression from one level to a higher level or to the next area of instruction highly dependent upon mastery of the previous, timely remediation of an individual non-passing examination score may be permitted.

Remediation of Non-Passing or Deficient Course Grades

Recommendations for the remediation of any course grade must be ultimately approved by the Curriculum Committee. Course grades of “D+”, “D”, and “F” are deemed non-passing and must be remediated; course grades of “C+” or “C” are deemed deficient and may be remediated upon the recommendation of the Course Director and approved by the Program
Director. Successful remediation cannot result in a course grade percentage score greater than 80% or “B” grade or less than 70% or “C” grade. In general, no course grade remediation process will be initiated prior to the final examination.

All students will be informed at least 7 days prior to the date of re-examination. Upon notification to the take re-examination(s) the student must contact the course director and advise of the intention to be present for the re-examination. The student must be present on the scheduled date(s); no substitute dates are allowed.

Remediation of a student's non-passing course grade must take place after the final examination. Remediation is determined by the Course Director and is based on the Course Director's judgment as to the nature of the student's deficiencies and how the deficiencies should be remediated in order to demonstrate mastery of the course material. For example, one student who demonstrates limited minor conceptual deficiencies may be given a re-examination after a short period of study and tutoring; it may be in the best interest of another student who demonstrates a complete lack of understanding of course material to be required to repeat the course. All course grade remediation decisions must be approved by the Curriculum Committee prior to implementation.

Options for remediation of non-passing or deficient didactic course grades may include, but are not limited to the following:

- Written exam after a review/tutorial period.
- Oral examination.
- Successful completion of a comparable program outside of EUC, the content of which is acceptable to the course director.
- A written paper or essay project.
- A repetition of part of the course.
- A repetition of the course in its entirety.

Options for remediation of non-passing or deficient laboratory course grades may include, but are not limited to the following:

- A special practical exam.
- A remedial period of laboratory work with specific goals or practical examinations
- Repetition of part of the course.
- Repetition of course in its entirety.

Options for remediation of non-passing or deficient clinical course may include, but not limited to the following:

- A remedial period of clinical work with specific goals
- Repetition of the clinical course (entire rotation or year).
A course grade of “I” signifying incomplete is assigned to a student who repeats part of the course or undergoes any type of remediation other than repeating the entire course. The maximum of “B” grade or 80% or a minimum of “C” grade or 70% is awarded as final grade for successful remediation. Once awarded, the “B” or “C” grade will replace the “I” grade. A student who does not pass remediation of a non-passing course grade may be given one additional opportunity to remediate.

A student may be asked to repeat a course in its entirety and be awarded any grade for the course. When a failed course is repeated in its entirety, both the original failure grade and the newly awarded grade will appear in the transcript. If remediation is completed within 40 days after the end of the academic semester, the newly acquired grade is used for computing CGPA for the semester. If the process of remediation extends more than 40 days past the end of the academic semester, the original grade is used for computing CGPA for the semester. The newly acquired grade replaces the non-passing grade and is used for CGPA calculation; the previous grade is not used for CGPA calculation.

**Remediation of Grades other that Non-Passing**

In general, short of repeating an entire course, there are no options for improving an existing passing grade (A+, A, B+, B) through re-examination or other remedial work.

### 6.10.4 Grade Point Average

Grade point average “GPA” reflects a student’s academic achievement in one semester, while cumulative grade point average “CGPA” reflects a student’s cumulative academic achievement till that semester. GPA and CGPA are evaluated in EUC as follows:

<table>
<thead>
<tr>
<th>Grade Point</th>
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<th>Evaluation</th>
</tr>
</thead>
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<td>A</td>
<td></td>
</tr>
<tr>
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<tr>
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<td>B</td>
<td></td>
</tr>
<tr>
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<td>75 to less than 80</td>
<td>C+</td>
<td>Passing</td>
</tr>
<tr>
<td>1.5 to less than 2.0</td>
<td>70 to less than 75</td>
<td>C</td>
<td></td>
</tr>
<tr>
<td>1.0 to Less than 1.5</td>
<td>60 to less than 70</td>
<td>D</td>
<td>Unsatisfactory</td>
</tr>
<tr>
<td>Less than 1.0</td>
<td>Less than 60</td>
<td>F</td>
<td>Fail</td>
</tr>
<tr>
<td>-</td>
<td>-</td>
<td>FA</td>
<td>Failure due to excessive absences (above 20%)</td>
</tr>
<tr>
<td>-</td>
<td>-</td>
<td>WF</td>
<td>Administrative Withdrawal Fail</td>
</tr>
</tbody>
</table>
6.10.5 Computation of the Cumulative Grade Point Average

The GPA is calculated by multiplying the grade of each course by the number of its credit hours, and dividing the total by the number of total credit hours taken in the semester. The CGPA is calculated by multiplying the grade of each course by the number of its credit hours and dividing the total of all courses by the number of total credit hours taken for all semesters. By contrast, the GPA is the average of grade points of all courses in one semester, whether he/she passed or failed the course. As mentioned earlier, the CGPA is the average of grade points of all courses in all semesters. Both GPA and CGPA are rounded to the nearest decimal units. GPA and CGPA are calculated according to the following formula:

\[
GPA = \frac{\text{Total credit hours per course} \times \text{Grades received per course}}{\text{Total credit hours per semester}}
\]

\[
CGPA = \frac{\text{Total (credit hours per course} \times \text{Grade received per course})}{\text{Total credit hours taken during all semesters}}
\]

6.10.6 Grade Appeals

Students have a right to appeal the final grade of any course provided that:

1. The appeal form is completed and submitted to the office of admission and registration within 15 calendar days of announcing the final grades.

2. The admission and registration office submits the appeal forms to the Program Director who will respond in 7 calendar days.

3. The Program Director forms an appeal committee of three faculties including the faculty teaching the course. The committee reviews the answer sheet to make sure of fair grading, recording, and calculation of grades for different questions of the examination, and submits its recommendation to the Program Director who forwards it to the Dean for final approval of the grade.

4. In a case where the student is not satisfied with the Dean's decision, the student may appeal to the Chairman, Board of Trustees who reviews the case and makes a final determination within one week of the appeal submission.

6.10.7 Change in Grade

The following procedure will be followed by all faculty members when it becomes necessary, for any reason, to change a student’s grade that has already been submitted to the Admission and Registration Office.
1. Grades for a course must be based only on work performed before the end of each semester, including that of the final exam. Grade changes are permitted only in cases of errors in calculating or recording grades.

2. When initiated by the faculty teaching the course based on their review, the change of grade desired, together with adequate explanation, will be submitted by the faculty member concerned to their Program Director. In the case of change of grade resulting from grade appeal by the student, the grade appeal committee formed by the Program Director will submit its recommendation to the Chair.

3. If the Program Director approves the request for change of grade, the request will be submitted to the Dean of the University.

4. If the request is approved by the Dean of the University, or the Chairman of the BOT in the case of a student appealing against the Dean's decision, the change of grade will be reported by the Dean of the University to the Admission and Registration Office to make the appropriate change on the student’s record and notify the student and the faculty member.

6.11 Transcripts:

Students may obtain transcripts of their academic records from the Office of the Registrar. The University will not issue a transcript that reflects only a portion of the student’s transcript records. Transcripts shall include all courses up to the date of issuing the transcript.

Each student is entitled to one free academic record “transcript” issued at the end of the educational experience at EUC or if the student has withdrawn from the educational program. For additional copies of transcripts to be issued, a fee of AED 250 will be charged for each copy. The student may request transcripts at the end of any given semester using a transcript request form available in Student Affairs.

Academic records will not be issued for any current student or alumnae of EUC that has a past-due account or loan with the University until an approved arrangement has been forwarded to the registration office.

No official transcript will be issued to any person, including the concerned student, except upon receipt of a completed and signed transcript-request form. The transcript will not be handed to any other person besides the student except with the student’s own authorization.

No calculations of GPA or CGPA will take place if the student has an “I” grade in any course during the educational period if request. If a GPA is needed, the “I” grade will be converted to “F” grade, and GPA will be calculated accordingly.
**Document Request Form**

All requests for Official Transcripts and Degree Certificate will be processed within 2 - 3 weeks and other document request will be processed at least one week after the receipt of the request upon receipt depending on time of year and volume of requests. Please submit document requests at least 2 weeks prior to any application or certification deadlines so we may better serve you. The signed completed form can be returned to the address below, by fax +971 3624793 or by email at info@dubaipostgraduate.com

Full Name: ________________________________  (As in the passport)

Name of Program: _________________________  Class: ____________________

Email Address: ____________________________  Contact #: __________________

Graduate: [ ]  Non Graduate: [ ]  Currently Enrolled: [ ]

Date of Graduation: __________  Last Sem Attended: __________  Course & Year: __________

Request will not be processed until appropriate fees are received

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Price:</th>
<th># Copies:</th>
<th>Purpose</th>
</tr>
</thead>
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<td>☐ Transcripts of Records</td>
<td>(AED250)</td>
<td>___</td>
<td>___</td>
</tr>
<tr>
<td>[ ] (only at the end of any given semester or at the time of withdrawal)</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>☐ Recommendation/Academic Progress Report</td>
<td>(AED50)</td>
<td>___</td>
<td>___</td>
</tr>
<tr>
<td>☐ Enrollment Certification/Letter from SAO</td>
<td>(no fee)</td>
<td>___</td>
<td>___</td>
</tr>
<tr>
<td>☐ Degree Verification (DHCC fee applies)</td>
<td></td>
<td>___</td>
<td>___</td>
</tr>
<tr>
<td>☐ NOC (RTA,Immigration)</td>
<td>(DHCC fee applies)</td>
<td>___</td>
<td>___</td>
</tr>
<tr>
<td>☐ Others, please specify:</td>
<td>(Subject for consideration if applicable fee is required)</td>
<td>___</td>
<td>___</td>
</tr>
</tbody>
</table>

Sending Instructions: For those who prefer to have the requested document/s be sent to a specific address, kindly complete the address of addressee clearly on a separate sheet to be attached to this request form.

☐ I would like to PICK UP the document (an email will be received once the document is ready)

☐ FAX TO: ____________________________

☐ EMAIL TO: ____________________________

I hereby acknowledge that I have read and understood the conditions of this request including the appropriate fee/s that needs to be paid.

Requested by: ____________________________

Signature: ____________________________
6.12 Withdrawals from EUC

Registered students may withdraw from the University provided that they must submit a completed and signed withdrawal application form and clearance form. These forms are available at the admission and registration office.

6.13 Postponement of Study:

The student may postpone their study for periods of time not exceeding two consecutive semesters or four non-consecutive semesters during the entire period of study. The student must submit a request form obtained from the admission and registration office. The postponement period will not be considered as a part of the maximum time period of study.

6.14 Academic Awards:

Outstanding academic performance will be recognized with the Deans Merit Award. This will go to the top graduating student as determined by the Dean.

6.15 Academic Probation:

The following criteria are applicable to students regarding academic probation:

1. A student whose cumulative grade point average CGPA falls below 3.0 by the end of the second semester or at any succeeding semester is placed on academic probation.

2. A student on academic probation is expected to raise his/her CGPA to at least 3.0 in the following two-semester where he/she must not register more than 12 credit hours.

3. If the student fails to remove the probation by the end of the following two semesters, the student shall be dismissed from the University.

4. If the student’s CGPA is at least 3.0 and they have completed at least 75% of the credit hours required for graduation, they will not be dismissed from the University but are permitted to continue in the same major until they exceed the maximum period of study.

6.16 Academic Expulsion:

A student re-admitted and returning after dismissal must maintain a semester GPA of 3.0. In addition, the student must raise their cumulative GPA 3.0 within three (3) semesters from the date of initial probation. If a student fails to meet this GPA or the CGPA requirement after being re-admitted, they will be expelled from EUC. The period of expulsion is for one academic year.

Should the student wish to return to the University following expulsion, the student must submit a request for re-admission to the Dean. This request will detail their activities during the expulsion period and provide an explanation as to why the student believes that their academic performance will improve in the future.
At that time, the student’s file will be reviewed and the Dean will make a decision on re-admittance. Note, however, that expulsion in these cases may be permanent if it is determined that the student will not benefit from being readmitted to EUC.

6.17 Re-admission:

A student, who has interrupted their study for any reason for a maximum period greater than two semesters, must submit a formal application for re-admission to the Office of Admission and Registration at least two weeks before the beginning of the semester for which the student wishes to be re-admitted.

Students expelled from the University for low GPA may be re-admitted as described above. The final decision on re-admission applications is made by Admission Committee in consultation with the Dean.

A student who is re-admitted is subject to the academic requirements and regulations in effect at the time of re-admission. Re-admission will not be allowed if a student has a delinquent or an outstanding tuition balance.

6.18 Transfer of Credits

6.18.1 External Transfer

A student, who has completed a course or number of course in an accredited program, and wishes to transfer to EUC to resume education must comply with the following:

Students can apply for a transfer immediately after or during their study in the other program and no later than a year after study discontinuation.

A maximum of 50% of the any given program credit load could be considered as transfer, given that the student must achieve a GPA of 3.0 or above on each of the transferred courses.

Course content shall be reviewed; only courses that match 80% or more of what is offered at EUC shall qualify for transfer.

Clinical and lab courses could be considered for transfer credits, under the same guidelines, however, clinical expectations must be met.

6.19 Study Time Limitation:

The minimum and maximum periods of study at the University are as follows:

1. The minimum study period is six regular semesters for all Master degree programs which normally require three academic years to complete. The maximum study period for Master degree programs normally taking three years to complete is seven years.

2. The minimum study period for the transferred student is four regular semesters for all Master degree programs which normally require six regular semesters to
complete. The minimum study period for the transferred student is two regular semesters for those programs which require four semesters for graduation.

3. The maximum study period for the transferred student depends on the number of the approved transfer credits. This period can be calculated as a ratio of the maximum study period.

6.20 Graduation Requirements:

Students who complete all the requirements of the degree are qualified to graduate. The graduation ceremony will be held at the start of each academic year for the previous year’s students.

To be eligible for graduation, the student must satisfy each of the following requirements:

Must have satisfactorily completed the curriculum in which the student is registered.

Must achieve a CGPA of at least 3.0.

The student becomes a degree candidate when the Program Director, on the request of the student advisor, certifies that the student has completed the program and the University requirements for graduation and, consequently they are recommended to the faculty for the conferring of the degree.

Students must have met financial obligations to the University within the time specified by the Admission and Registration Office. The certificate for graduation and transcripts will be withheld on past-due accounts and loans.

To graduate with distinction, students must have not have failed any of the prescribed courses of the program studied at the University.

6.21 Assessment, Evaluation and Grading:

At the end of each semester, theory, and where applicable, laboratory and clinical based examinations will be held for each of the courses and will determine the final grade. Failure to appear at the end semester exam would result in a grade of “F”. Students failing a course have to re-register by paying the appropriate fee.

6.22 Student Privacy Protection:

The European University College recognizes that there is a delicate balance between the responsibility for maintaining student privacy rights and providing effective and efficient service to our students. To maintain this balance, it is essential that members of the campus community understand the issues related to student privacy and the handling of student information pursuant to the stipulation stated by the Ministry of Education.

European University College (EUC) provides privacy protection to all student education records, with little exception. Examples of student records entitled to protection are grade reports, transcripts and most disciplinary files. This protected information cannot be
released to any third party, including parents, without a signed and dated written consent from the student. We encourage students and parents to agree upon methods of communication before classes begin. Coming to an agreement and establishing expectations for communication fosters trust and mutual responsibility.

6.23 Student Permanent Record

Each Student Permanent Record at EUC includes the following:

1. Student personal information may include the following:
   - Transcript of Records
   - Bachelor degree Diploma
   - Curriculum Vitae
   - Recommendation Letter
   - Experience Certificate
   - English Proficiency Certification
   - Passport and Emirates ID
   - Ministry of Education Equivalency
   - Basic Life Support Certification
2. Current listing of EUC ongoing and completed courses
3. Grades, credits and GPAs earned each semester-
4. Required entries for academic probation, suspension or dismissal
5. Student course works for Midterm & Final examination papers
6. Thesis Report
7. Notation of degree completion for a student who has graduated

This student record is considered to be permanent in that it will be kept as an active record perpetually, i.e., it will never be disposed of by the institution. It is the permanent and official record of all grades, credits, and diplomas earned by the student at EUC.

Back-up (scanned) copies of student records are maintained electronically through the network server system at the College. Permanent student records are kept in fireproof file cabinets on the EUC campus.

6.24 Student Record Release Policy

European University College (EUC) provides privacy protection to all student education records, with little exception. Examples of student records entitled to protection are grade reports, transcripts and most disciplinary files.

No one shall have access to, nor will the institution disclose, any information from a student’s permanent academic record without the written consent of the concerned student. This protected information cannot be released to any third party, including parents,
without a signed and dated written consent from the student.

Student record access is granted only to authorized individuals at EUC who have an official requirement to view information about courses completed and grades earned by the student in order to fulfill their administrative responsibilities and assist students with registration, advising, degree completion, and career counseling.

6.25 Independent Study Leave
Independent study course enrollments should be approved by the Program Director and Dean prior to student registration.

Independent study course generates total load credit (TLC) based on the course credit hour value and number of students enrolled. If the course meets the minimum class size requirement (ten students for an undergraduate course and five students for a graduate course), the TLC is equal to the credit hour value of the course. In courses where the minimum class is not met, TLC is calculated by a proportion weight based on the minimum class size requirements (described above). The undergraduate factor determined by the course credit hour value (up to 3) divided by 10; the graduate factor is determined by the course credit hour value (up to 3) divided by 5. The calculated factor is further multiplied by the number of students enrolled to generate the final weighted TLC for the course. The maximum TLC for these types of course is the maximum credit hour value for which a student is enrolled per course. Faculty providing independent study instruction must be assigned as the faculty of record in order to receive TLC for the course.

6.26 e-Learning Policy
E-Learning is defined as a formal educational process in which instruction takes place in its entirety or partially through computer-mediated communications, when the professor and students are not in the same place at the same time. Instead, the interaction between professor and students is mediated using digital text, audio, video, and/or other interactive computer technologies.

In e-Learning, a variety of technologies are typically used to deliver instruction and engaged students. The respective pedagogical approaches of these technologies continue to evolve.

6.26.1 E-Learning Etiquette
To maintain a serious, focused, and academic approach to learning students are expected to:

- Have basic knowledge and skill in operating personal computers.
- Have basic knowledge and skill in Microsoft Office and Google tools.
• Establish an office/workspace within the house that limits distraction and includes a desk, chair, lamp, and access to electrical outlets.
• Have Google tools set up including: Classroom, email, and calendar. Notifications for these features are to be turned on.
• Check email regularly throughout each school day and respond in a timely manner.
• Closely follow the daily schedule of classes.
• Be on time for synchronous appointments.
• Ensure the background that will show up behind you is appropriate for school.
• Enter each school day groomed and with the mindset of being on campus in appropriate attire: pants, shorts, tops, not pajamas.
• Be prepared with the appropriate supplies: computer, earphones, textbooks, notebooks, calculator, writing implements.
• Proactively reach out to teachers, advisors, and administrators with questions and/or concerns.
• Abide by the college’ academic integrity expectations: submit only original work, using only permitted materials and documented sources.

6.26.2 Acceptable Use Policy

• When in synchronous class sessions, video is to be on with microphone muted. The instructor will guide microphone usage. Each student’s full face should be in view.
• When in synchronous class sessions or meetings, cell phones or other private means of communication should not be in use unless directed by the teacher for educational purposes.
• Chat functions within a videoconference should be used for the educational benefit of the class.
• Students are to disconnect promptly when a video meeting ends. If an individual is unaware of their camera or microphone being on, community members are expected to let them know.
• Without express and written permission from the Faculty and Dean, users (including students) may not record, screenshot, share, re-post, or otherwise capture or disseminate digital content created via any of our learning platforms. Only representatives of the college may capture or post such content. Failure to comply with this directive may result in disciplinary action.
• Students may not manipulate digital apps or use digital tools in a manner that disrupts classroom objectives.

6.26.3 Communication

EUC will continue to use the same channels it employs for normal day-to-day communications. Email will always remain the primary mode of communication, and when appropriate. Urgent messages maybe sent through SMS or WhatsApp.
<table>
<thead>
<tr>
<th>Channel</th>
<th>Audience</th>
<th>Description &amp; Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>Faculty, staff, students, trustees</td>
<td>Email will remain the main communication channel for all major announcements. Faculty and staff will also use email to communicate, although they may use other approved platforms to interact with students and each other as well</td>
</tr>
<tr>
<td>Google G Suite</td>
<td>All students</td>
<td>Google G Suite (including Gmail, Docs, Classroom, Hangouts, Meet, etc.) will be the platform used by teachers. For video conferencing in small or large groups, teachers and students will use Google Hangouts or Google Meet.</td>
</tr>
<tr>
<td>Zoom</td>
<td>Faculty, staff, trustees, and special events with students</td>
<td>Zoom will be used primarily for virtual staff and faculty meetings. It will also be used to host special events that require more control than the G Suite can offer.</td>
</tr>
<tr>
<td>Phone</td>
<td>Faculty, staff, trustees</td>
<td>The Dean and Assistant Dean for Student Affairs may be contacted via college phone, or cell phone.</td>
</tr>
</tbody>
</table>

**6.26.4 Attendance**

- A student absence is considered excused if it adheres to the guidelines outlined in our Student Handbook
- The Faculty will communicate or convene with the Assistant Dean for Student Affairs if a student is not meeting attendance expectations.
• For attendance purposes, asynchronous work must be submitted by the date and time required by the teacher.
• Attendance is recorded daily by the Student Affairs office from either synchronous class meetings or asynchronous independent work. For asynchronous days, students are counted present if they submit required work by the date and time required by the teacher and/or if they exhibit appropriate progress on activities where their engagement is expected in an asynchronous context.

6.26.5 Grading

To maintain consistency and clarity for students and faculty alike, EUC will continue with standard alpha numeric grades during distance learning.

• Measures for academic intervention remain in place: tutoring, tutorial, progress reporting, faculty/student meetings.
• Flexibility remains paramount as teachers assist students with time management, slipups in schedules, or issues related to devices or connectivity.
• Teachers retain the autonomy to offer students opportunities for improvement.

6.26.6 Student Registration

Upon registration, student should check his/her EUC email for instructions and important information about the course. Student should also login to their online course on the first day of instruction.

Procedures Log-in Instruction: to Login to your email please go to gmail.com or https://accounts.google.com

6.26.7 Student e-Learning Support

All student enrolled in an online course are required to have access to a computer with internet access with the following software and programs.

1. Browser: Google Chrome

2. E-Learning Students Resources

• Library Resources for Online Learning - Students are encouraged to access and utilize the online Library resources. Students have access to all EUC Library services.
• Technology Support - EUC E Learning Department has a computer lab to help students complete their online work. Assistance All questions about Google classroom should be directed to email: itsupport@euc.ac.ae
• Contact Information:
  EUC IT Department: 043624790 / 5030
6.26.8 Student Support Services

Support for online courses must be available both on campus and fully online. All regularly matriculated EUC students receiving instruction through e-Learning shall be provided equivalent access to the basic student support services offered on EUC campus for which they are eligible. These may include admission, course registration services, academic advising and orientation, textbook purchasing, financial aid, career development and other special program accommodations as applicable.

6.26.9 Library Support

The Library shall provide equivalent support for e-Learning courses and programs. The Maktoum Medical library and the Malmö e-library will provide effective and appropriate library services and access to library collections for e-Learning that are designed to meet a wide range of information and research needs. Elements of library support available to students taking e-Learning courses may include electronic document delivery, electronic reserves, electronic journals and books, full-text databases, end-user searching, reference assistance and instruction, remote access to networked resources, library resource management services, cooperative arrangements with other libraries for collection access, and other strategies that emphasize access, evaluation, effective use and management of resources.

6.26.10 Student Privacy protection

It is the policy of the college to recognize the right to privacy. Faculty, guest-speakers, and others instructing in the e-Learning environment shall ensure the privacy of a student's protected information in courses that use external web-based "social" software where a student's identification is required and shared (this includes external tools contained within learning management systems). If students are filmed and/or recorded during e-Learning lectures, the instructor must seek explicit agreement from the students in order to use the recording in future semesters. This may be assisted by way of instructional design templates.

6.26.11 Course & Faculty Evaluation

A Course & Faculty evaluation will be conducted every end of each semester to get the general sentiment of students. The information will be used for faculty improvement on course planning and delivery.

6.26.12 Copyright, Patent and Ownership Policy

"As a university system and creators of intellectual property, European University College has a significant interest in ensuring that all copyrighted material is protected and that the
rights of copyright holders and creators of intellectual property are respected and maintained."

7. STUDENT SUPPORT SERVICES

7.1 Seminars, Workshops and Lectures

A series of professional and personal workshops are conducted during the year which helps students with career and personal development. Seminars will be run near the end of each degree program for writing C.V.s, preparing for interviews, what employees expect and how to start your own small business.

7.2 Alumni

Membership is complimentary upon graduation and application at which point Alumni may avail themselves to Alumni services.

7.2.1 Alumni Services

The EUC Alumni offers services such as employment opportunities, seminars, continuing medical education courses (CME) and the continued use of the Malmö online electronic database services for 12 months after graduation.

7.2.2 Career Planning

The EUC will endeavour to give as much assistance as possible for those students seeking employment after graduation. Seminars will be run near the end of each degree program and provide the opportunity for graduates to meet potential employers.

7.3 Food at the University

There will be no eating in any of the clinical areas inside the University. There is a variety of food outlets located in Dubai Health Care City. In Ibn Sina Building there is Starbucks coffee shop, and in adjoining buildings, there are a few restaurants and convenience stores.

7.4 Health Care Services

The EUC is equipped with first-aid supplies and crash cart and has a qualified first aid responder to assist in the event of an injury or accident at the University. The first aid representative can arrange for an ambulance if required.

First Aid Representative/s: Dr. Miryam Ishak

Tel: (04) 362 4787

All students and clinical support staff are Basic Life Support Certified by American Heart Association. A Private practitioner working On –Campus maybe trained in Advanced Cardiac
Life Support and Paediatric Life Support. These practitioners will be available for any event of an injury, accident or medical emergencies. A Code Blue Response team is available to support any medical emergency.

A memorandum of agreement for emergency and ambulance services with the nearest hospital has been put up to support students in times of medical emergencies.

All students and clinical supports staff are vaccinated with Hepatitis B before start of clinical duty. A Titre is taken every five years to determine degree of immunity. A booster will be given once immunity level is below standard.

A student can apply for a sick leave for a maximum of 15 days any time within the calendar year.

7.5 Parking and Public Transportation:

Underground parking is available at the University for patients free of charge. Permits are required for underground parking in the Ibn Sina Building. Free parking is found on or near Dubai Healthcare City (DHCC) otherwise students must pay for parking in regulated parking lots. Parking is at one’s own risk. Taxis service is readily available within DHCC.

7.6 Spiritual Facilities:

The University will assign two places for praying, one for males and the other for females.

7.7 Library, IT, Lockers and Photocopy Facilities

The University has an internet library and resource centre that can be accessed by enrolled students, alumni, faculty and staff of the EUC. The library has a collection of relevant print and electronic resources including electronic journals, access to Malmö University online journal resources, current newspapers, readings and journals are also available.

7.7.1 Library Policy

The Library holds literature predominantly related to dentistry and aims to develop a comprehensive collection of information resources that are useful for academic and research purposes. The Librarian plays a proactive role to ensure that the information resources are acquired and organized to meet the present and future needs of its users.

The Library holds a hybrid collection of printed as well as electronic resources which include books, journals, databases, audio-visuals, CDs/DVDs, e-books, e-journals, etc.

IT Facilities:
EUC makes available to all students a laptop computer loaded with appropriate software for functioning within EUC’s wireless facilities. Students issued wi-fi compatible laptops can use their laptop throughout University facilities.

**Lockers:**

Lockers are provided for each student and provide a safe way to store personal belongings whilst at the University. The Student Affairs office is responsible for issuing a locker number and key.

No records, patient files, study casts, or and college property, tools or equipments are to be kept in the lockers.

EUC administration reserves the right to search students lockers on an as-needed-basis following the procedure of lockers search that includes 2 EUC personnel representing Student Affairs and clinics.

**Photocopy Facilities:**

A photocopier is available in the Library reception area; students will need to contact the Librarian to be able to gain access to the photocopier machine which will be charged at a rate of 0.15 fils per page.

### 7.7.2 Circulation Policy

#### 7.7.2.1 Borrowing

Students are allowed to borrow the resources as per the following details.

<table>
<thead>
<tr>
<th>Resource</th>
<th>Qty</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>2</td>
<td>7 Days</td>
</tr>
<tr>
<td>Course Books (Text Books)</td>
<td>2</td>
<td>5 Days</td>
</tr>
<tr>
<td>Course Books (Reference Books)</td>
<td>-</td>
<td>Reference Only (Within Library)</td>
</tr>
<tr>
<td>Magazines/Journals</td>
<td>2</td>
<td>3 Days</td>
</tr>
<tr>
<td>AV Resources (Book Companion CDs &amp; Floppies)</td>
<td>2</td>
<td>2 Days</td>
</tr>
<tr>
<td>AV Resources (VCD/DVD/Video Cassette)</td>
<td>-</td>
<td>Reference Only (Within Library)</td>
</tr>
</tbody>
</table>

#### 7.7.2.2 Reservation

- Library resources can be reserved only when they are on loan.
- The reserved resource should be collected from the library within 24 hours after intimation. Otherwise the reservation stands cancelled.

#### 7.7.2.3 Return
Books should be returned on or before the due date mentioned in the due date slip.
Reminders would be sent to the user accordingly.

7.7.2.4 Renewal
Books can be renewed twice, each time for 5 days.
Journals and AV Resources can be renewed twice, each time for 2 days.
Resources cannot be renewed if there is any reservation against the particular item.

7.7.2.5 Fines
Any borrower failing to renew or return borrowed material by the due date shall be liable to pay a fine calculated on the following scale

<table>
<thead>
<tr>
<th>Material</th>
<th>Fine Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>Dhs 1 per day</td>
</tr>
<tr>
<td>Text Books</td>
<td>Dhs 2 per day</td>
</tr>
<tr>
<td>Magazines / Journals</td>
<td>Fils 50 per day</td>
</tr>
<tr>
<td>Recalled Items</td>
<td>Dhs 2 per day</td>
</tr>
</tbody>
</table>

7.7.2.6 Lost/Damaged Resources
The users should replace the resource at their own cost within 30 days. If the user fails to replace the book within the stipulated time, the Library will initiate the purchase and the user will be charged the actual cost of the resource plus 20-30% as an additional charge (due to freight and handling charges) depending on the type of the resource

7.8 Assistance to Handicapped students:
The physical facilities of EUC at Dubai Health Care City (DHCC) provide support to handicapped students, where ramps and lifts are available for wheel-chair movement. Additional washroom facilities for handicapped persons are also provided.

7.9 Appropriate Use of Institutional Facilities, Electronic Resources & Media Resources
It is the policy of the EUC facilities are to be used primarily for purposes of fulfilling the university’s missions of teaching, research and public service. University personnel use University facilities, equipment, materials, computer systems, networks, and other information technology resources to facilitate University business. Individuals are urged to use University resources in a manner consistent with the University’s standards of conduct in the workplace. In general, University personnel and residents should use University resources for University business only. In addition, the University’s resources must not be
used for activities that are illegal or contrary to University policy. Appropriate corrective action will be taken if an individual uses University resources in a manner inconsistent with the University’s standards of conduct or other policies.

European University recognizes the importance of information technology to the mission of a modern university. These electronic resources provide vital communication links among faculty, students and staff. They are infused into the curriculum and provide expanded opportunities for accessing instruction and information. These resources facilitate research and scholarly endeavors, and they aid collaboration within and beyond the borders of the campus. Information technology permits the University to provide its services to faculty, students, staff, and the community and to streamline administrative processes.

7.9.1 User Responsibility:

Users are expected to use computer and network resources in a responsible manner. Users should take appropriate precautions to ensure the security of their passwords and prevent others from obtaining access to their computer resources. Convenience of file or printer sharing is not a sufficient reason for sharing computer accounts.

Users may not encroach on others' use of computer resources. Such actions include, but are not limited to, tying up computer resources with trivial applications or excessive game playing, sending frivolous or excessive messages, including chain letters, junk mail, and other similar types of broadcast messages, or using excessive amounts of storage.

The following behaviors are prohibited while using University information technology resources, including computers and networks owned or operated by EUC:

Modifying system or network facilities, or attempting to crash systems or networks;

Using, duplicating or transmitting copyrighted material without first obtaining the owner’s permission, in any way that may reasonably be expected to constitute an infringement, or that exceeds the scope of a license, or violates other contracts;

Tampering with software protections or restrictions placed on computer applications or files;

Using University information technology resources for personal for-profit purposes;

Sending messages that are malicious or that a reasonable person would find to be harassing;

Subverting restrictions associated with computer accounts;

Using information technology resources to obtain unauthorized access to records, data, and other forms of information owned, used, possessed by, or pertaining to the University or individuals;

Accessing another person's computer account without permission. Users may not supply false or misleading data, or improperly obtain another's password to gain access to
computers or network systems, data or information. Obtaining access to an account name or password through the negligence or naiveté of another is considered to be a specifically prohibited use;

Intentionally introducing computer viruses, worms, Trojan Horses, or other rogue programs into information technology resources that belong to, are licensed to, or are leased by EUC;

Physically damaging information technology resources;

Using, or encouraging others to use, information technology resources in any manner that would violate this or other University policies

Falsely reporting or accusing another of conduct that violates this policy, without a good faith basis for such an accusation.

7.10 Equipment and Software Technical Support Policy

• All requests are logged into SysAid, ITS’ service management platform. Any staff member who would like assistance can submit a support request; the queues are monitored and other staff members will be assigned to the requests. If the user’s computer or email program are not working or for extreme emergencies, staff may call 5030 or 5029 and an ITS staff member will be available for help.

• Once a request is received, technical team will respond either by phone, by email, or in person within 24 hours.

• Requests are handled during normal working hours, Saturday to Thursday.

• Requests will be prioritized according to urgency and number of users affected. Problems affecting an entire department (i.e. the inability to connect to the network or access a departmental printer) will usually take priority over individual problems. Non-operational computers will receive a higher priority than machines which are experiencing non-critical or intermittent problems. Computer viruses are given high priority because of their destructive potential and ability to infect other computers. Requests of approximately the same urgency will be handled on a first-come-first-served basis.

• If the computer will be out of commission for longer than 3 days, a temporary replacement will be provided.

• The technical team will utilize remote control tools when appropriate to provide quick problem resolution (the user's permission is required for remote control access).

• The requestor will be notified via email when the request is considered complete. If the requestor indicates that problems still exist or that additional assistance is needed in this matter, the technical team will continue working on the problem until both parties are satisfied. If new, unrelated problems have occurred, the user should submit a new request.
• Technical team support all current versions Microsoft Windows and Mac OSX operating systems also offers support for Linux/UNIX computers.
• Requests for hardware upgrades will be evaluated to determine if they are appropriate and recommendations will be made. For example, a request for an upgrade whose cost would exceed the cost of new equipment would be discouraged.
• Although it is part of the technical team’s job to answer questions and instruct faculty and staff in the proper use of their equipment, extensive training in the use of supported hardware and software is not one of their support functions.

7.11 Equipment and Software Replacement Policy
EUC is committed to ensuring that each member has access to a modern computing platform to support the mission of the Company.

Computer Replacement Cycle
• Life-cycle replacement of faculty and staff computing equipment is intended to ensure that their primary computing resource is sufficiently modern and powerful.
• To this end, Drs Nicolas and Asp will replace a faculty or staff member’s primary workstation at a regular interval. This interval will typically be 5 years.
• A standard and custom configuration machines will be redeployed to a secondary location within Drs Nicolas and Asp beyond the lifecycle period. The additional use beyond the end of the lifecycle period provides Drs Nicolas and Asp’s staff with additional computing resources and as a result extends funding available for the standard configuration options.
• When financially possible, computer systems will be replaced within the fiscal year in which they are determined to be end-of-life.
• All replaced workstations must be returned to the Drs Nicolas and Asp IT Department. Equipment purchased or replaced by the replacement budget is the property of the Company, not of the department or individual.
• The manufacturer’s warranty of at least 1 year must be included in the purchase of the machine for all of the options.
• Departments may not repurpose end-of-life computers within the department. If the department wishes to keep the old equipment for other uses, a request must be made in writing. Recycled or “trickledown” equipment will not be considered as part of the 5-year replacement cycle.
• If a computer has accidental damage and handling warranty coverage, accidental damage will be covered by the warranty purchased within its coverage period. If outside of the warranty period, an investigation will be committed to decide if the company or the user is to cover the damage partially or fully.
• In all cases, if a Mac-based system is chosen, job function and software needs should be considered before replacement finalization.
Standard Computer Configurations

- The standard configuration options will be determined each year based on available funds, price-performance analysis, and market conditions. This baseline cost will be used to establish the available funding for the custom configuration option.

*Standard Software Installations will include:*
1. Current supported version of Windows OS or MAC operating system
2. Current supported version of Microsoft Office Suite for Windows or for MAC
3. R4 Dental Management System
4. ClinicSoft
5. Antivirus software
6. Runtimes
7. Internet browsers

Additional Peripheral Devices:
Standard desktop configurations for PCs will include a CPU, monitor, keyboard, and mouse.

Standard laptop configurations for PCs will only include the laptop. External monitors may be supplied depending on availability in redistribution. Laptop setups do not include carrying cases, docking stations, and monitor stands.

7.12 Data Security
The EUC data security policy involves several layers from physical access control to firewall and virus protection. The base security mechanism is to have dedicated servers for different College functions mounted on the intranet.

The intranet has appropriate firewall software, which is automatically updated. Each computer on the network has an individual firewall and virus protection.

a. Data Security System
Rendering next generation hybrid and multilayer authentication method access controls, with comprehensive security functions, web control interface, system interoperability and embedded biometrics enables full controlled security measures at access control level at all time. This is vital to control and a log is generated for authorized access to the data center only.

b. Password Change
Passwords of all servers will be changed every 6 months. Individual users are requested to change their passwords on a regular basis. This will include a combination alphanumeric and symbols.

c. Firewall
Firewall gateway security appliances deliver the complete set of robust security features, including VPN (SSL VPN & IPSec), gateway Anti-virus and Anti-spyware,
gateway Anti-Spam, Intrusion Prevention System, Content and Application Filtering, Bandwidth Management and Multiple Link Management over entire campus network. This firewall is designed to prevent unauthorized access to our private network from internet and intranet.

d. Antivirus
An antivirus is in place for campus-wide use through a server-installation to protect the integrity and confidentiality of academic and administrative systems along with the institutional networks. Each staff member and student will have a separate email account but all email is filtered through proprietary.

e. Back up of Data
Back up of data is done every daily.

7.13 Student Activities

7.13.1 First Year Orientation Requirements:
New students at EUC must attend an Orientation Course prior to beginning the program. The orientation is designed to familiarize students with many aspects of the University life in general, including EUC policies and procedures. Students will receive important information about EUC student services, learning resources, student activities, and career counseling.

Upon completion of the Orientation Course, students shall sit for a pass/fail orientation exam. Only students achieving a passing mark are allowed to proceed with their course. Student who fail the exam are given other chances to study and retake the exam 3 days apart.

7.13.2 Student Role in Governance of EUC

Class Advisor Role: The Class Advisor is a faculty member who has been appointed by the Dean to advise a class of residents-in-training at EUC. The Class Advisor maintains biweekly meetings with the resident class and accounts for all issues pertinent to the education of the residents in that class.

Class Representative Role: Each class of residents is requested to nominate a single resident to represent their class to the Class Advisor. The role of the Class Representative brings forth to the faculty Class Advisor any and all issues related to education. The Class Advisor may ask the Class Representative to discuss issues and report back the suggestions of the resident class.

Regular faculty meetings are scheduled during which the Class Advisor will report concerns and issues raised by the residents-in-training. Any Class Advisor may request permission
from the Program Director to have the representative of the class present at a specific faculty meeting.

7.13.3 Channels of Communication:

As described previously, each batch of each academic program elects a class representative who presents and responds to University related issues. Each batch is encouraged to discuss pertinent University issues among themselves, come to class consensus, and have the Class Representative present the issues to the faculty member Class Advisor. Occasionally, it may be appropriate for the Class Representative to communicate directly with the Program Director, Administrative Officer of Student Affairs, Assistant Dean, Dean, etc. Students are free to voice their opinions, desires and wishes on any issues and are encouraged to do so. In addition, students are provided ample opportunity to express their needs and views through routine evaluation processes related to the University teaching-learning environment. The Dean occasionally will ask class representatives to sit on committees in order that the student voice may be heard. Student may attend faculty meetings upon invitation from the Class Advisor to present and/or discuss certain topics or issues.

Lines of communication are as follows:

1) Class or Class Representative to Class Advisor,
2) Class Advisor to Program Director or Student Affairs or Assistant Dean or Dean.

7.13.4 Guidelines for Student Clubs and Associations

European University College is relatively small with about 45 students currently enrolled. The small EUC student population combined with the intensity of the professional studies in postgraduate dentistry leaves little time for activities devoted to associations. Students are involved in EUC committees, ensuring that they have been represented well, their grievances are addressed and their point of view is considered before implementing policies, making decisions concerning student life and developing facilities and services. The Office of Student Affairs maintains continuous assessment of its non-academic student support services. Student feedback is obtained by informal conversations, surveys, and questionnaires. One-to-one counseling services help students to identify their academic, social and personal needs and adjust to university life at EUC.

In spite of small student body and intensity of professional postgraduate dental studies, EUC encourages the development of and participation in groups and organizations that foster social connectivity, and student personal and professional development. EUC tries to integrate student life into academic programs, encourages development of productive social experiences and traits in the student body, promote responsibility to society and community, and fosters development of leadership skills and familiarity with modern technologies.
European University College has assisted with the following activities:

1. Organized student trips to Malmö University, a collaborative partner, located in Sweden.
2. Facilitated student participation in professional continuing education events both inside and outside the University.
3. Assisted students to participate in professional conferences locally and regionally in UAE.
4. Hosted dentistry students from other universities and arranged social interactions.
5. Facilitated development of professional journal clubs and dental focus groups within EUC.
6. Increased student participation in community dental services related to children with special dental needs.

7.14 Student Counseling

POLICY:

- The purpose of counseling is to assist students in understanding and resolving their educational, vocational, and personal problems. The Student Affairs Department conducts basic counseling for students. The Counseling service is not a treatment center.
- All administrators, faculty, and staff should refer students to the Student Affairs Department for counseling services when necessary.
- The Student Affairs Department provides confidential counseling services and advising to EUC students. The goal is to help students reduce stress, maximize opportunities for academic and personal success, enhance personal development, and make important life changes.

All counseling services are held in the strictest of confidence

1. Student Affairs office maintains a separate confidential file which is NOT part of a student’s academic record.
2. The Student Affairs Office has the primary obligation to respect the confidentially of any information obtained from you in the course of your work with your counselor. This means that, without your written permission, no information about your contact with EUC Student Affairs is available to anyone outside of your counselor and the counselor's supervisor, including college personnel, parents, family members, friends, or outside agencies. Therefore, anything you tell your counselor in confidence will remain confidential, except in rare circumstances where a student poses a threat of serious harm to self or other and/or if information about child or elder abuse is currently occurring and is disclosed.
The only other limit to confidentiality is if a record were to be subpoenaed by a court of law.

Problems range in intensity. Examples of the most common presenting concerns include:

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<td>Anxiety</td>
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<td>Stress</td>
<td>Sexual Identity Issues</td>
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<td>Spiritual struggles</td>
<td>Self-esteem</td>
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<td>Grief and Loss</td>
<td>Neglect</td>
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<td>Parenting and children</td>
<td>Relationship issues</td>
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<td>Career issues</td>
<td>Test anxiety / Procrastination</td>
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<td>Academic problems</td>
<td>Conflict resolution</td>
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**7.15 Career Services**

The Student Affairs Department at EUC provides the students, alumni and employers career services as one of their responsibilities. Career services aims to provide EUC student and alumni with a clear and realistic purpose and solid-decision making when managing careers and further academic pursuits.

The Career Services unit accomplishes its mission by supporting the students, alumni, faculty and staff with collaboration with employers.

Career Services unit offers the best advice and provide several possible options and suggestions by providing the most current employment offers and career resources available. On-line interaction for off-campus clients is also offered.

The Career Services unit provides the following support for students and alumni:

- Job Search techniques
- Employment interviews
- Employment workshops
- Links to Employer Databases
- Links to Employment Agencies

The faculty and staff are also a good source for providing employment referrals to both students and potential employers.
The Career Services unit is headed by the Student Affairs Manager who is at best the most qualified staff to manage student and alumni careers.

7.16 Academic Advising
Students are entitled to support and guidance during their studies. This service is provided by guidance from lecturers responsible for the course. If study-related problems arise, it is important that these issues be discussed at an early stage and that students, faculty and staff work together to resolve them.

The Advisor is available to the student on a daily basis by appointment or, in emergency cases, non-scheduled sessions.

The advisor serves as a facilitator of communication, a coordinator of e-learning experiences through courses and career planning and academic progress review, and an agent of referral to other campus agencies as necessary.”

Procedure:
- Each student will be assigned an academic advisor.
- The academic advisor must remain in close contact with students.
- Students are encouraged and sometimes required, to contact and meet their academic advisor regularly during each semester.

7.17 Student Financial Assistance
Students can avail with a number of financial support opportunities at EUC.

All decisions on student financial aid are taken according to the availability of resources.

The financial assistance application procedure to any EUC program is separate from the admissions application.

Guideline:
- Full financial assistance will be provided in a timely manner, and the amount of assistance will be adjusted to any change in students’ circumstances.
- A flexible mechanism will be set up to keep track of student loan repayments, and all necessary help will be offered to alleviate the burden of student loans.
- Emergency aid and mental health support will be provided to students suffering major life changes.
- Special attention will be given to students from areas severely affected by the COVID-19 pandemic.
Eligibility:

- To be eligible to receive financial assistance, students must submit a complete financial assistance application prior to the published application deadline; and,
- must receive an offer of full admission to a European University postgraduate degree program

Financial Assistance Limitations:

- may not hold other major financial aid totaling ≥ AED 25,000 (excluding any other EUC scholarship);
- must have a CGPA of 3.20 or higher (on a scale of 4.0) or its equivalent in the graduate degree; and
- must maintain a Good Academic Standing (i.e. CGPA ≥ 3.0) once enrolled at European University College.

Financial Assistance Determination Protocol:

1. Types of Financial Assistance Schemes:
   - Monthly stipends (for transportation, meals or house accommodation)
   - Tuition Discounts
   - Student Loan

2. The level of Tuition Discount is determined according to the applicant’s cumulative GPA (CGPA) as follows:
   - 3.25 ≤ CGPA 3.60: 10% of tuition costs
   - 3.60 ≤ CGPA < 3.80: 25% of tuition costs
   - 3.80 ≤ GPA: 40% of tuition costs

*Conversions from other systems to EUC letter grades are guided by the World Education Services data*

Financial Assistance Payments:

1. Financial Assistance is:
   - made in the form of financial credits against the recipient’s tuition; and,
   - is applied proportionally to the student’s account at European University College each semester.

2. Financial Assistance payments terminate if the recipient:
   - fails to maintain a CGPA of 3.0 or higher, or
   - receives financial support other than a EUC financial assistance, or
   - withdraws from the program, or
   - takes unauthorized leave of absence, or
   - is dismissed for academic or other reasons.
Financial Assistance Approval:

Assistance is normally offered after receipt of the Acceptance Letter from EUC (either hard copy or electronic version). Initial approval must be obtained from the Assistant Dean for Student Affairs and then by the Dean. This is subject to final approval of the Chairman of the Board of Trustees. The Head of Finance department will be informed in writing in order to list the discount on the tuition fee invoice.

How to apply for a financial assistance:

Send application forms through email or mailed to the below address:

European University College
IBN Sina Bldg. 27, Block D 3F
Dubai Healthcare City
Dubai, UAE
Tel #: +971 4 362 4787
Email: admission@euc.ac.ae

1. Select Financial Assistance Scheme Request
2. Fill the Application form
3. Attach the required documents
   a. IELTS /TOFEL Certificate: IELTS (minimum 6.0) or TOEFL (minimum 550)
   b. Statement of Support or Salary letter or financial statement
   c. A copy of your Acceptance Letter from EUC (either hard copy or electronic version)
   d. Essay of personal achievements/ community services
8. GUIDE TO STUDENT BEHAVIOUR AT EUC

8.1 Student Academic Integrity

EUC is an academic community devoted to the pursuit of knowledge, and academic integrity is fundamental to this endeavor. All members of the EUC community share the responsibility for maintaining the academic standards and reputation of the University. As an accepted member in the University community, academic honesty is a condition of continued membership. The code of academic honesty prohibits behavior, which can broadly be described as lying, cheating, fabricating, vandalism or stealing.

All members of the University community have a responsibility to ensure that they themselves, and others, are familiar with generally accepted standards and requirements of academic honesty.

European University College recognizes that an open exchange of ideas plays a vital role in the academic endeavor, as often it is only through discussion with others that one is fully able to process information or to crystallize an elusive concept. Discussions and debates may represent the essence of life in an academic community; however, it is important for all students and faculty to acknowledge clearly when they have relied upon or incorporated the work of others.

This policy will ensure the proper use of sources while at the same time recognizing and preserving the importance of academic dialogue.

This policy will apply to all homework assignments, projects, lab reports, papers, these and examination and any other work submitted for academic credit. Student should always take great care to distinguish their own ideas and knowledge from information derived from sources.

8.2 Student Rights and Responsibilities

All students at the EUC are expected to display the highest level of personal and academic integrity fitting for a dental professional. This is expected to reach to all patients, staff and fellow students.

Students are requested to keep copies of all University communications and are responsible for seeking academic advice where appropriate and have a clear understanding of all policies, procedures and rules applicable to them.

8.2.1 Code of Practice – Students:

a) Be familiar with the rules of your degree as set out in the handbook.

b) Follow the policies and procedures of the University
Meet deadlines for assignments and clinical work

Conduct yourselves in a professional manner at all times.

Attend all seminars, lectures, workshops and clinical sessions.

Submit your own original work, and be aware of the University’s rules on plagiarism.

Follow the University rules on infection control at all times.

Respect the multi-cultural environment of the University.

Students should also be aware of the following:

1. No member of the University community shall be deprived of academic freedoms, personal right and liberties without due and fair processes of applicable University regulation.

2. No disciplinary sanctions may be imposed upon any member of the University community under authority of the University without fair and due process provided.

3. Each student has a duty to understand the rules and regulations set forth by the University. Ignorance of a rule or regulation shall not be an acceptable defense.

4. Students shall maintain a record of good conduct and behavior at all times.

5. Students shall respect all religions and beliefs and refrain from acting in any manner offensive to the religious and cultural sentiments of others.

6. Students shall treat the institution’s faculty and staff with due respect and maintain cordial and friendly relations with their colleagues and expect the same from others.

7. Students should not use any audio and communication devices including radios, CD players and mobile phones in the clinics or lecture room. Use of mobile phones with camera is prohibited on the premises. Any such use is punishable with a fine of AED 50/-.

8. Carrying and consumption of food items into the classrooms /computer lab/clinics /library/lecture room is not allowed.

9. Littering on the institution’s premises including classrooms and washrooms is strictly prohibited.

10. Students shall refrain from doing anything that may be harmful to their/others’ safety, health or security. Fire extinguishers, hoses etc. should not be touched.

11. Sexually intimate behavior on the institution’s premises is strictly prohibited.

12. Students must not possess or consume alcohol or any prohibited drugs/substances, fire arms or any other harmful tools.
13. Students must not smoke anywhere on the institution’s premises including the computer lab, the library, or lecture rooms.

14. Students shall regularly attend lectures, teach-ins, tests, examinations and all forms of teaching processes in accordance with the institution regulations.

15. Students shall maintain good conduct inside lecture rooms, library, labs, clinics, common areas and other places.

16. While constructive dialogue between students and faculty is integral to the educative process, a student shall not argue unnecessarily with the teacher or use any profanity.

17. Abuse of equipment of the institution including computers is strictly prohibited. This includes obtaining/or disseminating materials infringing copyrights such as software, pornography materials and accessing other prohibited sites.

18. Student Identity Cards (IDs) issued by the institution will be worn at all times and must be clearly visible.

8.3 Academic Honesty

The policy for academic honesty is outlined below:

a. All academic work and materials submitted for assessment must be the work of the student.

b. Cheating is not only limited to copying from the work of others and providing unauthorized assistance, but also includes the use of devices or other surreptitious means for the purpose of obtaining falsely-derived passing scores on examinations.

c. Students are prohibited from submitting any material prepared by or purchased from another person or company.

d. All students are expected to take the process of advanced education most seriously and act responsibly. Students who violate examination rules are subject disciplinary action.

e. If a student is found to be cheating, the following penalties apply:

   (1) The student will fail the course in which they were found to be cheating in during its examination.

   (2) A disciplinary warning will be added to their file.

   (3) Subsequent episodes of cheating or academic dishonesty will rebut in dismissal from the University.

8.4 Student Disciplinary Policies and Procedures:
The student disciplinary policies and procedures emphasize the University’s obligation to promote personal freedom, maturity, and responsibility of students. EUC has a special set of interests and purposes essential to its effective functioning. These include:

1. The opportunity for students to attain their educational objectives;
2. The creation and maintenance of an intellectual and educational atmosphere throughout the University; and
3. The protection of health, safety, welfare, and property of all members of the University, and the property of the University itself.

The student disciplinary policies and procedures set forth those acts which constitute unacceptable conduct for students of the University. All alleged violations of the student disciplinary policies and procedures may result in referral to the Director, Student Affairs.

The University does, in addition, reserve the right, for educational purposes, to review any action taken by civil authorities regarding students. It also has the obligation to introduce counseling and/or disciplinary action if the student's conduct has interfered with the University’s exercise of its educational objectives or responsibilities to its members.

A student admitted to EUC accepts the responsibility to conform to all University rules and regulations. Proven failure to meet this obligation will justify appropriate disciplinary actions including, but not limited to, expulsion, suspension, disciplinary probation, or reprimand.

8.4.1 Disciplinary Code

The following acts are defined by the University to be unacceptable.

Violation of Academic Integrity: Any violation of the academic honesty code mentioned above is usually reported to the disciplinary committee which has the authority to investigate, analyze, decide and finally impose the proper penalty.

If a student is found to be cheating, the following penalties apply:

(1) The student will fail the course in which he was found to be cheating in during its examination.
(2) A disciplinary warning will be added to his/her file within 7 business days.
(3) Subsequent episodes of cheating or academic dishonesty will rebut in dismissal from the University.

Penalties imposed as a result of other violations of the academic honesty code may include but are not limited to one or more of the following:

Warning
Verbal or written reprimand
Reassessment of work
Failure on the pertinent assignment
Failure in the pertinent course
Failure in the pertinent semester
Denial of admission or readmission to the University
Deregistration
Suspension
Permanent suspension from the University
Revocation of a degree

In deciding on the appropriate sanction to be imposed for an act of academic dishonesty, consideration may be given to the following factors:

3. The extent of the academic dishonesty;
4. Whether or not the academic dishonesty was deliberate;
5. The importance of the work in question as a component of the course or program;
6. Whether the act in question is an isolated incident or part of repeated acts of academic dishonesty; and
7. Any other mitigating or aggravating circumstances
8. Offenses

a. Disruption/Obstruction:
   • Obstructing or interfering with University functions or any activity.
   • Disturbing the peace and good order of the University by, among other things, fighting, quarreling, disruptive behavior or excessive noise.

b. Mental or Bodily Harm:
   • intentionally inflicting mental or bodily harm upon any person;
   • taking any action for the purpose of inflicting mental or bodily harm upon any person;
   • taking any reckless, but not accidental action from which mental or bodily harm could result to any person;
   • Any act which demeans, degrades, or disgraces any person.

c. Discrimination:
• Intentional discrimination against a person on the basis of race, color, religion, national origin, sex, age and disability.

d. Destruction of Property:
• Intentionally or recklessly damaging, destroying, defacing, or tampering with University property or the property of any person or business at the EUC.

e. Theft:
• Theft, or attempted theft, of property or services from any person or any business on University property.

f. Possession of Stolen Property:
• Possessing property known to the possessor to be stolen and that may be identified as property of the University or any other person or business.

g. Forcible Entry or Trespass:
• Forcible or unauthorized entry to any building, structure, and/or unauthorized entry to or use of University grounds.

h. Unauthorized Use of Property or Service:
• Unauthorized use of property or services or unauthorized possession of University property or the property of any other person or business.

i. Unauthorized Use of University Keys:
• Unauthorized use, distribution, duplication, or possession of any key(s) issued for any building, laboratory, facility, room, or other University property.

j. False Report of Emergency:
• Causing, making, or circulating a false report or warning of a fire, explosion, crime, or other catastrophe.

k. Misuse of Safety Equipment:
• Unauthorized use or alteration of firefighting equipment, safety devices, or other emergency equipment.

l. Possession of Dangerous Weapons:
• Unauthorized possession of a firearm, weapons, dangerous chemicals, illegal knives, or any dangerous device at the University grounds.

m. Possession of Controlled Substances:
• Possession or distribution of any type of drugs, except personal drugs prescribed by a physician, on the University grounds.
n. Use of Alcoholic Beverages:

- Possession, distribution, or consumption of alcoholic beverages at EUC.

o. Failure to Appear:

- Failing to appear at the request of any hearing authorities or failure to schedule an appearance with a hearing authority as directed by University police or any other University official.

p. Violation of Established University Policies and Procedures:

- Violation of University policies and procedures as established in the EUC student handbook.

q. Aiding and Abetting:

- Assisting, hiring, or encouraging another person to engage in a code violation.

8.4.2 Initiation of Disciplinary Action:

Any person may bring allegations of violations to any of EUC policies but the allegation must be presented in writing (not verbally) by way of either a Quality Improvement Report or Incident Report. After a written report is filed, an investigation will be initiated by the appropriate EUC personnel according to the nature of the allegation.

8.4.3 Notification and Procedural Interview

1. A procedural interview will be scheduled within 3 business days after the respondent is notified in writing of an alleged violation of the policy.

2. Failure to appear at the procedural interview shall constitute a separate violation of this code and may result in further disciplinary action.

3. Within 5 business days of the procedural interview, the student is required to appear before the disciplinary committee. The Dean, Student's Affairs shall notify the student of the time, date, and place of that appearance.

4. The student’s academic advisor shall attend the meeting in an advisory capacity and address the committee only upon permission from the Chairman.

8.4.4 Disciplinary Committee

The Disciplinary Committee is formed by the Chairman at the beginning of each academic year. It consists of three faculty members, in addition to the Dean who also chairs the Committee. The Committee convenes as required, when a case is referred to it. The Committee Chair notifies the student in question to attend a hearing session, at least 7 working days prior to the date set for the hearing. After reviewing the case and hearing the
student in question, the Committee its recommendations, including the proposed sanction, if any, to the Chairman for his approval.

8.4.5 Sanctions:
Factors to be taken into consideration when issuing sanctions include, but are not limited to:

1. the respondent's motivation for displaying the behavior;
2. the respondent's disciplinary history; and
3. the extent to which the behavior jeopardizes the safety and security of the EUC community, and, the likelihood of the behavior occurring again.

One or more of the following sanctions may be imposed:

1. Expulsion, which prohibits the student from ever attending the University and from being present without permission on University property. Expulsion will be noted on the student's permanent record;
2. Suspension, which prohibits the student from attending the University and from being present without permission on University property for the duration of the sanction, which shall not exceed a period of more than one calendar year following its effective date;
3. Disciplinary probation, which indicates to a student that his/her behavior has resulted in a sanction close to suspension. Any further misconduct while on probation may result in expulsion from the University. It is imposed for a definite period of time.
4. Other sanctions may include, but are not limited to:
   - restitution
   - monetary fines
5. Reprimand which is an official written notification to the student that his/her behavior has been unacceptable; and
6. Verbal reprimand which is used to advise/counsel a student about his/her behavior.

8.4.6 Student Appeals:
1. Respondents may appeal the decision of the disciplinary committee; the appeal should be made within 15 days of the committee decision.
2. An appeal to the committee decision shall be made to the grievance committee by filling in a special appeal form.
3. The grievance committee reviews the case and informs the student with its decision, with a copy to the Registrar within 15 days from the date of the appeal submission.

4. A student may appeal against the grievance committee’s decision to the Chairman whose decision is final within 7 days from receiving the committee’s decision.

8.5 Student Grievance Policy

EUC seeks to create and maintain a healthy and enjoyable study environment and one that will enhance personal development.

In instances where grievances occur, it is the aim of the University to resolve them amicably and promptly, in a manner that is both fair and equitable to all concerned.

Complaints or appeals made by students to the Program Director should be made responsibly with regard to the rights of all.

8.5.1 Reassessment of a Grade

Students may challenge a final grade assignment on the basis of alleged grading error or arbitrary and capricious grading.

The time schedule outlined below will stipulate maximum time periods within which to complete stages of the review. However, permission for extensions of time may be granted, in writing, by the Dean of the University.

1. Informal Procedures:

a. Where possible, students will be expected to first request an informal resolution of the final grade assignment with the course instructor. The process must be initiated by students within 2 weeks of the next regular semester. The instructor must respond to the request within 5 days of receipt.

b. If the instructor's decision is to change the final grade, the instructor must promptly initiate the process in accordance with rules and procedures.

c. If the instructor does not change the grade and the student's concerns remain unresolved, the student may notify the Chair. Within 5 days of such notification, the Chair must either effect resolution of the issue with the instructor or inform the student of the process for formally appealing the final grade assignment.

d. If the course instructor is no longer an employee of the University or is otherwise unavailable, the student must notify the Chair within the first two weeks of the next regular semester. Within 5 days of notification by the student, the Chair must either effect resolution of the issue through contact with the course instructor or inform the student of the process for formally appealing the final grade assignment.
2. Formal Procedures:

a. A student formally requesting review of a final grade assignment must provide the Dean with a written request for a formal review. A special form is available at the admission and registration office.

b. The application requesting a formal review must be made within 15 days of the start of classes in the next regular semester.

c. The Chair of the department offering the course will assign a committee to review the case and forward to it the written request for formal review from the student.

d. The committee must initiate proceedings within 10 days of receipt of the student's request.

e. The committee will first consider whether the facts submitted by the student warrant a formal hearing and, if so, conduct the hearing.

f. The student and the course instructor must be notified of the time, date and place where the request will be considered and of the process to be followed:

- If on initial review the committee determines that the facts as presented would not constitute arbitrary or capricious grading or a grading error, will dismiss the case without a formal hearing. The committee's decision will be provided in writing to the student, the course instructor, and the Dean of the University.

- If the committee determines that the facts as presented might constitute arbitrary or capricious grading or a grading error, it will proceed to a formal hearing. The committee will consider information provided by the student, the instructor if available, and others as it sees fit.

g. Committee proceedings will result in the preparation of written findings and conclusions. Conclusions will result in one of the following:

- The request for a grade change being denied.

- The request for a grade change being upheld. The review committee requests the course instructor to change the grade; and the course instructor changes the grade in accordance.

- The request for a grade change being upheld; the course instructor is either unavailable to change the grade or refuses to do so, and the review committee requests the Chair to initiate the process of changing the grade.

h. A student may appeal against the committee’s decision to the Chairman who refers the case to the Appeal Committee. The Appeal Committee, in investigating the case, may request to review all relevant documents before it forwards its recommendation to the Chairman for his final approval.
i. Unless an extension has been authorized by the Chairman, disputes concerning final grades must be completed by the end of the next regular semester following the assignment of the grade.

8.5.2 Denial of Admission to, or Dismissal from a Program

If a decision is taken against a student to deny admittance to a program or to be dismissed from a program, the student has the right to appeal to the Dean of the University who will designate the formal and informal process (es) by which a student may initiate a review of the disputed academic decision. The formal process must include the following elements:

1. A request for a formal review must be applied in writing no later than 14 working days from the date of receipt and notification of the decision.

2. Permission for extension of time may be granted, if a written request is submitted by the student and accepted by his/her academic advisor.

3. The Dean will form a committee to review the case.

4. The conclusions of the academic decision review committee will constitute the final decision of the University on the matter.

5. Unless an extension has been authorized by the Dean, disputes concerning academic decisions must be completed by the end of the next regular semester following the decision.

8.5.3 Non Academic:

Where grievances concern matters of administration, financial matters, or services available to students, students should initiate a discussion with the appropriate member(s) of staff. Discussion will be within the context of the rules and regulations as set out in the Student Handbook and other publications. The following procedure will then be followed:

1. A grievance proceeding shall be commenced by way of the student presenting the grievance orally to the relevant authority who shall act on the grievance accordingly.

2. If the oral response does not satisfy the student, they should submit a written grievance to the Dean. The Administration Office Manager will set up a meeting between the relevant parties.

3. If the matter remains unresolved, then a written grievance with all supporting documentation shall be submitted to the Chairman, who will convene a meeting between all the parties involved where arguments and/or witnesses in support of the grievance shall be presented. A final administrative determination shall then be made and communicated to all parties involved.

4. The student is advised to consult their academic advisor during this procedure.
9. **GENERAL UNIVERSITY POLICIES & PROCEDURES**

9.1 **Occupational Health and Safety Policies**

The EUC follows the DHCC policies and procedures for Health, Safety and Environment issues.

The following key policies relate to the students;

- **Medical Examination** (DHCC-HSE-3.2.7)
  - The University shall arrange a medical examination of all students engaged in healthcare or allied activities at the expense of the student within 30 days of initial recruitment or commencement and every 12 months thereafter and maintain a register of these results at the University.

- **Immunization** (DHCC-HSE-4.2)
  - The University shall ensure vaccination of employees to prevent transmission of diseases. Students will be required to abide by the University’s Immunization policy and complete and return by the end of the 1st semester of studies the EUC Staff/Student Immunization Record.

- **Staff-faculty-Student Training** (DHCC-HSE-4.3)
  - All students will receive safety and infection control in the dental setting education and training. Which will include the following topics
    - Modes of Disease Transmission
    - Disease Control Measures
    - Compliance to Standard Precautions
    - Immunization
    - University Emergency Plan
    - Fire Safety
    - General Safety Issues
    - Needle Stick Protocol and Procedures

The HSE Representative is responsible for all health and safety issues within the University and will work in close consultation with the Dubai Health Care City Health, Safety and Environment Section.

**HSE Representative:** Ms Rosario Suarez

**Contact No:** 04 362 4787
9.2 Injury and Medical Emergency Management

Healthcare professionals are constantly faced with the possibility of a medical emergency during patient treatment, and the medical emergencies can range from serious to mild. For serious medical emergencies, it is the responsibility of the healthcare practitioner to provide initial management of the patient until the medical emergency response representative(s) arrive. There will be at all times during clinical hours an emergency response representative in the University. Representatives will be members of the faculty, dentists, qualified staff and trained nurses. If the injury or medical condition is life threatening or involves serious complications, pick up the telephone located on the north wall of the dental laboratory and DIAL 999. Do not hang up unless instructed to do so.

Initiate CPR protocol as needed and monitor the individual. Stay with the injured person until paramedics arrive. A portable Oxygen unit is available located in clinics. Once the paramedics arrive, make sure to write down the name of the individual, what happened, what the emergency was, the time of the emergency, what had been done to assist during the emergency, any witnesses present, and any other information may that be valuable for follow-up care.

9.3 Sharps Safety Management

Sharps Safety Management Policy ensures that all its faculty, students and staff are oriented and adhere to the Policy. The Policy will demonstrate the effective functions of recording, reporting, monitoring, assessing and evaluating incidents related to sharps injuries in the university. The Infection Control Committee is accountable for the control and issuance of the sharps management document, implement staff education, track incident reporting and review related laboratory results.

In general, the injured party should do the following:

1. Remove immediately gloves and contaminated clothing.
2. If intact skin is soiled with blood or body fluids wash the area well with soap and water. No further action is required.
3. If skin is broken or non-intact, wash affected area very well with copious amounts of soap and water. Squeeze the injured site to promote bleeding.
4. If injury involves the eye, wash the eye with copious amount of normal saline or 0.9% NaCl or water. Continue washing for 1 to 2 minutes.
5. If mouth is contaminated with blood or body fluids, spit out and rinse well with water several times.
6. Immediately report the incident to the Clinical Director or HSE Manager.
7. Document and fill up the Incident Report Form and the Occupational Blood/Body Fluid Source Assessment Form. Document the date and time of exposure, how the incidents occurred and the name of the source (if known).
8. The Post-exposure protocol for Occupational exposure to blood/body fluids will be
followed.

9.4 Harassment Policy

The EUC’s policy on harassment is zero tolerance. Harassment of any kind will not be tolerated at the University. All harassment which is racial, sexual, disability, age, pregnancy, homosexuality or careers’ responsibility is discriminatory and will not be tolerated.

If you are a victim of, or witness to any form of harassment or discrimination report to the Assistant Dean immediately and the matter will be dealt with by the disciplinary committee. In serious cases the matter may lead to dismissal of the student.

9.5 Smoke Free University Policy

The University is a 100% smoke free area. Smoking is prohibited at all times without exception throughout the University.

Students must also adhere to the following policy when smoking outside the University: must not be in the main entrance of the University, or the lifts or toilet facilities in the building.

All staff, students and patients are entitled to a smoke free environment.

9.6 Gifts Policy

Students are not permitted to give gifts to EUC employees.

University employees must not accept or solicit any gift of any kind (except as otherwise provided within the Act) from any person (including students) or entity who: (1) is seeking official action by the employee or University, (2) does business or seeks to do business with the University, (3) conducts activities regulated by the University, (4) has interests that may be substantially affected by the performance or non-performance of the employee or university.

9.7 Conflict of Interest Policy

All individuals in the University community are expected to (i) abide by the conflict of interest and commitment policy and standards set forth in this policy (including any specific procedures adopted by specific schools or departments pursuant to or in furtherance of this policy), (ii) fully and continually disclose professional and relevant personal activities and relationships that create a conflict of interest or commitment or have the appearance of creating a conflict of interest or commitment as required by the University, (iii) remedy conflicts of interest or commitment or comply with any management or monitoring plan prescribed by the University, (iv) remain aware of the potential for conflicts of interest and commitment, and (v) take initiative to manage, disclose, or resolve conflicts of interest or commitment as appropriate. All senior administrators have the responsibility to understand and implement this policy, including, as necessary, the adoption of specific procedures for
their respective schools and departments in furtherance of and in accordance with this policy.

9.8 Dress Code Policy

Integral to any health care facility’s standards of excellence are the professional appearance and demeanor of every person contributing, directly or indirectly, to the care and management of patients. The image that you present in your interaction with patients, colleagues, and visitors will have a major influence on how your patient will perceive you as a professional. Changes from established standards in appearance and behavior are detrimental to maintaining the high standards our patients expect and may cause them to question the standard of care offered at European University College.

9.9 Anti Sedition Policy

Sedition is conduct or speech inciting people to rebel against or to subvert authority. This conduct can take the form of any action, especially in speech or writing, promoting discontent, rebellion, subversion and/or insurrection.

Seditious behavior is to: a) excite disaffection against EUC rules and regulations, policy and/or authority, b) raise discontent or disaffection amongst EUC personnel, and/or c) promote feelings of ill-will and hostility toward EUC.

EUC personnel committing sedition will be informed that their actions are subversive in nature and instructed to cease and desist. Examples applicable for EUC are self-suspension, organizing others to rebel against.

There is zero-tolerance for seditious behavior and will be grounds for dismissal.

9.10 Assignments for Patient Care Policy

EUC patients are not an unlimited resource and must be nurtured and preserved. It is the policy of EUC to assign a reasonable number of patients per resident-in-training and expect a high rate of conversion from examination and screening to new patient listing. Any resident-in-training unable to covert a reasonable number of newly assigned patients to long-term patients will be responsible to build their own case-load from their own pool of patient resources. EUC will continue to support all resident to achieve their goals, but residents not making sufficient effort will be expected to find their own patients. For residents-in-training for orthodontics, it is expected a minimum of 60% of patients assigned will become long-term patients.

9.11 Patient Transfers Policy

In some EUC clinical programs, patient transfer of care is expected, considered a major event and is a critical part of clinical quality assurance. In the Master of Science in Orthodontics and Dentofacial Orthopedics training program, large numbers of patients undergoing active treatment will be transferred from graduating residents to the following class of residents. For orthodontic patients, the following guidelines are provided as follows:
Year-3 residents will begin transferring patients starting early November prior to graduating... those cases that will not be debonded prior to graduation.

The orthodontic patient transfer process should be completed prior to the last clinical day before the December academic vacation.

Issues stated in the AAO patient transfer guidelines will serve as important transfer issues.

9.12 Patient Records Policy
The following serves as guidelines for management of EUC patient records:

- Dental records are legal documents and will be maintained for each patient receiving dental services in EUC. Each patient will have one unique identifier and will be included in all patient records.
- Digital patient records should be up to date.
- Patient registration and health declaration should be updated every year.
- Request for records for private use will be reviewed on a case-by-case basis, i.e. there will be no unauthorized use or release of EUC orthodontic patient records.
- Evidence of EUC patient records sabotage is grounds for immediate dismissal and/or legal action.

9.13 Dental Emergency Care Policy
The following serves as guidelines for management of dental emergency care:

- European University College provides urgent dental care throughout the year to all patients of the college
- Service is provided throughout the work week during clinical hours. During normal clinic operating hours, active college patients are to be referred to their assigned students who will manage their emergent dental needs
- Designated on-call residents and clinical are available on non-clinic operating days.

9.14 Policy on Intellectual Property/Copy Rights
This policy applies to all students of the European University College for the period of their enrolment. This policy provides guidance on the approach taken by European University College in relation to student assignment of Intellectual Property (IP).

Students may undertake research projects as part of their studies and as a result of this participation; students may be involved in the development of IP.

9.14.1 Guidelines for the Fair Use of Copyright Materials

**Purpose:** Fair use guidelines, based upon Section 107 of the United States Copyright Act of 1976, facilitate course directors and researchers to determine if copyrighted materials, such as articles from professional journals, can be used in teaching and/or research.
Limitations on Exclusive Rights: Fair Use
Section 107 of the U.S. Copyright Law states that the fair use of a copyrighted work, including such use by reproduction in copies or phonorecords or by any other means specified by that section, for purposes such as criticism, comment, news reporting, teaching (including multiple copies for classroom use), scholarship, or research, is not an infringement of copyright. In determining whether the use made of a work in any particular case is a fair use the factors to be considered shall include:

1) The purpose and character of the use, including whether such use is of a commercial nature or is for nonprofit educational purposes;
2) The nature of the copyrighted work;
3) The amount and实质性 of the portion used in relation to the copyrighted work as a whole; and
4) The effect of the use upon the potential market for or value of the copyrighted work.

The fact that a work is unpublished shall not itself bar a finding of fair use if such finding is made upon consideration of all the above factors.

Applying the Four Factors of Fair Use
Fair use (Section 107 of the Copyright Act of 1976) balances the rights of copyright holders with the needs of scholars to promote teaching, research and the free exchange of ideas. Fair use defines particular circumstances in which it is permissible to use copyrighted material free from permissions and royalties under specified conditions detailed in the four factors of fair use. All of these factors should be considered when evaluating each use of a copyrighted work. Fair use is not a means by which to circumvent copyright law, but a legal assertion of use which will need to be justified through the careful application of these conditions. These factors must be evaluated to determine whether most of them weigh in favor of or against fair use:

1. The purpose and character of the use, including whether the copied material will be for nonprofit, educational, or commercial use. Recent court decisions have emphasized that this first factor is a primary indicator of fair use. Educational purposes such as criticism, commentary, or research have historically favored fair use, but courts evaluate whether such use is transformative, meaning that the material has been used to help create something new rather than merely being copied verbatim into another work. When incorporating portions of copyrighted work, the following questions must be asked:
   - Does your use fulfill a specific pedagogical purpose?
     Acceptable: Using content to engage in critical analysis, encourage further inquiry, or meet well-defined learning outcomes.
     Not acceptable: Using content with no intrinsic value or relevance to course objectives.
   - Does your use transform the original by adding new expression or meaning?
Acceptable: Using content to add value to the original by creating new information, new aesthetics, new insights and understandings.
Not acceptable: Using content verbatim with no expressed criticism or commentary.

2. **The nature of the copyrighted work**, with special consideration given to the distinction between a creative work and an informational work. For example, photocopies made of a newspaper or newsmagazine column are more likely to be considered a fair use than copies made of a musical score or a short story. Duplication of material originally developed and marketed for use in classroom instruction, such as textbooks, workbooks, or course-packs, is less likely to be a fair use than is the duplication of materials prepared for public consumption.

3. **The amount, substantiality, or portion used** in relation to the copyrighted work as a whole. This factor requires consideration of 1) the proportion of the larger work that is copied and used, and 2) the significance of the copied portion. If the portion used is considered the “heart of the work,” it is unlikely to qualify as a fair use.

- Journals and periodicals – limit to one article per issue.

4. **The effect of the use on the potential market of the copyrighted work**. If the reproduction of a copyrighted work reduces the potential market and sales and, therefore, the potential profits of the copyright owner, then that use is unlikely to be found a fair use. Repeated use of the same material over consecutive semesters weighs in favor of requiring permission and/or a license. Courts typically do not favor fair use if appropriate licensing or permissions are available for purchase for the work in question. However, if the first three factors favor fair use, particularly in the fulfillment of educational purposes, such use would likely not be considered as detrimental to the market for the work. Conversely, if the first three factors indicate use that does not favor fair use, especially use for commercial benefit, then the market effect would be viewed negatively.

9.15 **Community Engagement Policy**

European University College commits itself to democratic ideals, sound moral values and social responsibility. As part of its mission, EUC strives to contribute to the development of Dubai and United Arab Emirates and its entirety.

European University College believes that promoting community service is a form of higher education transformation, both in relation to working with the community towards a better future and generating graduates who have sense of civic responsibility.
An inclusion of service-learning in academic courses where appropriate in order to benefit the community as well as provide students with the opportunity to apply theory of their discipline to local, regional and national development issues.

**Acknowledgment**

I have read and been informed about the content, requirements, and expectations of the Student Handbook at European University College. I have received a copy of the student handbook and agree to abide by the guidelines as a condition of my continuing education at EUC.

I have been given the opportunity to clarify and ask questions on issues I do not understand.

I understand that if I have questions, at any time, regarding the dress code policy, I will consult Student Affairs Department.

Please read the Student Handbook carefully to ensure that you understand its content before signing this document.

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