



**SZABIST**  
**Dubai**



**Student**

**HAND BOOK**

**Discover yourself**  
**2015**

**BMS**  
**BSIT**  
**BBA**  
**BA**  
**BSIT**  
**MPM**

***SZABIST* Dubai**  
**Student Handbook 2015**

# **SZABIST LEADERSHIP**

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## RULES REGARDING REGISTRATION, WITHDRAWAL & TERMINATION OF REGISTRATIONS

### Course Registration Procedure

The following registration procedure should be strictly followed at the beginning of each semester:

- Students are expected to register their courses one week prior to the start of the 1st teaching week of each semester.
- In case a student is out of UAE, it is his/her responsibility to inform their Program Managers in advance in order to avoid any penalty during the course registration related matters.
- Late registrations during the 2nd teaching week will be charged a AED 50/- penalty.
- Students who fail to register for courses or freeze their semester before the start of the 3rd teaching week will have their status marked as “Inactive”. In order to have their status activated again they will have to pay AED 500/-
- New students must take a full course load during their 1st semester.

### Semester Freeze Procedure

- Students who plan to freeze their semester are required to submit the Semester Freeze form to the Program Manager before the start of each semester.
- A request for semester freeze may also be made within two weeks after the start of the semester.
- Students who have not registered for courses or submitted an application for semester freeze by the end of the 2nd teaching week, will have their status marked as “**Inactive**” in the 3rd teaching week.
- Those students whose visas are sponsored by SZABIST cannot freeze a semester.
- If students want to freeze more than one semester, they need to submit a freeze form for each semester.

### Semester Inactive Status

- A student who does not register for the semester or submit a freeze form, will have his/her status automatically set to Inactive at the beginning of 3rd teaching week.
- The ZabDesk account of “Inactive” students will be blocked and they will not be able to get any academic/administration document from SZABIST.
- A fee of AED 500/- will be charged in order to restore “Active” status.

### Procedure for Withdrawal from Courses (Course Withdrawal)

- Withdrawal policy for all the semesters (including first semester) is the same. The process of course withdrawal is as below:
  - The request for withdrawal has to be made prior to the 12th session through ZabDesk’s Online Course Withdrawal option.
  - The request for withdrawal has to be approved by Academics, Program Manager and Records Department.
- Withdrawal cannot be allowed after award of ‘F’ grade due to less than required attendance.
- In case of withdrawal, letter grade of ‘W’ (with no grade points) is awarded.

## REFUND PROCEDURE FOR WITHDRAWAL AND CANCELLATION OF COURSE REGISTRATION

### Admission Withdrawal and Refund Policy

- In compliance of Higher Education Commission of Pakistan (HEC) guidelines, SZABIST has formulated the following fee refund policy:
  - No refund of admission fee however 100% security deposit will be refunded in all the cases.
  - 100% tuition fee will be refunded before commencement of classes.
  - 100% student activity charges will be refunded in all the cases.
  - 50% refund of tuition fee from 1st - 7th day (first week) after commencement of classes.
  - 25% refund of tuition fee from 8th - 15th day (second week) after commencement of classes.
  - No refund of tuition fee from 16th day (third week) after commencement of classes

### Course Withdrawal and Refund Policy

- In case of withdrawal from a course during the semester, no tuition fee is refundable; however, the amount of withdrawal will be transferable to the next semester. For course withdrawal, refund of fee is as below:

For Courses of 3 Hours per Week	For Courses of 1.5 Hours per Week	Refunded Fee
Before 4th session	Before 8th session	50 percent
Before 8th session	Before 16th session	25 percent
8th session to before 12th session	16th session to before 24th Session	No refund
12th session and onwards	24th session and onwards	Withdrawal not allowed

- In case of forced De-registration, tuition fee for course(s) will be carried forward.

### Withdrawal from All Courses in a Semester (Semester Withdrawal)

- In case of an emergency/transfer of residence etc., a student may be allowed to withdraw from all registered courses for the semester before the 12th week. Student has to submit the application for Semester Withdrawal, with complete necessary documentation and justification, to the Program Manager for approval.

### Termination of Registration/Dismissal

(Rules regarding Termination, Probation & Cancellation of Provisional Admissions)

## RULES GOVERNING ATTENDANCE

Students are required to maintain a minimum of 80 percent attendance throughout the semester in order to qualify for the Final Examination. Maximum 3 absences (for courses of 3 hour duration classes) and maximum 6 absences (for courses with 1.5 hour duration classes) allowed per semester per course; these absences are to be used for any emergency purposes like health problem, family death etc. Please note that two late arrivals are equal to 1 absence. Registered students who have remained absent for more than three classes during the semester, will be awarded an 'F' grade in the course. There are no leaves at SZABIST. Students are required to manage their attendance as per above guidelines.

## RULES GOVERNING GRADING

General marks distribution (not applicable to all courses/programs) is as follows:

Midterm Examination	30 %
Assignments	5-10 %
Quizzes	5-10 %
Term Paper, Project and Presentation	10-15 %
Final Examination	35-40 %

### General Marks Distribution ( Fall 2014 Registration onwards)

Grading Plan (6)		
Fall 2014Registration onwards		
Marks	Grade	GPA
95-100	A+	4.0
91-94	A	3.75
87-90	A-	3.50
83-86	B+	3.25
79-82	B	3.0
75-78	B-	2.75
72-74	C+	2.5
69-71	C	2.25
66-68	C-	2.00
64-65	D+	1.75
62-63	D	1.5
60-61	D-	1.25
Less than 60	F	0

For all previous grading plans contact Academics Department.



**Letter Remarks**

In certain cases, the following Letter Grades are assigned.

- S Satisfactory
- U Unsatisfactory
- I Incomplete
- W Withdrawn
- J Result withheld

## RULES GOVERNING GRADING

- All grade points earned will be averaged towards the final grade point for graduation; in case a course is retaken, better grade will be used for calculation.
- There is no provision for giving or requesting grace marks.
- Minimum CGPA required for graduation is given in section on **Rules Governing Degree Completion**.
- If incomplete grade 'I' is not completed before the specified deadline, the default grade is 'F'.

### Minimum Passing Grade

Minimum passing grade in each course is as follows:

- 'D' for undergraduate program courses
- 'C-' for Masters' program courses
- 'B-' for MS program courses

### Compulsory Repeat Grade

A course in which low grades are earned, are to be repeated. These areas follow:

- For Undergraduate programs, a course in which 'D-' or below is earned must be repeated with full registration (no attendance or assessment waivers).
- For Masters' programs, courses with earned grades of 'D+' and below must be repeated.
- For MS programs, courses with earned grade of 'C+' or below must be repeated.

'F' grade in a course does not count as having met the pre-requisite for taking an advanced course, and there will be no attendance or assessment waivers the next time students take the course.

- Students with repeat grades must take the course next time when it is offered.
- Non-undergraduate program students may get attendance waiver in Compulsory Repeat Grade courses, except courses in which they received an 'F' grade.
- However, if a student wants to improve a 'Pass Grade,' he/she is required to take all assessments as assigned for the course, and no attendance waiver is given.
- A student repeating course(s) that is/are no longer offered will be allowed an appropriate replacement course, which will be approved by the Program Manager.

### Required Maintenance CGPA

Minimum required CGPA for various degree levels, below which a student may face probation, is as under:

- Undergraduate: CGPA of 2.00
- Masters' programs: CGPA of 2.50
- MS Programs: CGPA of 2.75

## RULES GOVERNING EXAMINATIONS

Two major types of examinations are conducted at SZABIST during a semester for each course: A Midterm Examination for the undergraduate programs (3 hours class) is administered in the 8th session, and for postgraduate programs (3 hours class), in the 8th session. The maximum duration of a Midterm Examination is of 2 hours, and the Final Examination is of 2.5 hours duration. Depending on the course content, Test/Exams could be a combination of written and practical questions.

### Code of Conduct during Examination

- To avoid disruption and any undue anxiety, students are requested to arrive at least 10 minutes before the commencement of examination; students will not be allowed to enter examination room/hall 30 minutes after the start of exam.
- Students are not allowed to bring mobile phones, bags and books in the examination hall, otherwise an 'F' grade may be awarded.
- Students are not allowed to take question papers outside the examination hall; it is to be returned, along with the answer sheet, to the concerned faculty.
- Students are responsible for bringing their own calculator, if approved by the faculty, for quantitative courses. Similarly, students are expected to bring their own stationery items. No borrowing from any other examinee is allowed.
- Examinees should sit in the rows allocated for the particular paper. Examination Controller/invigilator may re-locate the students if he/she deems fit.
- Departure from the examination hall will only be permitted after 45 minutes of commencement of Midterm Exam and after one hour in case of the Final Exam.
- Use of unfair means during the examination in any way is totally unacceptable. Any student found doing so will be awarded an 'F' grade in the course by the examiner. A few examples of such behaviors are:
  - ❖ Any written or oral communication among students during an exam.
  - ❖ Providing information about the content of an examination.
  - ❖ A student's use of a substitute or surrogate to take an examination.
  - ❖ Indulging in unruly behavior in the examination hall.
- The decision of the invigilating staff regarding the conduct of the examination and the behavior of the students will be final and binding.
- Any argument by the student will be liable for disciplinary action by the Disciplinary Committee.
- Once the exam time has ended, the examiner will announce "all pens down". At that time no student should be holding a pen in his/her hand. Any student found not obeying instructions will have 5 marks deducted from his/her paper.
- Students will be shown all Midterm Examination answer sheets in the following class/week by the faculty to review their performance for future guidance.

## RULES GOVERNING EXAMINATIONS

- Final Examination copies will not be shown to the students and requests for Final Examination copy re-checking or re-grading will NOT be entertained.
- Final exam copy rechecking or re-grading requests will not be entertained. However, a recount request for Final Exam marks can be made by paying a fee of AED 300/-, within 5 days of the final result posted on ZABDESK.
- Marks obtained by the students in quizzes, assignments, term papers, projects, and tests are viewable to students and their parents online through ZabDesk.
- Examination results will be deemed final. However, the Academic Heads Committee or the President's Office reserves the right to review the results viewed as uncharacteristic as determined by the Program Manager.
- At the end of every semester, grades awarded for all examinations are posted on ZabDesk as 'Tentative Results.'

### Examination Retake (Deferral)

An exam retake, subject to approval by Academic Committee, is only possible in the following cases, with required documentation:

Absence due to serious illness/accident/hospitalization:

- Signed and stamped Medical certificate of a specialist consultant (not General Practitioner) on printed letterhead, or a hospital discharge letter.
- Death in immediate family: Death certificate/obituary note is required.
- Job-related travel: Company letter/travelling documents are required.
- Hajj/Umrah: Copy of passport and ticket is required.

### Off-Campus Examinations

For all programs, examination can be conducted at other campuses for which a special request form must be submitted, along with a fee for this service. In case a student is transferred anywhere outside Pakistan for job-related reasons, only then he/she can request for conducting the examination at the nearest university where he/she is situated.

Fees (if any) relating to Off-Campus Examination are to be paid by the student.

Examination Department in consultation with the Program Manager and VicePresident (Academics) will be responsible to facilitate the students interested in Off-Campus Examinations.

### Change of Grade

In case of any discrepancy in final grade, students can submit an objection within 05 days of announcement of 'Tentative Results' on ZabDesk. If the claim proves as valid, relevant faculty member is to complete and submit "Change of Grade" form with the reason for change and required documentation within 05 working days after close of semester ZabDesk to Examinations.

All examinations are conducted and monitored by the Examinations Controller's office in the presence of the relevant teaching faculty.



## **RULES GOVERNING RESEARCH PROJECT, IS, THESIS & DISSERTATION**

Students who have completed the necessary prerequisite courses and other requirements may register in the Research Project/Thesis/IS/Dissertation, as required for the degree in which they are enrolled, through ZabDesk.

After registration through Zabdesk, all students are required to select an advisor/research supervisor from the list of approved advisors/research supervisors for their respective program, and submit necessary forms and documentation as specified in prescribed format.

All submissions are to be made on the schedule announced, according to the submission requirements provided by relevant Program Manager/Head of Department .Final report(s) in the approved format is to be submitted in both soft and hardcopies ,with copy of plagiarism report.

Submission of the Research Project/Thesis/IS/Dissertation is followed by a presentation. Additional program-based requirements may be applicable, for example research proposal defense, mid-semester review and meeting record report, in certain programs. All such guidelines are communicated by relevant Program Manager/Head of Department.

## **RULES GOVERNING ACADEMIC INTEGRITY, PLAGIARISM & SIMILARITY INDEX**

SZABIST has a very strong culture of academic integrity, and zero tolerance for plagiarism is an integral part of this policy. Any student who commits plagiarism will be awarded an F grade in the course. SZABIST employs HEC approved or any other recognized and licensed software for Research Reports, Independent Studies, Theses and Dissertations to detect and weed out plagiarism. Please note that the threshold for plagiarism, as envisaged by the HEC, is under 10 per cent. Some of the illustrative examples of plagiarism include:

- Direct quotation from the published sources that are not fully and explicitly cited and acknowledged.
- The use of surrogates, substitutes, stand-ins or their services to do and/ or prepare work that is submitted as one's own.
- The use of previously submitted papers or work, written by other students or individuals.
- Misappropriation of research materials.
- Any unauthorized access of an instructor's file or computer account.

For further information, visit: <https://zabdesk.szabist.edu.pk/document/plagiarism%20rules.pdf>

## RULES GOVERNING TRANSFER

### Transfer between SZABIST Campuses

Transfer is allowed between SZABIST campuses subject to the following conditions:

- Having completed at least 25 percent of the coursework at a SZABIST campus.
- Availability of space in the campus to which transfer is sought.
- Having met admission criteria at the transferring campus.
- Clearance of all past dues at the original campus.
- Payment of transfer admissions fee (to the transferring campus.)
- Submission of the “Campus Transfer” & “Security Deposit Refund” forms (available at the Reception Desk).
- SZABIST Campus transferring students are requested to note that:
  - ❖ The Degree will be awarded by the campus where the student has completed more than 50 percent of the credit requirements for the degree.
  - ❖ If a student has completed 50% credits at the original campus and 50% at the transferring campus, the degree will be awarded by the campus where the student was admitted.

### Transfer from Other HEC-Recognized Degree Awarding Institutions/Universities

A certain number of credit hours/courses may be transferred after admission into SZABIST from other HEC-recognized Degree Awarding Institutions, subject to the following:

- Courses are to have content similarity with course against which they are requested for being transferred.
- Minimum Grade B and above or minimum score of 80% was obtained in the course.
- Maximum credits that can be transferred are 50% of credits required for degree; which may be lower for certain degrees.
- Maximum time limit to transfer courses is within two years.
- The transferring student is required to fill the “Course Transfer” form (available at Reception) in consultation with the relevant Program Manager and submit with required documentation at the Admissions

## **RULES GOVERNING CANCELLATION OF PROVISIONAL ADMISSION, PROBATION, DISMISSALS & RE-ADMISSION**

### **Cancellation of Provisional Admission**

A provisionally admitted student who fails to meet applicable admission eligibility criteria (as per Prospectus 2015) and fails to submit educational documents showcasing he/she has met the applicable admission eligibility criteria, including mark sheets and certificates by completion of first semester (i.e. ZabDesk closing of first semester), the provisional admission of the student shall be deemed cancelled/terminated, and the student's ZabDesk shall be blocked.

A provisionally admitted student who fails to submit all required educational documents showcasing he/she has met the admission eligibility criteria (as per Prospectus 2015), including A-Levels/High School Diploma/IB Diploma, GED and equivalency by IBCC (for undergraduate admissions)/last degree verification from HEC (for Masters, MS & PhD Program) at completion of second semester i.e. after closing of ZabDesk, shall not be allowed to register for third semester and the student's provisional admission shall be cancelled/terminated.

### **Dismissal**

A student shall be considered for dismissal under the following conditions:

#### **1. Dismissal on Academics Through Probation**

SZABIST follows the probation and dismissal policy as recommended by HEC, "Whenever CGPA of a student falls below the required CGPA, he/she will be placed on "First Probation" for the next semester. If in the First Probation semester the student does not increase his/her CGPA to the required CGPA, he/she will be placed on "Second Probation" for the next semester. If in the Second Probation semester the student does not increase his/her CGPA to the required CGPA, he/she shall be dismissed from SZABIST. The required maintenance CGPA for different program levels, below which a student shall be on First or Second Probations or Dismissed, are as under:

- All Undergraduate Programs: CGPA of 2.00
- All Master's Programs: CGPA of 2.50
- All MS Programs: CGPA of 2.75

#### **2. Degree Time-Barring Dismissal**

The registration will stand terminated if a student has not completed the degree requirements within seven years for Bachelors Program and five years for Master and MS programs.

#### **3. Dismissal Due to Academic Dishonesty**

The registration will stand terminated if the student is involved in a case of academic dishonesty e.g. submission of fake documents etc.



## RULES GOVERNING CANCELLATION OF PROVISIONAL ADMISSION, PROBATION, DISMISSALS & RE-ADMISSION

### 4. Dismissal on Disciplinary Grounds

- The registration will stand terminated if a student is dismissed on disciplinary grounds by the Disciplinary Committee.
- On dismissal, a notification shall be issued by the Campus, and forwarded to the Office of Vice President (Academics) for dissemination to other SZABIST Campuses for information.
- A student, once dismissed shall not be allowed to register for any certificate courses, at any campus.
- A dismissed student may apply for “Letter Grade” as documentation for credits taken at SZABIST, after dismissal.

### Re-admission

A student is allowed to take readmission, subject to following rules:

#### Readmission after Dismissal

##### *Cancellation of Provisional Admission or Dismissal on Time Barring of Degree*

- Readmission is allowed after meeting the admission criteria, and requirements including again passing test and interview. No credit transfer is allowed.

##### *Dismissal Due to Academic Dishonesty/Dismissal on Disciplinary Grounds*

- Not allowed readmission in any campus, in any program; credit transfer not applicable.

##### *Dismissal Due to Academic Probation*

- Readmission is allowed into any program, except the one from which a student was dismissed on probation, after meeting the admission criteria, and requirements including again passing test and interview.
- The student cannot be readmitted at other campuses in the program from which he/she was dismissed. Credit transfer is allowed, for equivalent courses as per policy, through the Course Transfer form, available at the Reception Desk.
- Dismissal on Academics through Probations For Undergraduate: Equivalent courses with Grade Point of 2.00 (C-) & above For Masters: Equivalent courses with Grade Point of 2.50 (C+) and above For MS Programs: Equivalent courses with Grade Point of 2.75 (B-) and above For PhD Programs Equivalent courses with Grade point of 3.00 (B) and above Payment of fee including admission fee as applicable for the new program.
- Admission fee will be charged from students getting readmitted into any other program after being dismissed for being on probation
- 

#### Re admission after Self Withdrawal

- In case a student withdraws from admission for any personal reason, he/she may apply for readmission, subject to meeting the admission criteria, and requirements including again passing test and interview.



- All grades having Grade Points equal to minimum degree requirement CGPA are transferrable, subject to condition that all courses which are to be transferred for the degree, as well as courses taken in the degree fall within HEC maximum degree duration as applicable to that degree. The transferrable grades are:
  - ❖ For Undergraduate: Courses with Grade Point of 2.00 and above
  - ❖ For Masters: Courses with Grade Point of 2.50 and above
  - ❖ For MS Programs: Courses with Grade Point of 2.75 and above

## **RULES GOVERNING DEGREE COMPLETION & CONTINUATION FOR HIGHER DEGREES**

### **Degree Completion**

General rules for Degree Completion are as follows; program-specific rules for Degree completion is provided in the Prospectus and/or Course Catalogue.

### **Time Duration**

The maximum time allowed for completing the degrees are as under:

- ❖ Undergraduate: Maximum 7 years from time of admission.
- ❖ Masters Programs: Maximum 5 years from time of admission.
- ❖ MS Programs: Maximum 5 years from time of admission.

### **Required CGPA at degree completion:**

Required minimum CGPA for degree completion is as under:

- ❖ Undergraduate: CGPA of 2.00
- ❖ Masters Programs: CGPA of 2.50
- ❖ MS Programs: CGPA of 2.75

### **Degree Completion requirements:**

Degree requirements include:

- ❖ Completing the required courses
- ❖ Completing internship requirement as applicable
- ❖ Clearance of financial dues
- ❖ Passing of the Comprehensive Examination (if required for the degree)
- ❖ Other requirements set for the degree as per Prospectus/any official communication.

### **Extra Courses and Course Improvements**

- ❖ A student has the option of taking more than the required number of courses, and request in writing on the Final Transcript and 'Degree Clearance Form' which courses are not to be reported in his/her transcript.
- ❖ Additional courses are considered as certificate courses and a separate official letter will be issued as proof of having completed these courses.
- ❖ In case of repeat course(s) for grade improvement, the better of the two grades will be reported on the Transcript and counted towards the CGPA.
- ❖ Additional courses/extra courses taken cannot be transferred to the higher degree programs.

### **Majors/Specialization**

- ❖ Majors are not mentioned on the Transcript, Pass Certificate, and Degree, unless as a part of degree name, for example MBA Banking & Finance.



## **RULES GOVERNING DEGREE COMPLETION & CONTINUATION FOR HIGHER DEGREES**

### **Continuation for Higher Degrees**

- SZABIST students completing their Bachelors and desiring to further continue their studies for a Masters' program, or those completing their Masters' and desiring to enroll into a Doctoral program can continue further education without a new admission test by filling out the Program Continuation Form and submitting it to the Admissions Office after applying for the issuance of final transcript.
- Completion of pre-requisites is a necessary condition to advance to higher degree programs. A student will NOT be allowed to continue on, for Master/MS/PhD programs without completing all degree requirements within maximum degree completion time as applicable for the degree for which the student was enrolled, and applying for final transcript.
- Submission of updated documentation will be required and a new registration number will be allocated at the time of registration for the new degree.
- No extra courses can be transferrable to a higher degree, at/from any campus.
- Students cannot begin or register for an advance degree's courses during Summer semester as a Certificate student.

## RULES GOVERNING LETTER GRADES, TRANSCRIPTS & DEGREES

### Letter Grade

- Semester grades are only issued upon filing of “Letter Grade Form” at the end of a semester on the payment of applicable fee.
- All grades including Ds and Fs are used for calculation of CGPA and reported on Letter Grade, according to the applicable Grading Plan.

### Final Transcript & Pass Certificate

- Final Transcript and Pass Certificate is issued only after completion of all degree requirements (refer to section on **Rules Governing Degree Completion**), submitting “Final Transcript and Degree Clearance Form”, with required documentation to Records department as per announced schedule. This would take normally eight weeks after the closing of the semester. All dues must be cleared.

### Fees for issuance of Revised/Duplicate Degree/Transcript as follows:

- ❖ Revised Final Transcript and Degree: AED 250/-
- ❖ Duplicate Final Transcript: AED 250/- per copy
- ❖ Duplicate Degree (Normal): AED 500/- per copy
- Marks/ percentage of grades will not be reported on the transcripts.
- Duplicate degree can be issued in a minimum of six weeks
- SZABIST will not process Final Transcript, Pass Certificate & Degree if discrepancy is found in the educational documents provided by the student at the time of submitting the Final Transcript/Degree Clearance Form.
- Student's Name & Father's Name should be correctly written & spelt in English on educational documents submitted.



## RULES REGARDING FEE DEPOSIT & REFUNDS

### Deposits

All tuition fees should be paid to the Accounts Office and proper receipt must be obtained.

A Course Registration Form should be duly filled and approved by the Program Manager well before payment of fees.

Current tuition fee and all dues for the previous semester are payable each semester at the beginning of the semester. The deadline to pay the tuition fee is by the end of the first week of Classes.

All students availing installment option/facility for fee payment should make the payment by the specified week.

### Prompt Payment Discounts (Lump Sum and Installment Payments)

Payment Scheme	Prompt Discount	Late Payment Charge	Installment Due
Lump sum payment at the beginning of the semester/ registration	5%	N/A	1 <sup>st</sup> Week
Two Installments	N/A	2.5%	7 <sup>th</sup> and 14 <sup>th</sup> Week
Four Installments	N/A	2.5%	1 <sup>st</sup> , 7 <sup>th</sup> , 11 <sup>th</sup> & 14 <sup>th</sup> Week

- ❖ **Note 1:** The Prompt Payment Discount is not applicable for those who are already availing any existing SZABIST discounts.
- ❖ **Note 2:** Prompt Payment Discount applies to students who are taking at least 75% of their full course load.
- ❖ **Note 3:** Students availing installment option and failing to pay by the specified week, will be charged 2.5% of the due installment.

- AED 250/- will be charged for bounced cheques.
- Students will not be allowed to sit for their mid-term and final examination unless they have clearance from the Accounts department.

### Refunds

- Application and Admission fee once deposited are not refundable.
- In case of withdrawal from a program from the first semester, (new admissions only) 50% of the tuition fee is refundable only if a student applies at least two weeks before classes begin and 25% if one week before classes begin. No amount will be refunded if a student withdraws from the semester less than one week before start of semester.
- In case of semester withdrawal or forced de-registration, tuition fee for course(s) will be carried forward. No refunds will be given.
- All refundable security deposits will be refunded after 15 days once an official request letter has been submitted to the Accounts office and approved and all necessary clearances are obtained.
- No security deposit will be refunded if a student fails to apply for the deposit refunds within 3 years of completion of degree. At the end of the 3 year period, the security deposit will stand forfeited.



## RULES REGARDING LIBRARY

Students should adhere to the following rules while borrowing books from the library:

- Only two books can be borrowed from the Library at the same time.
- Books are only issued for 2 weeks at a time.
- The same book/books will not be issued more than twice in a semester to the same person, in order to ensure that all students can benefit from the library resources.
- A fine of AED 10/- will be charged if the books are returned later than 2 weeks.
- The books will be inspected at the time of return.
- No marking either in pencil, pen or highlighter is allowed.
- In case of loss / damage, 100% price of the book will be charged.
- Students are supposed to maintain proper conduct in the library and support the learning atmosphere for other students using the library facility.
- Photocopying facilities for reference articles are available. Please check at the Library desk. Copyright rules must be followed.

## COMPUTER LABORATORY POLICY

- Computer laboratories will stay open for all students for computing and printing facilities during office/class hours.
- Letter quality printing on A4 size is available. Students should schedule their printing well in advance to avoid uneven loading on the printing facilities. No printing will be allowed half an hour before closing time.
- Students should only use the machine assigned to them. Hard disk space will be allocated to them on these machines. Students are advised to minimize the use of external storage media on different machines to avoid problems.
- For Virus security purposes, your own storage media is not to be used unless authorized by CLA (Computer Laboratory Administrator) and checked by you. Always check the storage media for Virus presence before using in the Laboratory.
- While using any software in the laboratory, please follow the guidelines of instructor or CLA, for unsupervised use please follow the user manual of that software.
- Students are not allowed to install their own software. For additional software please get the approval of the concerned faculty and contact the CLA well in advance enabling him/her to make arrangements for loading the software on specific workstations.
- Passwords should not be disclosed to anyone. Students should not use other students' or faculty's passwords. Periodical password change is strongly recommended.
- All student groups and project teams will be assigned reasonable time for use of laboratory facility. Please see the laboratory facility guidelines.
- After completing their work, the students must properly log off or the risk of access to their passwords will remain open.
- Students will not be allowed to shift any equipment without permission. Eating, drinking and playing games in the Laboratory is strictly prohibited.
- There is a complaint register available with the CLA to record any malfunctioning of hardware or software. Please log in all complaints there.
- Anyone found tampering with the machine configuration will be subject to a fine of AED 500/-.
- The laboratory will be closed at announced timings, which will be displayed in advance on the laboratory notice board. All students will be required to consult these notice boards.



## RULES REGARDING TRANSPORTATION

- Transportation is provided as an extra service for the benefit of the students. SZABIST is not responsible for the safety, delays, any loss of, or damage to, property, inconvenience or discomfort of any sort related to the transportation service. Nevertheless, we will voluntarily try to do our best to provide a safe, timely, affordable, and comfortable service.
- SZABIST reserves the right to withdraw this service totally or partially, offer or refuse the service to a student, change the routes, vehicles, pick up points, schedules, drivers, etc. as it may deem fit from time to time.
- The Transport Manager, and in his absence the driver is in charge of the vehicle and his instructions related to the transport service must be followed at all times.
- SZABIST will provide transportation to morning and evening students only who travel from Dubai, Sharjah and Ajman.
- Students who wish to avail the facility must fill in the Transport Registration Form two weeks prior to the commencement of classes.
- Student has to apply for transport for the entire duration of the semester. One way transportation as well as monthly transport options will not be available. A transportation fee will be charged every month according to the area and is payable at the start of every month.
- The pick-up point and approximate time of pick up will be communicated to students by the respective driver for that route on the first day.
- The bus will not wait for any student. Making of missed calls by the drivers to inform the students of their arrival, is a temporary and voluntary goodwill gesture and not a commitment. Students should not rely on this and must be present at the pick-up point before the agreed pick up time to avoid missing the bus. Students are solely responsible of any consequences if they miss the bus or arrive late at their destination.
- Any student, who arrives late to enter the bus, causes any delay or disruption in the service, misbehaves with anyone on the bus or is found in any other way as determined by the SZABIST management to have behaved in an appropriate manner, can face disciplinary action by SZABIST Dubai Management.
- If a student wants to withdraw transportation facility he / she must submit a Transport Withdrawal Application one month in advance. In case of withdrawal from the transport facility without prior notice, students will be charged with one month fee.

Location	Transport Fee
Dubai	550 AED/month
Sharjah	600 AED/month
Ajman	650 AED/month

\*All other emirates transport can only be provided depending on sufficient number of students.

\*\*Transport fee is subject to change according to the distance.

## RULES REGARDING VISA

### Disclaimer

- The VISA fees and rules are provided by TECOM authority and the details given below might be subject to change depending on guidelines issued by TECOM.
- Visa Sponsorship will be available for full-time students only. Sponsorship procedure will commence only after the student has been accepted for admission & has paid 100% semester fees.
- All sponsored students have to register for at least 50% of their full course load in all the semesters being offered by the University.
- No sponsored student is allowed to freeze his/her semester while holding a valid SZABIST visa.
- AED 3,000/- must be paid as a one-time, refundable visa security deposit.
- The total charge of processing a regular new visa is AED 2,200/- (subject to change as per TECOM regulations).
- The visa will be valid for only one year and will include visa fee, medical test, ID card, non-refundable administration expenses, etc.
- Student Visas may go to UAE Security for clearance. This process may take more than a month.
- An extra amount of AED 100/- shall be charged if student requests University to deposit their visa at the airport and for an ok-to-board stamp.
- Subsequent renewal fees will be charged to the student at the cost price of AED 2,200/- year.
- Students whose visa applications will not be approved will have only their tuition fees and their security deposits refunded. An administrative fee of AED 500/-, along with other official processing charges will not be refunded.
- A student visa is normally valid for 12 months. For students on the undergraduate program, there will be a need of three renewals under normal circumstances.
- All students sponsored by SZABIST must deposit their passports
- Students under SZABIST sponsorship should always notify the PRO Office in writing 15 days in advance before traveling to their home country.
- Students on SZABIST sponsorship should pay each semester fee fully, in advance.
- A student who wants to avail father's sponsorship letter for obtaining student VISA from TECOM, will be required to pay 50% tuition fee for full semester course load for one semester in advance. In case the student will not join for any reason during the next semester, this 50% tuition fee paid in advance will be forfeited.

### Visa Renewal & Cancellation Policy

- Students are responsible for keeping track of their visa expiry and renewal timings.
- Students must get their SZABIST visa cancelled before they may leave for the home country upon completion of their study term at SZABIST.
- If the student has left for the home country without visa cancellation, SZABIST will have to report to the U.A.E authorities about that student and the U.A.E authorities will take whatever action is needed according to existing U.A.E policies. This may include a ban on the student as well for entering U.A.E.
- For visa cancellation, the following documents must be deposited to SZABIST:
  - ❖ Original Passport
  - ❖ ID cards
  - ❖ Cancellation form duly signed
  - ❖ Payment of urgent fees if applicable.
- After cancellation of Visa, a student must send their visa cancellation papers to the PRO Office after their exit from UAE. Failing to do so will cost AED 300/- to the student. This amount will be deducted from their Visa Security Deposit in advance and will be refunded after submitting the Visa Cancellation Papers.



## **RULES REGARDING SERVICE LETTERS**

VISA Sponsorship Letter will cost AED 350/-.

## RULES GOVERNING STUDENT PLACEMENT CELL

The Students Placement Cell (SPC) at SZABIST Dubai aims to work for the development of students in terms of academics and placements. The purpose of the center is to provide up-dated and advanced information to the students for their academic and professional development. The Students Placement Cell staff strives to provide assistance and guidance to the students for helping them in making their career decisions, academic planning and to explore future professions and placement opportunities based on their personal needs and current opportunities.

The mission of this placement cell will be to facilitate the current students and alumni, in exploring and arranging suitable internships and employment opportunities and bridging the gap between industry employers and Graduate/ Undergraduate students.

### SPC GOAL & OBJECTIVES

#### Goal

- To provide assistance and guidance to students for making their career decisions and exploring future academic, professions and placement opportunities.

#### Objectives

- To help students make right and practical/sensible career decisions.
- To assist students to develop their academic and professional career interests.
- To manage and give information regarding internships.
- To help students prepare for interview and develop their communication skills.
- To organize various academic and professional activities such as workshops and seminars etc.

## STUDENT ACTIVITIES

Student campus activities will be regularly organized throughout the academic year routed through the Student Advisor Office. Students may also choose to participate in the activities organized by DIAC and other universities. The Student Council and the Clubs at SZABIST Dubai function under the guidance of the Student Advisor's Office. Various activities are organised for the recreation of students throughout the academic year.

### SZABIST Dubai on Social Media

Facebook: Events at SZABIST Dubai

Twitter: Events at SZABIST DxB

## RULES REGARDING STUDENT GRIEVANCES

As part of the SZABIST community, we strive to bring positive change through dialogue for continual improvement. If any SZABIST student, faculty or staff has constructive feedback regarding their Program, campus or SZABIST, he/she may inform the Program Manager or Head of Department in writing. Similarly, in case of an academic concern/conflict, students, faculty or staff have the following options for respite:

### Handling of Grievances

1. Verbal complaint to the Program Manager, in which case the Program Manager is to call both parties and arbitrate for an amicable solution.
2. Written complaint to the Program Manager, in which case the Program Manager is to investigate and provide resolution, with input from Head of Campus & Manager Operations, and is to ensure filing of relevant communication.
3. Student Advisor to be contacted for any non academic concern by the Student. After a Grievance form is submitted to the Student Advisor, a Disciplinary Committee to be formed to investigate the matter. The composition of a typical Disciplinary Committee is as follows:

Student Advisor

Relevant Program Manager

Representative from Administration

The person against whom the complaint has been filed is provided an opportunity to respond to the complaint by the Disciplinary Committee. If the complaint is found to be valid, the person against whom the complaint was found as genuine can be subject to one or more of the following penalties:

### Process of Disciplinary Review

1. Warning letter
2. Letter of apology
3. Meeting with parents, if a severe violation was found to be committed by the student
4. Suspension for a week to three weeks
5. Expulsion from the Institute after which re-admission is not allowed in any SZABIST Campus
6. The student and his/her parents are provided an opportunity to appeal for reconsideration of the expulsion penalty by submitting a written application to the President's Office, who has the authority to render the final decision.















## GENERAL RULES & CODE OF CONDUCT

- Students are required to follow the laws of UAE and Dubai, and rules and policies of DIAC and SZABIST and adhere to the cultural norms of UAE. It is the students' own responsibility to determine what these laws, rules and policies are.
- Students must comply with the copyright law of UAE. Copying, storing, displaying or distributing copyrighted material using SZABIST resources without the express permission of the copyright owner and of SZABIST Management, except as otherwise allowed under the copyright law, is prohibited.
- Students are required to maintain an orderly conduct and moral behavior on campus and respect for all.
- Students are required to pay attention to their personal grooming and maintain a tidy, presentable appearance including wearing clean clothes.
- Complete academic discipline should be followed at all times. Any member of the faculty or administration staff is authorized to debar any student "off campus" for a day if in his/her view the student has acted in an undisciplined manner, including use of foul language, abuse, shouting, etc.
- Students are expected to comply with class regulations and faculty instructions.
- It is imperative that students bring necessary supplies like notebooks, files, folders, and other stationery to class.
- Students are required to check ZABDESK regularly to monitor their own academic progress and attendance.
- Students are required to check the bulletin boards regularly for announcements. Special and urgent announcements will be posted on the notice board outside the Accounts office, administration area or in the library.
- No eating or drinking is permitted in the library, classrooms, computer laboratories, and study rooms.
- Smoking is not allowed inside the campus.
- Students will not be allowed to remain on the campus after 9.30 p.m.
- Strictly prohibited on campus and at places and times related to the Institute's services or functions, the following activities whether directly or indirectly involved:
  - ❖ Alcohol possession, use, selling or distribution; Drugs (controlled substances) use, possession, distribution or sale; Intentional obstruction or disruption of teaching or other university activities; Inappropriate dress not allowed includes, but is not limited to, clothing that is tight or transparent or shows too much skin or exposes the waist or back and short clothing above the knee or very short pants or slippers; Conduct that negatively affects the health or safety of any person; Entering or using a facility of the Institute that is not intended for that person or for a purpose not allowed to that person e.g entering an office or room or using a machine or printing or copying papers not related to their education at SZABIST; Dishonesty; Stealing; Tampering; Harassment of any sort; Hazing/ragging/bullying; Physical contact between a male and a female/indecent contact or behavior; Abuse of computers and internet e.g. hacking, unauthorized copying of data or files, introducing a virus etc; Damaging property; Possession of weapons, fireworks or any other items prohibited by law; Issuing any printed/electronic material in the name of an organization including SZABIST without written permission by the relevant authorities; Unauthorized canvassing; Gambling; Violation of traffic laws including exceeding the speed limit, crossing the red signal, reckless driving, wrong parking etc. Anyone found breaking the discipline or rules can be fined AED100/- or more, and / or other disciplinary actions may be taken against such a person as decided by the Disciplinary Committee.
  - ❖ Anyone found breaking the discipline or rules can be fined AED500/- or more, and / or other disciplinary actions may be taken against them by the management.



# DIAC Student Code of Conduct



-  No inappropriate physical contact between males and females.
-  Inappropriate dress for males and females is prohibited
-  No fighting, assault or any acts of violence.
-  No harassing, threatening, bullying or intimidating others
-  No possessing, using or distributing illegal substances
-  No smoking in undesignated areas
-  No possessing of firearms, explosives or weapons
-  No gambling
-  No raising false alarms
-  No setting fires
-  No ball games in undesignated areas on campus

[www.diacedu.ae](http://www.diacedu.ae)

This handbook is only informational and should not be taken as binding on the institution. The Institute therefore reserves the right to change any rule, regulation and guideline applicable to the program and the students whenever it is deemed appropriate or necessary and it will be binding on all continuing and new students.





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**Facebook: Events at SZABIST Dubai**  
**Twitter: Events at SZABIST DXB**



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