



جامعة حمدان بن محمد الذكية  
Hamdan Bin Mohammed Smart University

# LEARNER HANDBOOK

UNDERGRADUATE AND  
POSTGRADUATE PROGRAMS



# CONTENT

## LEARNERS' RIGHTS AND RESPONSIBILITIES

Code of Conduct	07
Learners Responsibilities	08
Learners Dress Code	09
Penalties for Violating Code of Conduct Policy	09
Examples of Learner's Misconduct	11
Learners Records	12
Academic Honesty Code	13
Settlement of Academic Honesty Offenses	14
Academic Advising	16

## LEARNERS' PROBLEMS RESOLUTION

Complaints	18
Grievance	18
Grade appeal	19

## LEARNERS' COMMUNITIES AND ACTIVITIES

Learners Council and Subcommittees	21
Learners' Related Events	21
Hbmsu Ambassadors Club	22

## SERVICES AND FACILITIES

Smart Campus	24
Campus Facilities	24
Learners relationship management	25
Learning Resource Centre (LRC)	26
IT Support	26
Learners Emergency Guidelines	27
Health services	28



## **ACADEMIC TERMS AND REGULATIONS**

Definitions	30
Credit Hour Definition	30
Academic Load	30
Course Descriptions and Syllabi	31
Transcripts	31
Attending Classes	31
Grading system	32
Honors, Academic Excellence and Dean's list	34
Coursework Assessment	35
Course/ Program Evaluation	35
Academic Probation & Dismissal	36

## **ADMISSION**

Undergraduate Admission	28
Postgraduate Admission	40
English Language Requirement	41
Management Appreciation Program (MAP)	41
Re-admission	42
Credit Transfer and Parallel Enrolment	43

## **REGISTRATION**

Course Registration	46
Add and Drop (Diploma, UG and PG)	46
Course withdrawal & Refund (Diploma, UG &PG)	46
Time allowed for degree completion	48
Registration suspension	48
Repeating and Replacing courses	49
Graduation Requirements	49
Change of Program	50
Withdraw from HBMSU	50



## SCHOLARSHIP

Outstanding Learners	52
Distinguished Learners Scholarship	52
H.H. Sheikh Hamdan Bin Mohammed Scholarship	53
University Partnership Grant	53
Staff Scholarship	54
Sponsored Learners	54

## PAYMENT CHANNELS AND FEES

Payment Channels	56
Tuition Fees	57
Services Fees	59
Financial regulations and refund policy	59

## USEFUL CONTACT NUMBERS

Contact Us	62
------------	----



# INTRODUCTION

Thank you for taking the time to read the Learner Handbook of Hamdan Bin Mohammed Smart University (HBMSU).

As a learner at HBMSU, you are highly advised to understand this handbook as it will give you the necessary information and knowledge about your university.

This handbook will help you to understand your rights and responsibilities, the resources available in the university, the academic and non-academic environments and how to interact with each of them (or with each other). Moreover, it will motivate you to be more interactive and to be engaged with the university learning environment.

**WE WISH YOU A SUCCESSFUL AND HAPPY LEARNING EXPERIENCE!**

# LEARNERS' RIGHTS AND RESPONSIBILITIES





## CODE OF CONDUCT

The Code of Conduct at HBMSU describes learners' rights and responsibilities, standards for academic and nonacademic conduct, and penalties for violating the code of conduct:

### 1. Academic Freedom

- No disciplinary sanction may be imposed on any learner without giving him/her a written notice explaining the nature of the charges.
- A learner accused of violating any of the terms of the code of conduct is entitled to appeal against a decision as per the procedure and policies set forth in this handbook.

### 2. Freedom of Inquiry and Expression

Learners and recognized learners' associations and clubs which are part of Hamdan Bin Mohammed Smart University Community are guaranteed the rights of free inquiry and expression in both verbal and written form that do not violate the University and the country laws, policies, regulations and operations. At the same time, it must be made clear that in their public expressions or demonstrations, learners speak only for themselves.

### 3. Freedom of Assembly

Hamdan Bin Mohammed Smart University recognizes the rights of all learners to gather in groups to seek knowledge, debate ideas and freely express their views while respecting the rights and freedom of others. The University grants its learners the right of freedom of assembly, keeping into account that learner' gatherings must not disrupt or interfere with the operation of the University.

### 4. Discrimination and Harassment

The University prohibits discrimination based upon a person's race, color, sex, marital and/or parental status, religion, national origin, age, mental or physical disability. Learners who believe they have been discriminated or harassed should immediately report the incident to the Learner Relationship Management Department by submitting a grievance record.





### 5. Web Presence, Media/social media Relations, Distribution and Posting

Learners may distribute post or upload printed and/or online published material after obtaining approval from the Learner Relationship Management Department. All free publications not in violation of the University policies and procedures and the UAE laws and culture may be distributed. Using media, social media, institutional resources, trademarks, logos or brands under the name of HBMSU is strictly prohibited unless written approval is obtained from the Chancellor through the Learner Relationship Management Department. Legal actions shall be taken against any learner violating.

### 6. Commercial Activities and Fund Raising

The use of University grounds or facilities for commercial or private gain purposes is prohibited. Learners shall contact Learner Relationship Management Department to get approval on such activities.

### 7. Role of Learners in the University-Wide Decision Making

HBMSU considers its learners as an important part of its operations and values their opinions and suggestions; this is why it involves learners in institutional decision-making. Additionally, learners' concerns, propositions, complaints and critiques can be communicated to the University through the Learner's Council or the Learner Relationship Management Department by posting a complaints on the Smart Campus or email.

## LEARNERS' RESPONSIBILITIES

HBMSU takes the responsibility for providing its learners with a healthy and high quality standard educational environment, rich in resources needed by learners to attain their individual educational goals. In return, learners are responsible for making themselves aware of the resources available, appropriate use of those resources, and the specific behavioral tasks necessary for attaining desired learning outcomes.

### Some of the learner's responsibilities are summarized below:

- To become knowledgeable of, and adhere to the University's policies, practices, and procedures;
- Demonstrate respect for all people in the University community-staff, faculty, and other learners;
- To participate actively in the learning process, both in and out of the classroom;
- To attend all class sessions whether face to face or online;
- To participate fully in offline and online class activities;
- To participate actively in the advising system;
- To develop skills required for learning, e.g., basic skills, computer skills, time management, motivation, study skills and openness to the educational goal.







## LEARNERS' DRESS CODE

All learners are expected to follow practices of cleanliness, neatness and to dress in a decent and respectful manner:

- Kandura (Deshdasha)
- Abaya and Sheila
- Formal or Casual attire
- Pants/Trousers below knee
- Skirts below knee
- Blouse/Jackets covering the arm to elbow.
- Sleeveless, Pants/ Trousers and skirts above knee are strictly prohibited

**Learners who fail to comply with the dress code may be subject to disciplinary actions.**

## PENALTIES FOR VIOLATING CODE OF CONDUCT POLICY

Conduct and behavior that violate the University's code of conduct are within the jurisdiction of the Relationship Management Department.

Penalties that may apply to a learner violating the code of conducts vary according to the nature of the violation made and may include one of the following:

### 1. Disciplinary Warning:

By sending a written formal warning to the learner informing him/her that his/her conduct is against the University standards. Continued misconduct may result in more serious disciplinary action.

### 2. Disciplinary Probation:

By sending a written formal notice from the Learners Relationship Management Director. Learner may continue to be enrolled under stated conditions. Violations of the stated conditions will cause more serious disciplinary action.





### 3. Suspension:

The University Disciplinary Committee may decide to suspend a learner for a fixed period of time, suspension may refer to:

- a) Exclusion of the learner from one or more courses;
- b) Exclusion of the learner from University activities;
- c) Exclusion of the learner from the University for a duration not exceeding two regular semesters. Learners will be required to meet with the Learners Relationship Management Director prior to being allowed to enroll at the University after the suspension period has expired.

### 4. Expulsion:

The LRM, director usually raises the violations that require such sanctions to the University Disciplinary Committee. Expulsion refers to the termination of the learner status in the university.

### 5. Supplemental Sanctions:

The LRM, director or the University Disciplinary Committee may impose additional sanctions or requirements which clearly address the issues involved in the misconduct. Any of the following may be imposed in connection with the above, but are not to be limited to:

- a) Work assignments
- b) Fines may be imposed: restitution, i.e., compensation for loss, damage, or injury
- c) Academic sanctions, e.g., revocation of degree, holding transcripts, removal from courses
- d) Failing course
- E) Loss of privileges
- F) Referral to External Authorities: In the case where a learner is in violation of the UAE laws on university or university-sponsored related activities, the university may refer the learner to the public

**A learner may not withdraw from a course in which an infraction has been found and a penalty applied. No refund or cancellation of tuition fees will be permitted in such cases.**





## EXAMPLES OF LEARNER'S MISCONDUCT

Any learner violating the code of conduct published in this handbook either as a principal actor, or collaborator shall be subject to disciplinary action.

### **The following are examples of learner's misconduct:**

- Abusing physically or verbally any person on University campus or through University facilities (i.e. SAWTI, online classrooms, forums, through email accounts of the University, etc).
- Humiliating conduct or language based on a person's race, gender, color, religion, nationality, and origin, physical or other disability, age, or political beliefs.
- Being involved in unwelcome sexual advances or physical touching or making sexually-oriented remarks, jokes, comments and/or behavior.
- Interfering by force or by violence (or by threat of force or violence) with any other learner, faculty or University Staff in the University.
- Filing a formal complaint falsely accusing another learner, faculty or University Staff.
- Damaging the reputation of the University through unacceptable actions or behavior.
- Using the name of the University of distributing or posting any materials (including in electronic form) in its name without prior approval.
- Being involved in academic violation: cheating, plagiarism, violating copyrights, etc.
- Entering or using University campus, offices or any locked or closed University facility in any manner, at any time, without permission of the University.
- Bringing unauthorized visitors to the University.
- Organizing illegal assembly, obstruction or disruption.
- Stealing or damaging of/to property of the University or of a member of the University community, such as visitors, learners, or staff.
- Abusing or unauthorized use of the University's computer equipment, software, passwords, records.
- Using computer resources to produce, view, store, replicate, or transmit harassing, obscene, or offensive materials. Offensive material includes, but is not limited to: pornographic, nude or any other material that is generally understood to be socially or culturally offensive.
- Violating the confidentiality or security of passwords, records, or software, including but not limited to networks, Internet, World Wide Web, and E-mail.





- Using, possessing, or distributing alcoholic beverages, narcotics, or dangerous drugs in the University.
- Smoking within the University campus.
- Possessing or using weapons or any dangerous chemicals which can be used to inflict bodily harm or damage upon a building or grounds in the University.
- Using SAWTI Page for any purpose or in any manner that violates any local or federal laws, along with any local tradition, disciplines or direction imposed by any competent Authorities in the Country.
- Conducting any process of surveys, commercial massages or advertising any material without the prior written approval of the University.
- Using the SAWTI Page to post or send any infringing, threatening, defamatory, libelous, disrepute or obscene others.
- Undertaking any action which may be calculated to disrepute the University and its standing image, or otherwise determined to be abusive or harmful to the University Staff and Faculty.
- Using university email for:
  - Personal gain
  - Chain letters (e.g., any communication which requests or demands the recipient forward the message to one or more individuals)
  - Solicitations for contributions for non-University sponsored entities
  - Deliberate acts associated with denying, interfering with or disrupting service of HBMSU e-mail service or that of any other agency.
  - Attempts to perform mass mailings to the entire University community of a non-official nature
  - Any unlawful activity.

## LEARNERS' RECORDS

HBMSU takes very seriously learners' rights of privacy and confidentiality with regard to their academic records. This is why it has set up a rigid policy on privacy of learners' records.

Learners' records are kept safe and only authorized personnel are entitled to have access to them. Learners' pictures in any form can't be used for media publications or other purposes without prior written authorization from the learner.





## ACADEMIC HONESTY CODE

The University expects and encourages all learners to abide by principles of academic honesty. Academic dishonesty or cheating includes acts of plagiarism, forgery, fabrication or misrepresentation, such as the following:

### 1. Dishonesty in submitted work:

All academic work and materials submitted for assessment must be the original work of the learner or group of learners. Plagiarism and cheating are strictly prohibited at HBMSU.

#### Plagiarism:

- Quoting another person's actual work without reference;
- Purchasing readymade work from any source.
- Using another person's idea, theory, opinion without reference.

#### Cheating:

- Copying from another learners' exam or work paper;
- Allowing another learners to copy his/her work;
- Using unauthorized material during the exam.
- Receiving non-permitted help during exams and other assessment activities.
- Make an attempt to change the outcome of assessment results.

### 2. Copyright violations:

Copyright laws must be closely observed. Copying, altering or unauthorized use of course material, University records, or instruments of identification is prohibited. Learners are expected to abide by relevant patents and intellectual property rights.

### 3. Inappropriate proxy:

Learners must attend their own examinations and classes whether they are virtual (online) or physical. Those impersonated and the impersonators will face dismissal from the University.

### 4. Work completed for one course and submitted to another:

Learners may not present the same work for more than one course. In some situations, faculty may permit components of a significant piece of work to satisfy requirements in two courses.





## 5. Complicity in academic dishonesty:

Complicity in academic dishonesty consists of helping or attempting to help another person commit an act of academic dishonesty or willfully assisting another learner in the violation of the academic code of integrity. Complicity in academic dishonesty can include, but is not limited to:

- Doing the work for another learner;
- Designing or producing a project for another learner;
- Providing answers during an exam test or quiz;
- Calling or texting a learner on a mobile phone while taking an exam and providing information;
- Providing a learner in advance with a copy of a test;
- Leaving inappropriate materials behind at the site of an exam or test
- Altering examination results.

## SETTLEMENT OF ACADEMIC HONESTY OFFENSES

- Academic cases resulting from alleged violations of the University's academic honesty code are within the jurisdiction of the relevant faculty and Program Chair, while more serious violations or repetitive violations are brought to the Dean of the School for further action. In the case where a learner wishes to bring charges against another learner, he/she should do so through the Faculty member in whose course the violation occurred and the Chair of that Program In addition to this, he/she must identify himself or herself to the faculty.
- If a faculty is convinced that an alleged offense has resulted from an error in judgment on the learner's part rather than from purposeful dishonesty, the faculty may decide to use the occasion for instructing the learner on acceptable standards for academic work. In such cases, the faculty may, for example, require the learner to rewrite or correct the original assignment or to submit an alternative assignment or to apply a grade penalty. When faculty jurisdiction is exercised.
- in the case of an unintentional academic violation, the faculty shall notify the Dean or the Director of General Education (in the case of learner is enrolled in GE courses) and the Registrar, in order to monitor any recurrence of such errors in judgment by the particular learner.
- In the case where the faculty believes that the offense made by the learner is a serious breach of the university' academic honesty code, or in the cases of repetitive occurrence of such offenses, he/she must report the violation to the Dean of the school or the Director of General Education within 10 working days of the occurrence of the violation or after the day in which he/she became aware of the violation. The report submitted must be supported by appropriate documentation or evidence.





- Upon Receiving the Faculty report, the Dean of the school or the Director of General Education will inform the learner of the charges brought against him/her and arrange to discuss the charge with the learner either online or in person as appropriate. The learner will be presented with the charge and the evidence and he/she will be advised of the procedures including his/her rights and will be given the opportunity to respond to the charge either immediately or by writing within 5 working days. The faculty is not to submit grades for the work in question until the case has been settled. If the semester grades are due before the settlement process is complete, a temporary grade of N will be assigned.
- After reviewing the charges and the evidence, the Dean of the school in consultation with the Program Chair or the Director of General Education(as applicable) may either:
  1. Dismiss the case and notify the Registrar of the decision, or
  2. Refer the case to the Learner Disciplinary Committee (LDC) which should include the Dean or representative of the concerned school. A case is referred to LDC when the issue raised cannot be resolved through informal discussion or the learner chooses to bring it to the formal committee. In such a case, the Dean of the school shall notify the Registrar to form the committee within 5 working days.

### Penalty:

Learners must be aware that academic violations will be treated seriously, with special attention given to repeat offenders. Learners who have been found guilty may be suspended or dismissed or expelled after the case is brought to the Learner Disciplinary Committee:

#### **1- Penalties for an academic offense may vary from a verbal warning to expulsion and could include one or more of the following:**

- Verbal or written warning.
- Resubmission of the work in question.
- Submission of additional work for the course in which the offense occurred.
- A lower grade or loss of credit for the work found to be in violation.
- A failing grade of "F" for the course in which the offense occurred. A notation of the academic violation will be entered on the learner's permanent record.
- Suspension for one or more academic semester, including the semester in which the offense occurred. A notation of the academic violation will be entered on the learner's permanent record.
- Dismissal (for a specified semester or permanently) from the University. A notation of the academic violation will be entered on the learner's permanent record.
- Learners on scholarships will lose their scholarship if they were proven to have engaged in academic dishonesty or plagiarism





## ACADEMIC ADVISING

### Advisor role:

- Smart Advising provides advice and guidance to support learners with making decisions about their courses selection, every semester by notifying the learner based on her/his academic standing
- Learners who are in good academic standing will be able to register in offered courses according to their study plan.
- Learners who have the final academic warning will only be able to repeat failed courses and courses with low grades that are offered
- An advisor monitors the progress of learners including their grades, their enrolment, registration, course choices, conditions to be met, academic standing, and graduation requirements.

### Advisee role:

- Learners (advisees) are ultimately responsible for making decisions regarding their academic, career, and personal goals.
- You will no longer need the approval of your academic advisor. However, the Dean of School will assist you and answer your questions specifically if:
  - You are graduating and you are in your final semester.
  - You are under final academic warning.
  - You have any questions or concerns.
- Learners are responsible for program planning, course selection and sequencing, and for fulfilling degree requirements.





# LEARNERS' PROBLEMS RESOLUTION





### COMPLAINTS

All University learners may raise complaints expressing their dissatisfaction in the delivery of academic, academic support or administrative services offered to them by HBMSU.

#### **SAWTI page on Smart Campus.**

SAWTI shall be monitored on a daily basis, complaints and suggestions identified through SAWTI or any other mean are processed according to the Learner Complaint and Suggestion Procedure.

The University is committed to apply fair resolution to learners' complaints by considering all relevant evidences from all concerned parties, investigating root circumstances that caused the complaint, taking unbiased decisions and corrective actions.

Learners' complaints may be lodged against:

- Any member/s of university staff (full-time or part-time)
- Any division or department of the university

Communications related to complaints and suggestions posted on the Swati system shall be communicated via Swati. Confidential information affecting individual learners, if any, may be communicated via email to the learners.

**This procedure does not apply to allegation of discrimination or problems arising between learners and any member of HBMSU community, or appeal against grades.**





# LEARNER GRIEVANCE

Learner may pursue a grievance if he/she believes that a member of the University community has violated his/her rights through actions like:

- Alleged discrimination on the basis of race, color, religion, sex, age, national origin, or disability;
- Problems arising in the relationship between a learner and any member of the University Community.

## Informal Resolution

Prior to invoking the procedures described below, learners are strongly encouraged to discuss his/her grievance with the person alleged to have caused the grievance. The discussion should be held within (10) calendar days from which the learner first became aware of the act or condition that is the basis of the grievance. The learner alternatively may wish to present his/her grievance in writing to the person alleged to have caused the grievance.

## Formal Resolution

If a learner decides not to present his/her grievance to the person alleged to have caused the grievance or if the learner is not satisfied with the response, he/she may present the grievance in writing to the Registrar. Any such written grievance must be received no later than 30 calendar days after the learner first became aware of the facts which gave rise to the grievance.

The Registrar shall conduct an informal investigation to resolve any factual disputes. Whenever, the informal investigation was not successful to address the conflict, a fact-finding panel of no more than three persons shall conduct an investigation. The panel shall report the facts to the Grievance Committee. The Grievance Committee shall make its decision and shall inform all involved parties. The University Grievance Committee decision is irrevocable.

# GRADE APPEAL

Final course grades and final course assessments can be appealed on the basis of one or more of the following:

- An error in calculating the final grade of a course;
- An error in calculating the grade of the final assessment in the course;
- The grade assigned to the final assessment in a course is a substantial departure; from the instructor's established grading criteria.

Learners experiencing any of these incidents may submit a Grade Appeal request to the Registration Unit no later than 5 working days after the final course grade announcements.



# LEARNERS' COMMUNITIES AND ACTIVITIES





# LEARNERS COUNCIL AND SUBCOMMITTEES

HBMSU encourages learners to play a major role in shaping their learning experience at the University. For that purpose, the University has introduced the Learners' Council (LC) to serve as a platform for expressing learners' opinions and to initiate them. Moreover, a member from the LC is elected to represent the learners in the University Council.

All HBMSU Learners are considered as a voting member of the Learners' Council as long as they are enrolled in any program at Hamdan Bin Mohammed Smart University at the time of the election.

### Learners' Council membership:

**To stand election to membership of the LC, a learner must:**

- Be registered in the University at the time of election.
- Have at least one year till graduation.
- Adhere to the learner code of conduct.
- Only UAE nationals are eligible for the LC President position.

### Learners Communities:

The Learners Council can also form learners' communities for the purpose of advancing learner skills and making a difference on campus and throughout the community. Learners' Communities can be formed for activities such as sports, cultural, public relationships, arts, services, social activities and technology enthusiasts and others.

# LEARNERS' RELATED EVENTS

The Learners Council along with the LRM Team organizes a variety of learners' events for the benefit of enhancing the learner experience at HBMSU during the academic year.

Activities include End of the Year gatherings, Community Events, National Day celebrations, extra-curricular and skills development workshops and a range of various social networking events.

All learners' related events are announced in the News section of Smart Campus, including other communication channels.





## **HBMSU AMBASSADORS CLUB**

HBMSU intends to advance the links between HBMSU and the alumni and to foster a culture of mutual benefits through alumni involvement and contribution to the development of HBMSU. All learners, who completed any program at Hamdan Bin Mohammed Smart University, shall considered as a member in the HBMSU Ambassador Club.

HBMSU Ambassadors' Club will foster a culture of mutual benefits through HBMSU graduate involvement, donations, and contribution to the development of the University.



# SERVICES AND FACILITIES





### SMART CAMPUS

HBMSU Smart Campus is the main platform through which learners access the various services and resources. It is a central hub of information for learners through which all important announcements and posting requests can be made. It supports communication tools which can be used to build learning communities to enhance communication among learners.

Learners' e-mail accounts are one of the HBMSU services and generated to all learners upon admission and after issuance of learner's ID number. The purpose of activating learners email account is to allow learners to conduct collaborative work efforts and share information with their fellow learners and faculty members regardless of time and/or geographic boundaries. Accounts are for individual use, and should not be loaned out to family or friends for any reason. Learners are expected to check their email on a frequent and consistent basis in order to stay connected with the University related communications. Learners must ensure that there is sufficient space in their mailbox. It is the learners' responsibility to empty these folders as needed to prevent the account from reaching its maximum size. Learners need to change their passwords when they first log in. Passwords will be required to be changed every 90 days. HBMSU will have the right to follow up on learners not adhering to the acceptable use of the email as per code of conduct policy.

### CAMPUS FACILITIES

**The HBMSU campus at Dubai Academic City accommodates:**

- 21 state of art classrooms with seating capacities varying from 25 to 60. All classrooms are smart rooms featuring the use of technologies, such as smart boards, live streaming, wireless internet, etc.
- Auditorium with a capacity of more than 190 seats
- 4 computer labs
- 8 meeting rooms are located in various locations of the campus. All meeting rooms are equipped with projector, smart board & audio system.
- 1 multi-purpose sports court is located over a space of 1000 square meters in HBMSU landscape. It is suitable for various sports & activities such as Football, Volleyball & Basketball.
- Outdoor parking is open for HBMSU entire community members and visitors. In addition, there is parking space reserved for the special needs with a special path from the parking to University entrance.
- Food court, which is located in the ground floor, has three different catering outlets.
- Tennis tables, chess and video games are available in recreation area in the ground floor. It can be used by both learners and staff.
- Prayer rooms for both males and females located at the Mezzanine floor.
- Toilets are available on all floors for both male and female.







## LEARNERS RELATIONSHIP MANAGEMENT

The Learner Relationship Management (LRM) is playing an important role in enriching learners' university experience while providing the necessary support needed in their learning cycle. Some functions of the LRM department include:

- Academic Development: Build learners' capabilities so they can acquire skills and improve their learning. These activities include academic training programs, and educational field trips/visits.
- Career Development: Provide learners and Alumni with a wide range of career-related guidance, resources and services. These include career planning, counseling and advising, career services and career placement.
- Learners Support Services: Provide support to learners during their learning journey by attending to their inquiries and concerns, hold orientation programs, attend to suggestions and complaints (SAWTI), support activities and plans related to the Learners' Council in line with HBMSU directions and strategic goals.
- Alumni Relationship: Enhance the links connecting HBMSU with the alumni and foster alumni involvement and contribution to the development of HBMSU.

### Career Advising and Placement Services

The e-Career Advising and Placement Services (e-CAPS) offers learners a comprehensive approach to career counseling and advising. e-CAPS comprises the programs for Career Development and capability building skills set enrichment.

The primary aim of the e-Career Advising and Placement Services (e-CAPS) is to build bridges connecting learners, alumni, and fresh graduates with employers and career opportunities providing them with a range of services. The e-Career Advising and Placement services (e-CAPS) provides a range of services through Career planning, counseling and advising services, workshops, career opportunities and placement services. Counseling services intend to help learners to develop improved coping skills in order to address interpersonal and career concerns. Among the most common concerns which learners may bring to counseling Services are:

- Low self-confidence;
- Getting along with others;
- Puzzling or distressing emotional states;
- Self-defeating behaviors;
- Struggling to study more effectively;
- Define life purpose and direction;
- Make better decisions.

All the information between the Counselor and the learner is strictly confidential and will be treated with the utmost discreetness. The Counselor has the right to break the confidentiality rule if there is a direct threat to the safety of the learner or to others.





The Counselor provides consultations upon request. Appointments can be taken through the Learners Relationship Management Department.

### Surveys

If the learner wants to post the survey on smart campus, he/she should send a request to the Learners Relationship Management Department. The Learners Relationship Management Department shall post the learner survey on smart campus after obtaining a written approval from the learner's instructor.

## LEARNING RESOURCE CENTER (LRC)

HBMSU Learning Resource Center provides learners, alumni, faculty members and other University Employees with a vast collection of learning resources and research materials which can be accessible 24/7/365 from anywhere. Through the internet, users can access the University (LRC) portal which provides access to electronic books, journals, articles, databases and other websites in just few seconds. HBMSU LRC also provide it's community with "ask a librarian service" as a reference service which you can chat with the librarian during the library working hours from 9:00am to 9:00pm.

## IT SUPPORT

The Technical Support and Training Unit is providing computer-related technical support to all HBMSU learners. The kind of support provided includes, but is not limited to:

- Access problems (such as access to Blackboard, library, payment gateway, etc), logging to email, forgetting passwords, assistance in installing or downloading software.
- The Technical Support and Training Unit provides technical assistance based on the following support models:
  1. Phone Support by calling +971 4 4241199.
  2. e-Mail Support via email [ITSupport@hbmsu.ac.ae](mailto:ITSupport@hbmsu.ac.ae)
  4. Web-based Live Support: Our live on-demand support can be accessed to avail the facility of remote live assistance and screen sharing. This allows the IT Specialist to work directly on your device from the web for troubleshooting purposes.





## LEARNERS' EMERGENCY GUIDELINES

HBMSU ability to address emergencies depends on the cooperation and participation of all members of the community.

### Evacuation

- a) During certain emergency conditions which require building evacuation, fire alarms sound/flash should be activated.
- b) The maps, diagrams or postings that clearly show the emergency escapes routes are permanently posted throughout the building to provide guidance in an emergency.
- c) The stairways are the primary means for evacuation.
- d) Elevators are never to be used as means of evacuation during an emergency.
- e) No staff or learner or visitor is permitted to re-enter the building until it is advised by the Services Department.
- f) The designated assembly areas will be identified to ensure that occupants can be accounted for in the case of an emergency.
- g) Disabled persons will be assisted in evacuating the building.

### Special Needs Evacuation Facilities:

Learner who requires special evacuation assistance in the event of an alarm should evacuate according to the terms of their plan and by following the directives of on-site emergency personnel:

#### The Five General Categories of Disabilities:

- a) Mobility impairments
- b) Visual impairments
- c) Hearing impairments
- d) Speech impairments
- e) Cognitive impairments

#### Learner with special needs and/or disabilities have the following basic Evacuation options:

- Using steps to reach ground level exits from the building
- Stay in place unless danger is imminent, remaining in a room with an exterior window, a telephone and a solid or fire resistant door.
- In case of requiring special evacuation assistance, learner should remain in place, and dial 999 immediately to report his/her location to emergency services, who will in turn relay that information to on-site emergency personnel. If phone lines fail, the individual can signal from the window by waving a cloth or other visible object.





### Elevators

Each elevator is equipped with an emergency telephone, which is directly connected to University security. If a learner is trapped in an elevator, he/she should use the emergency telephone which will ring automatically at University security. Learner should notify University security and tell them the number of the elevator cab or describe the location as clearly as possible.

For emergency problems, call University security, and they will page the engineer on duty.

### Theft and Missing Property

Theft or missing property should be reported immediately to University Security. The Facilities Section will take a report of the loss and of the circumstances surrounding the loss.

## HEALTH SERVICES

In case of any incident and illness, HBMSU provides on-site First Aiders (Security Guards) who are qualified on the usage of First Aid Kit and have been trained.

The Security Guards in the University are available to provide an immediate assistance in case of any incidents/accidents on-site; if the issue needs an assistance from the Dubai Corporation for Ambulance Services, the Security Guard will be responsible for contacting and coordinating with them.

### Below are the Emergency numbers:

Facilities Section - HBMSU	+971 4 424 1146
Security Office - HBMSU	+971 4 424 1070



# ACADEMIC TERMS AND REGULATIONS





## DEFINITIONS

HBMSU: Hamdan Bin Mohammed Smart University

VCAA: Vice Chancellor for Academic Affairs

VCLD: Vice Chancellor for Learners Development

CGPA: Cumulative grade point average

VLE: Virtual Learning Environment

## CREDIT HOUR DEFINITION

A semester credit hour is the total number of hours a learner commits to per week in one semester to complete the requirements of particular course.

## ACADEMIC LOAD

### Undergraduate Programs:

- Study load for a learner regularly admitted per semester is no more than 18 credit hours.
- Study load for conditionally admitted learners' is mentioned under the admission section in this handbook.
- In exceptional cases, a learner can register for up to 21 credit hours after obtaining permission from the Dean of the School or the VCAA who can recommend more load if:
  1. The learner's CGPA is 3.60 or greater on a 4.00
  2. This additional load enables the learner to graduate in the current semester.
- Study load in a summer semester is maximum 6 credit hours.
- Learners on academic probation will not register for more than 12 credit hours for the first semester and if a learner fails to remove the academic warning by the end of the next consecutive semester, his/her load will be decreased to 9 credit hours.
- Undergraduate learners registered in summer semester and their CGPA dropped below 2.00 for the first time in that summer semester, their study load will be reduced to 12.

### Postgraduate Programs:

- Study load for a learner regularly admitted per semester is not more than 9 credit hours.
- Maximum study load in a summer semester is 6 credit hours.
- A retained learner may register for 12 credit hours in a regular semester if his/her CGPA is 3.5 or higher.
- Study load for conditionally admitted learners' is mentioned under the admission section in this handbook.





## COURSE DESCRIPTIONS AND SYLLABI

Faculty members will provide a copy of the course syllabus to each learner in his/her class during the first week of the semester and preferably during the first class. The syllabus is also available on the university Virtual Learning Environment (VLE).

## TRANSCRIPTS

Learners can have official signed transcripts of their academic records by applying for the official transcript. Learners can also access their grade records and print unofficial transcripts from the system.

Transcripts will only be handed to other parties who have the learner's own authorization. However, learner's sponsor, if any, can access the learner's academic profile and can apply for an official transcript.

## ATTENDING CLASSES

Regular attendance and punctuality are required for all courses. Learners attend and participate in all face-to-face classes, online classes, practical sessions, seminars, and exams for the courses in which they are registered.

### Attendance Policy

Considering HBMSU's blended delivery approach, class attendance takes into account learners attending physical and blended classes. Although the blended approach at HBMSU includes three integrated components: physical, online (synchronous) and self-paced (asynchronous).

- No attendance is taken during the add and drop period (first 2 weeks of the semester).
- The maximum number of absences in the remaining classes (13 weeks) is as follows:
  - a) In Physical courses: learners are allowed to be absent in maximum 3 physical classes
  - b) In Blended courses: learners are allowed to be absent in maximum 2 physical / synchronous classes
  - c) In Fully Online courses: learners are allowed to be absent in maximum 3 synchronous sessions
- Any absence beyond that will result in dismissal from the course.
- Excused absence is still counted as absence, not as presence!! In case of dismissal, if the learner has excused absences, he/she will be dismissed with a grade "W", but if no absences were excused, then the learner will be dismissed with a grade "F".
- Learners' attendance in a Physical lecture must be recorded and saved by the course instructor.





- Learners' attendance in a Synchronous lecture will be recorded automatically by the system based on the learners' presence for at least 50% of the total duration of the lecture (90 minutes at least in the 3-hours lecture and 45 minutes at least in the 1.5 hours session). If a learner's presence in the virtual class is less than specified (even by a minute), he/she will be automatically recorded as absent. This means that learners need to be extra careful of their attendance in virtual classes.
- No attendance is taken for the Asynchronous sessions (in blended or fully online courses).
- If the reason for absence is due to a medical condition or other compelling circumstance that might justify the learner's absence, the learner should submit medical certificates and/or other supporting documentation by uploading the documents to the attendance system. If the reason for absence is valid, the excuse will be accepted by the Course Instructor.
- A learner must have a minimum of one excused absence to receive a dismissal with a "W" grade. If all absences are unexcused, then the learner will be dismissed with a fail and receive the grade "F". In both cases, the learner will not be permitted to sit for the final examination of the course or submit any work towards the final assessment.
- Once a final dismissal is issued it cannot be reversed.

### Partial Attendance

Partial attendance refers to arriving late to a physical class, logging in late to a synchronous class, attending part of a class, attending and not returning after a class' break time, attending and leaving a class or a synchronous session before it concludes, and other similar forms of partial attendance.

All partial attendance cases are left to the discretion of the Course Instructor, where the Course Instructor can decide based on the amount of course content or course activities missed by the learner in that class, as to whether the learner is considered absent or present.

The attendance system shall close for all attendance entries including the submission and processing of excuses by 10 am on the first day of the final exam period

For courses where the final assessment is not scheduled during the final assessment period, learners' final assessment projects that may have been submitted prior to the issuance of final dismissal notice will not be marked and will not be counted towards the completion of their course requirements.

## GRADING SYSTEM

HBMSU measures Learner's performance on a semester basis using letter-grading system. Each letter grade corresponds to numerical points as shown in the following table:







### Undergraduate Grading System:

Scores (%)	Letter Grade	Points
90 – 100	A	4.0
85 - 89.99	B+	3.5
80 - 84.99	B	3.0
75 - 79.99	C+	2.5
70 - 74.99	C	2.0
65 - 69.99	D+	1.5
60 - 64.99	D	1.0
Less than 60	F	0.0

### Postgraduate Grading System:

Scores (%)	Letter Grade	Points
90 - 100	A	4.0
85 - 89.99	B+	3.5
80 - 84.99	B	3.0
75 - 79.99	C+	2.5
70 - 74.99	C	2.0
Less than 70	F	0.0

### The Grade Point Average (GPA)

The quality points are used in the University to calculate the Grade Point Average (GPA) per semester by summing the quality points of individual courses taken at a specific semester multiplied by the credit weight of each course and dividing by the total number of credit at that semester.

### The Cumulative Grade Point Average (CGPA)

The quality of a learner performance is measured in terms of his/her Cumulative Grade Point Average (CGPA) which is calculated by summing the quality points of the individual courses as per the related study plan multiplied by the credit weight of each course and dividing by the total number of credits.





## HONORS, ACADEMIC EXCELLENCE & DEAN'S LIST

HBMSU encourages learners' high performance. At the end of each semester, the Registration Unit prepares a Dean's List of honoured learners.

### Dean's List (Undergraduates):

To be placed on the Dean's List, learner should:

- have completed a minimum of 15 credit hours by the end of the semester in which he/she is being considered for the Dean's List
- have at least a 3.70 semester GPA
- be in a good academic standing
- have no incomplete grades
- not be under disciplinary action

HBMSU grants its outstanding graduate, the following honors at graduation:

Performance	CGPA
Excellent with Honours	3.95 – 4.00
Excellent	3.70 – 3.94
Very Good	3.00 - 3.69
Good	2.50 - 2.99
Pass	2.00 - 2.49

### Dean's List (Postgraduates):

To be placed on the Dean's List, learner should:

- have completed a minimum of 9 credit hours
- have at least a 3.70 semester GPA
- be in a good academic standing
- have no incomplete grades
- not be under disciplinary action

HBMSU grants its outstanding graduate, the following honors at graduation:

Performance	CGPA
Excellent with Honors	3.95 – 4.00
Excellent	3.85 - 3.94
Very Good	3.70 - 3.84
Good	3.30 - 3.69
Pass	3.00 - 3.29





## COURSEWORK ASSESSMENT

Assessments mean all examinations including (physical and online), tests, assignments, projects, practicum, presentation, internship reports, LLB, terms papers and practical sessions. Online participation through discussion forums, blogs and wikis, performances, or a combination of any of these tools used to measure a learner's performance in a particular course or academic activity.

Delay in submitting an ongoing assessment without previous approval from the course faculty may result in a zero mark for that specific assessment component. However, if the faculty decides on the reason for not submitting that assessment component as valid, the learner may have another opportunity to submit.

When submitting an assessment component, learners will respect the guidelines of such components as prescribed by the course faculty. The guidelines may include length of paper, specific writing style, font size, etc. Failure to respect such guidelines may result in deduction of marks or a request to resubmit of the assignment by the relevant faculty.

Faculty members will provide learners with feedback on their performance on each piece of assessment within two weeks from the deadline date for submitting the work. Such feedback helps learners to improve subsequent coursework. Learners should keep a copy of all coursework submitted for assessment and should be prepared to submit the copy if requested by the relevant faculty or the program director.

## COURSE/ PROGRAM EVALUATION

One of the pillars of continuous improvement at HBMSU is based on getting feedback from all learners about each course taught as part of the program curriculum, and about the whole program.

In some cases, HBMSU may temporarily withhold midterm or final grades along and stop the process of issuing official transcripts and/or printing of unofficial transcripts until complying with certain requirements, which are identified as crucial. Such cases could be, but are not limited to delays in filling the course/program evaluation.





## ACADEMIC PROBATION & DISMISSAL

### Undergraduate Programs:

- Learner is considered in satisfactory academic standing if he/she maintains a minimum cumulative grade point average (CGPA) of 2.00.
- If a learner achieves less than 2.00 CGPA in any given semester (excluding summer semesters); he/she will receive a first academic warning. The “first academic warning” will be mentioned on his/her transcript.
- If a learner fails to remove the academic warning by the end of the next completed regular semester, he/she will receive a second warning the “second academic warning” will be mentioned on his/her transcript.
- The academic warning is removed if the learner achieves a CGPA of 2.00 or above at the end of next completed semester.
- If a learner fails to remove the academic warning by the end of the next completed semester, the learner’s case will be reviewed by the related School. The Dean of School, after reviewing the case with the related Program Chair, may either approve the dismissal or grant the learner one more semester with specific courses in which the learner shall register. The School decision shall be final in this regard and the dismissal status will be mentioned on the learner transcript.
- Undergraduate learners registered in summer semester will have no change in their Academic standing except in case where the learner’s CGPA dropped below 2.00 for the first time in that summer semester. In that case, the learner shall be on a special standing called summer standing that will affect the next semester load and will have no other effect. The Summer Standing will be mentioned on his/her transcript.

### Postgraduate Programs:

- Learner is considered in satisfactory academic standing if he/she maintains a minimum cumulative grade point average (CGPA) of (3.00). If a learner achieves less than 3.00 CGPA in any given semester including summer semester, he/she will receive an academic warning. The “academic warning” will be mentioned on his/her transcripts.
- The academic warning is removed by the end of the next completed semester if the learner has achieved a CGPA of 3.00.
- If a learner fails to remove the academic warning by the end of the next completed semester, the learner’s case shall be reviewed by the related School. The Dean of School after reviewing the case with the related Program Chair may either approve the dismissal or grant the learner one more semester with specific courses in which the learner shall register. The School decision shall be final in this regard and the dismissal status will be mentioned on the learner transcript.



# ADMISSION REQUIREMENTS





# UNDERGRADUATE ADMISSION

In order to be admitted to HBMSU programs, the following documents must be submitted to the office of Admission as per the deadlines mentioned in the Academic Calendar after filling the online application form:

- Attested High School Secondary grades and certificate or its equivalent
- Valid TOEFL (minimum of 500) or IELTS (minimum of 5.0) score report or EmSAT English Achieve 1100 – 1225 or its equivalent (Approved test by the Ministry) (if currently available);
- Passport copy
- Emirates ID (Both sides)
- 4 Personal Photos.

**If the certification was issued outside of the UAE, an equivalency letter from UAE Ministry of Education must be submitted along with the certification.**

### Applicants with American Diplomas:

- Must have completed 12 years of schooling.
- Must have the diploma attested by the relevant authority: MOE/ KHDA/ ADEC

### Applicants with British IGCSE:

- Must strictly follow Ministerial Decree No. (200) of Year (2004); particularly for number of subjects; number of fields; and minimum grade for each subject.
- Where the same subject is at 2 or more levels it can be counted as two different subjects. Subjects in Year 12 taken out of school can be accepted so long as they are attested by The British Council.

**For the American/British system graduates, it is required to submit 10<sup>th</sup>, 11<sup>th</sup> &12<sup>th</sup> grades certifications along with the exit certification attested from the Ministry of Education.**





Certificate Type	English Proficiency	Status	Enrolment Requirements
Holders of high school certificate or its equivalent - high school score $\geq 70$	TOEFL: $\geq 500$ IELTS: $\geq 5.0$ EmSat: $\geq 1100$	Regular	Attend compulsory Math placement test
Holders of high school certificate or its equivalent - high school score $\geq 70$	No TOEFL No IELTS	Conditional English	<ul style="list-style-type: none"> <li>• Compulsory enrolment in English program.</li> <li>• Allowed courses to be registered in: Arabic Studies, Islamic Culture taught in Arabic and Remedial Math.</li> <li>• TOEFL 500 or its equivalent is required prior to enrolment in any course other than the above mentioned courses.</li> <li>• Attend compulsory Math placement test</li> </ul>
Holders of high school certificate or its equivalent - high school score $\geq 60$	TOEFL: $\geq 500$ IELTS: $\geq 5.0$ EmSat: $\geq 1100$	Conditional GPA	<ul style="list-style-type: none"> <li>• Enroll in maximum of 9 Credit Hours.</li> <li>• CGPA of 2.0 by the end of the second semester from his/her enrolment.**</li> <li>• Attend Math placement test compulsory</li> </ul>
Holders of high school certificate or its equivalent - high school score $\geq 60$	No TOEFL No IELTS	Conditional GPA  Conditional English	<ul style="list-style-type: none"> <li>• Compulsory enrolment in English program.</li> <li>• Allowed courses to be registered in: Arabic Studies, Islamic Culture taught in Arabic and Remedial Math.</li> <li>• TOEFL 500 is required prior to enrolment in any course other than the above mentioned courses.</li> <li>• CGPA of 2.0 by the end of the second semester from his/her enrolment**.</li> <li>• Attend compulsory Math placement test</li> </ul>
Holders of a technical/industrial/commerce high school certificate or its equivalent $\geq 75$	TOEFL: $\geq 500$ IELTS: $\geq 5.0$ EmSat: $\geq 1100$	Regular	<ul style="list-style-type: none"> <li>• Attend compulsory Math placement test</li> </ul>
Holders of a technical/industrial/commerce high school certificate or its equivalent $\geq 75$	No TOEFL No IELTS	Conditional English	<ul style="list-style-type: none"> <li>• Compulsory enrolment in English program.</li> <li>• Allowed courses to be registered in: Arabic Studies, Islamic Culture taught in Arabic and Remedial Math.</li> <li>• TOEFL 500 or its equivalent is required prior to enrolment in any course other than the above mentioned courses.</li> <li>• Attend compulsory Math placement test</li> </ul>
Holders of a technical/industrial/commerce high school certificate or its equivalent $\geq 70$	TOEFL: $\geq 500$ IELTS: $\geq 5.0$ EmSat: $\geq 1100$	Conditional GPA	<ul style="list-style-type: none"> <li>• Enroll in maximum of 9 credit hours.</li> <li>• CGPA of 2.0 by the end of the second semester from his/her enrolment.**</li> <li>• Attend compulsory Math placement test</li> </ul>
Holders of a technical/industrial/commerce high school certificate or its equivalent $\geq 70$	No TOEFL No IELTS	Conditional GPA/ Conditional English	<ul style="list-style-type: none"> <li>• Enroll in maximum of 9 credit hours</li> <li>• CGPA of 2.0 by the end of the second semester from his/her enrolment.**</li> <li>• TOEFL 500 or its equivalent is required prior to enrolment in any course other than the above mentioned courses.</li> <li>• Attend compulsory Math placement test</li> </ul>





## POSTGRADUATE ADMISSION

In order to be admitted to HBMSU programs, the following documents must be submitted to the office of Admission as per the deadlines mentioned in the Academic Calendar after filling the online application form:

- Attested Official Bachelor Certification.
- Attested Official Transcript ( with the CGPA Mentioned on the transcript).
- Valid TOEFL (minimum of 550) or IELTS (minimum 6.0) score report or EmSAT 1400 – 1525 or its equivalent (Approved test by the Ministry);
- Passport copy.
- Emirates ID (Both sides).
- 4 Personal Photos.

**If the certification was issued outside of the UAE an equivalency letter from UAE Ministry of Education must be submitted along with the certification.**

Admission Criteria	English Proficiency	Admission status	Enrolment requirements
CGPA $\geq$ 3	TOEFL: $\geq$ 550 IELTS: $\geq$ 6.0 EmSat: $\geq$ 1400	Regular	None
2.99 $\geq$ CGPA $\geq$ 2.5	TOEFL: $\geq$ 550 IELTS: $\geq$ 6.0 EmSat: $\geq$ 1400	Conditional CGPA	<ul style="list-style-type: none"> <li>• Enroll in maximum of 6 credit hours.</li> <li>• Must achieve a CGPA of 3 in the first 9 credit hours by the end of the second semester.</li> </ul>
2.49 $\geq$ CGPA $\geq$ 2.00	TOEFL: $\geq$ 550 IELTS: $\geq$ 6.0 EmSat: $\geq$ 1400	Mature	<ul style="list-style-type: none"> <li>• Enroll in maximum of 6 credit hours.</li> <li>• Must achieve a CGPA of 3 in the first 9 credit hours by the end of the second semester.</li> </ul>
CGPA $\geq$ 2.00 For old bachelors From a UAE university only.	TOEFL: $\geq$ 550 IELTS: $\geq$ 6.0 EmSat: $\geq$ 1400	Mature	<ul style="list-style-type: none"> <li>• Enroll in maximum of 6 credit hours.</li> <li>• Two-year- work experience.</li> <li>• Must achieve a CGPA of 3 in the first 9 credit hours by the end of the second semester.</li> </ul>







## ENGLISH LANGUAGE REQUIREMENT

In order to be admitted to an undergraduate program taught in English at HBMSU, applicant must demonstrate sufficient score of the English language Proficiency as measured by the TOEFL or any other internationally recognized equivalent and standard test approved by the CAA, UAE Ministry of Education.

The candidate must submit a minimum score (not older than two years) to be able to enroll in courses. The students transferring from other institutions to HBMSU must also meet the same English language requirement.

**Below are the minimum required scores in English proficiency tests:**

Type of test	Undergraduate	Postgraduate
TOEFL (paper based)	500	550
TOEFL (computer based)	173	213
IBT	61	79
IELTS	5.0	6.0
Person Test of English (PTE A)	36-41	50-57
Cambridge English Advanced	41	52
Emsat	1100	1400

## MANAGEMENT APPRECIATION PROGRAM (MAP)

The MAP is a non-credit “foundation” course designed to equip learners with a non-business background with knowledge and skills required to undertake postgraduate studies in Management at HBMSU. The course is approved by the Commission for Academic Accreditation of UAE Ministry of Education.

Certain postgraduate programs have MAP as an entry requirement and should be successfully completed prior entering to the program.

Any Learner who registers for MAP must complete the course within 6 months.





## RE-ADMISSION

A Learner who interrupts his/her studies for two consecutive semesters during his/her program of study is required to apply for re-admission. New admission requirements in the academic policies and regulations at the time of re-admission shall be applicable.

### Re-Admission for Undergraduate

	Re-admission criteria	English proficiency	Admission status	Study load	Special requirements
Withdrawal from HBMSU (re-join) (not dismissed)	CGPA $\geq$ 2	TOEFL $\geq$ 500 IELTS $\geq$ 5.0 EmSat $\geq$ 1100	Regular	as per enrolment and study load policy	Attend Math placement test compulsory (if not completed yet)
	CGPA $\leq$ 2	TOEFL $\geq$ 500 IELTS $\geq$ 5.0 EmSat $\geq$ 1100	Conditional GPA	maximum of 9 credit hours	<ul style="list-style-type: none"> <li>CGPA of 2.0 by the end of the second semester from the learner's enrolment</li> <li>Attend Math placement test compulsory (if not completed yet)</li> </ul>

### Re-admission for Postgraduate

	Re-admission criteria	English proficiency	Admission status	Study load	Special requirements
Withdrawal From HBMSU ( Re-join ) (not dismissed)	CGPA $\geq$ 3	TOEFL $\geq$ 550 IELTS $\geq$ 6.0 EmSat $\geq$ 1400	Regular	As per enrolment and study load policy	No conditions
	CGPA $\leq$ 3	TOEFL $\geq$ 550 IELTS $\geq$ 6.0 EmSat $\geq$ 1400	Conditional GPA	Max of 9 Credit Hours	CGPA of 3.0 by the end of the second semester from the learner's enrolment





## CREDIT TRANSFER AND PARALLEL ENROLMENT

### Credit transfer

Credit transfer is the award of credit in recognition of studies from a previously completed or partially completed program. HBMSU may admit students transferring from other federal or licensed institution in the UAE, or a foreign institution of higher learning based outside the UAE and accredited UAE Ministry of Education.

Requirements	Postgraduate	Undergraduate
CGPA	≥ 3.0	≥ 2.0
English Proficiency	Valid IELTS or TOEFL or EmSat or Its equivalent	Valid IELTS or TOEFL or EmSat or Its equivalent
Required Documents	<ol style="list-style-type: none"> <li>1. Attested Bachelor Degree or Master Degree;</li> <li>2. Official attested Transcript;</li> <li>3. Full course syllabi; and</li> <li>4. All other documents requested for HBMSU Admission (refer to the admission page).</li> </ol>	<ol style="list-style-type: none"> <li>1. Attested Diploma Degree or Higher Diploma or Bachelor degree (un-earned);</li> <li>2. Official attested Transcript;</li> <li>3. Full course syllabi;</li> <li>4. All other documents requested for HBMSU Admission (refer to the admission page).</li> </ol>
Notes	Learners should apply for transfer at the time of admission providing all required documents No credit transfer for a capstone course, project or dissertation shall be allowed.	Learners should apply for transfer at the time of admission providing all required documents No credit transfer for any final year course, specialized elective course, capstone, internship or graduation project shall be allowed.
	The number of transferred credits must not exceed 50% of the total number of credits which are required to complete the program.	The number of transferred credits must not exceed 50% of the total number of credits which are required to complete the program.
	Permit students who are not in good academic standing to transfer to a program in a field different from the one from which the student is transferring.	Permit students who are not in good academic standing to transfer to a program in a field different from the one from which the student is transferring. Only General Education courses are eligible for transfer.

### Recognition of Prior Learning

HBMSU does not recognize prior learning and does not award credit for certified and non-certified learning that has taken place prior to admission into its academic undergraduate and postgraduate programs, other than the credit specified in the admission policies and the transfer of credit policies. Prior learning in the form of professional certification, training programs, credit bearing courses of degrees not accredited by the UAE Ministry of Education, and other similar programs will not receive any credit towards academic degree programs at the undergraduate and postgraduate levels.





### Visiting enrolment at other accredited institution

Learners from HBMSU may consider taking courses at other accredited institution by the UAE Ministry of Education, inside or outside the UAE, upon obtaining an official letter of permission from the Dean of the respective School. If the letter of permission is not on file prior to registration in a course at another institution, no credit transfer will be granted for the completed courses.

Such learners shall be in good academic standing and the reason for such enrolment shall be approved by the Dean of School and the University Registrar. Courses previously attended at HBMSU shall not be taken within this transfer.

### Parallel Enrolment (PE)

PE is available to HBMSU learners interested in concurrently enrolling at HBMSU and another accredited institution recognized by the UAE Ministry of Education.

Such learners shall be in good academic standing and the course is not offered at the University. Courses previously attended at HBMSU shall not be taken within this transfer.

The learner is required to apply for transfer credit request and submit course syllabi. All rules and regulations governing such enrolment should be adhered to.

### Articulated Agreements

Transfer credit shall be granted to learners who are in programs where HBMSU has articulated an agreement for transfer of credit between the University and another recognized post-secondary institution. Transfer credit will be granted as per the articulated agreement, transfer credit, enrolment and continuation policies of this University. Learners are not required to apply for the transfer credit. Transfer credit will be granted upon direct receipt of the Official Transcript from the sending institution as per the agreement(s).



# REGISTRATION REQUIREMENTS





## REGISTRATION

- Learners can choose courses through smart campus as per their study plan from the page and Smart Advising option submit the selected courses for advisor approval.
- Graduating Learners should consult the advisor (Dean of School regarding courses registration)
- Payment for all registered courses should be finalized. Courses will be automatically dropped from the learner's record if the payment has not been received before the announced payment deadline. Payment should be for all registered courses, otherwise the courses will be dropped at the last day of the pre-enrollment (partial payment is not allowed).

## ADD AND DROP

- Learners may add or drop a course or more after he/she registered for that (those) course(s) up to the last day of Add/Drop period as per the University Academic Calendar.
- Add/Drop period will take place in the first week of the Fall and Spring semesters.
- If the learner dropped a course within Add/Drop period, the course paid fees will be refunded to e-wallet and the course will not be recorded in the learner academic history (Refer to the academic Calendar page)
- Final auto drop will take place in the last day of add/drop period .
- Late registration fees will be applicable for the first week after the add/drop period.

## COURSE WITHDRAWAL & REFUND

- If a learner drops a course after the Add/Drop period, he/she will be considered withdrawing from the course and the withdrawal policy will be applied.
- If a learner withdraws starting from the first working day of the 3<sup>rd</sup> week and no later than the last working day of the 4<sup>th</sup> week of a regular semester, a grade of "W" will NOT be recorded in his/her Academic History but the refund policy will be applied.
- If a learner withdraws starting from the first working day of the 5<sup>th</sup> week and no later than the last working day of the 11<sup>th</sup> week of a regular semester, the grade "W" will be recorded in the learner's transcript but not considered in program and CGPA calculations and the refund policy will be applied.
- If the learner withdraw after the end of the 11<sup>th</sup> week from the beginning of the regular semester, a grade of "WF" will be recorded in his/her academic record and this grade will be considered in calculating the learners' program GPA and CGPA.





- Summer sessions NOT considered as regular semesters, therefore there is NO add/drop of courses during summer sessions. However, if a learner registers for a course(s) during a summer session and decides not to continue, he/she may withdraw from course(s) within the first week of the start of the session. In such circumstances, the grade “W” shall be entered in the learner’s Transcripts. If the learner wishes to withdraw a course/courses after the last working day of the 2nd week of a summer session, the grade “WF” shall be entered against the course(s) cancelled in the learner’s transcript. The grade “WF” will be considered in calculating the learner’s CGPA. There is No Refund for courses registered during summer sessions

The following table summarize the course Add/Drop & withdrawal and its refund cases during regular Semester (Fall and Spring):

Action	Deadline	Grade	Remarks
Add/Drop	Up to the last working day of the 2 <sup>nd</sup> week from the start of a regular semester (as per the add/drop period mentioned in the academic calendar)	–	The fees paid for the dropped course will be transferred to the learner’s account and the course will not be recorded in the learner’s transcript.
Withdrawal	Starting from the first working day of the 3 <sup>rd</sup> week up to the last working day of the 4 <sup>th</sup> week from the start of a regular semester	–	Starting from the first working day of the 2 <sup>nd</sup> week up to the last working day of the 3 <sup>rd</sup> week from the start of a regular semester
Withdrawal	Starting from the first working day of the 5 <sup>th</sup> week up to the last working day of the 11 <sup>th</sup> week from the start of a regular semester	W	The grade “W” will appear in the learner’s academic record but not considered in calculating the CGPA and program GPA of the learner, and the refund policy will be applied.
Withdrawal	After the <b>last working day of the 11<sup>th</sup> week</b> from the start of a regular semester.	WF	The grade “WF” will be recorded in the learner academic record and this grade will be calculated in the learners’ program GPA and CGPA and the refund policy will be applied.

The following table summarize the course Add/Drop & withdrawal and its refund cases during Summer Semester:

Action	Deadline	Grade	Remarks
Withdrawal	For summer session: up to the last working day of the 1 <sup>st</sup> week from the start of a summer session.	W	The grade “W” will appear in the learner’s academic record but not considered in calculating the CGPA of the learner. <b>No refund for the fees</b>
Withdrawal	For summer session: after the last working day of the 1 <sup>st</sup> week from the start of a summer session.	WF	The grade “WF” will be recorded in the learner academic record and this grade will be calculated in the learners’ CGPA. <b>No refund for the fees</b>





## TIME ALLOWED FOR DEGREE COMPLETION

Program	Minimum allowed study period to complete the graduation requirements	Maximum allowed period to remain registered
Diploma	3 semesters	7 semesters
Bachelor	7 regular semesters	14 semesters not including Summer semesters
Master	3 regular consecutive semesters	8 semesters not including the summer semesters.

### IMPORTANT NOTES:

- **Transferred credits shall be considered in proportion to the total program credit hours.**
- **The request for extension of the maximum study period shall be made at least three weeks before expiry of the initial permissible study period.**

## REGISTRATION SUSPENSION

- A continuing learner may suspend his/her registration for two consecutive regular semesters given that he/she does not exceed the maximum allowed study period. The registration of the learner will be considered as cancelled if he/she fails to register after two consecutive suspended semesters.
- Learners called for the UAE National Service program shall be granted a maximum of two extra semesters not counted in the suspended semesters and the maximum allowed study period of (Diploma, UG and PG) summer semesters not included.
- Learners whose registration is cancelled are required to re-apply to the University when considering returning to their previous program of enrollment, such learners need to fulfil admission requirements at the date of readmission.
- The learner will use the same university ID number and proceed with the same academic status (i.e. status of academic warning... etc.)







## REPEATING AND REPLACING COURSES

- In order to improve the CGPA or meet graduation requirements, a learner may repeat courses (core or elective). If a course is repeated (core or elective), the highest grade obtained by the learner shall be recorded in the learner's transcript and will be included in the calculation of the CGPA (Lowest Grade include In the Transcripts but exclude from calculation of the CGPA).
- In all cases, all courses taken and grades obtained by a learner shall be included in his/her Transcript.
- When a course is repeated, the credit hours allocated to it are calculated only once for the purpose of graduation.

## GRADUATION REQUIREMENTS

**Upon satisfactory completion of all requirements of program, learner will be awarded the related Degree. To be eligible for the award of the degree, a learner must:**

- Successfully complete all the courses and requirements of the program of study as mentioned in the program study plan giving that the last semester shall be completed at the University.
- Maintain a CGPA of not less than 2.00 for Diploma and undergraduate and not less than 3.00 for postgraduate.
- PhD and Master graduates, must publish at least one (1) research paper in a local refereed journal for MS and in an indexed international Journal for PhD I based on the concentration area.
- Spend the minimum period, stipulated for the award of the program and not exceed the maximum period as specified in each program. However, learners transferred from other universities/colleges must earn at least 50% of the required credits for graduation at HBMSU.
- All financial obligations of the learner towards the University must be settled through the clearance process after completing the end of program evaluation survey which will be sent to graduates through their email address.

All learners eligible for graduation are required to submit "Application for Graduation" request during the registration period of the last expected semester of study.

Graduation attestation shall be issued two months after completion of all graduation requirements. An official letter stating the completion of program requirements and the qualification to graduation can be requested online through smart campus after declaration of semester result.





## CHANGE OF PROGRAM

In line with its philosophy of academic flexibility, HBMSU allows learners to transfer from one program of study to another, either within the same school or to another school, provided that transferring learners fulfil the admission requirements of new program/school to which they are transferring and pay the related fees, at least two weeks before the beginning of the semester in which he/she wants the change to take effect.

- Learners are responsible for seeking information pertinent to requirements of the new program/school and the credits which can be transferred.
- Sponsored learners shall submit an official letter from their sponsor directed to the University Registrar approving the change of program and all the financial implications.
- The Scholarship Committee will take the decision in case the applicant is awarded any HBMSU scholarship; in case the change does not include financial implications the University Registrar could approve the change.
- Learner seeking to change his/her program of study shall fulfil all extra program requirements for the new program if any. In addition, a learner who satisfies the English Language competency and MAP (Management Appreciation Program) during his/her enrolment in the first program is exempted from this requirement in the second program.
- The request shall be forwarded to the related Program Chair who will communicate with the learner to find out the reasons for the change. The Program Chair or the Dean of the new program shall approve or reject the request with justification related to previous recommendations and the new program status.
- All courses obtained at HBMSU shall be considered in the learner's academic record, where only common courses among both programs shall be considered in calculating the learner's CGPA.
- Learner shall receive a response for his/her request detailing reasons for approving or rejecting his/her request after which he/she would accept the change conditions or cancel the request for change.
- All financial obligations of this learner shall be transferred to the learner's new account.
- The new program regulations including fees shall be applicable.

## WITHDRAW FROM HBMSU

During the studying at HBMSU, learners may wish to withdraw completely from the University; for one reason or another. "Request for Withdrawal" from the University must be submitted and all financial obligations of the learner towards the University must be settled through the clearance process.

A learner who withdraws from the University and wishes later to re-join must apply as a new learner and satisfy all admission requirements prevailing at the time of the re-admission. The re-joining learner will use the same university ID number and proceed with the same academic status (i.e. status of academic warning... etc.).



# LEARNERS' SCHOLARSHIP





## OUTSTANDING LEARNERS

Scholarships and Grants schemes	Requirements	Entitlement
<b>Undergraduate</b> Newly admitted learners	Minimum High school grade point average of 90%.	20% of the tuition fee of the program for the first semester they are enrolled in (transferred learners are excluded from this discount).
<b>Undergraduate</b> Continuing learners	Minimum GPA of 3.60 out of 4.00; academic load is 15 C/hrs. minimum	15 % of the tuition fees for the following semester
<b>Postgraduate</b> Newly admitted learners	Minimum GPA of 3.60 out of 4.00	20% of the tuition fee of the program for the first semester they are enrolled in (transferred learners are excluded from this discount).
<b>Postgraduate</b> (Masters) Continuing learners	Minimum GPA of 3.70 out of 4.00; academic load is 9 C/hrs. minimum	15% of the tuition fees for the following semester (Not applicable for PhD dissertation)

Summer semester is not included in the above scheme

## DISTINGUISHED LEARNERS' SCHOLARSHIP

This scholarship is granted for learners on the Dean's List who wish to continue their postgraduate studies (Master or PhD) at HBMSU.

### Requirements:

- Be on the Dean's List at least twice during their study period;
- Achieve a minimum CGPA of 3.70 as of the last semester academic record.
- Must join any HBMSU postgraduate programs within a maximum of two semesters after their graduating semester.

### Entitlement

Partial scholarship of 20%





## H.H.SHEIKH HAMDAN BIN MOHAMMED SCHOLARSHIP

This scholarship is offered on merit and competitive bases to applicants who recently graduated from high school and wishes to enroll in any undergraduate program at HBMSU in the same academic year of high school graduation.

### Requirements:

- Fresh high school graduates or fresh graduates from the UAE National Service program with a minimum of 90% marks in high school average.
- Meeting the admission requirements as per HBMSU admission policies.

### Entitlement

100% (Services fees not included)

### Conditions:

- Learner must register in the semester that he/she has been admitted to.
- The scholarship requires continuous active enrolment.
- Learner should maintain a minimum (CGPA) of 2.50 out of 4.00. If the CGPA falls below 2.50 out of 4.00 at the end of any semester the scholarship will be automatically suspended for one semester; shall he/she improve his/her CGPA to maintain the accepted minimum in the next semester, he/she will benefit from the scholarship for the following semesters. This rule applies only once otherwise the scholarship will be discontinued.
- Changing the program shall result in discontinuation of the scholarship.

## UNIVERSITY PARTNERSHIP GRANT

This scholarship is for the employee of government, semi government and private departments, civil and business organizations in the UAE and the region. Learners whom one of their parents is working in government sectors or spouse, son and daughter shall be entitled for this scholarship as well.

### Requirements:

- The learner's organization (employer) should be listed on HBMSU approved list (learner can check with the Registration Unit if his/her workplace is listed.)
- Learner shall apply for this scholarship through the smart campus and attach the required documents at the beginning of each semester

### Entitlement

10% of tuition fees





## STAFF SCHOLARSHIP

This scholarship is granted for full-time staff of HBMSU.

### Requirements

Successful completion of the staff probation period.

### Entitlement

20% scholarship, as long as the full-time staff is employed at HBMSU.

## SPONSORED LEARNERS

Some learners are sponsored by government bodies, public organizations, private organizations, or individuals.

### Such learners shall:

- Submit an official letter from their sponsor directed to the University Registrar, clarifying the conditions governing the sponsorship.
- Pay all fees not covered by sponsorship letter.
- Be responsible for any outstanding payment, in case the sponsor wishes to regret the sponsorship.
- Discount will not be granted to any sponsored learner.

### IMPORTANT NOTES:

- **In the case where a learner is eligible for more than one scheme, the one with the highest benefit to the learner will be applicable. Learner cannot be granted more than one scheme at a time.**
- **All scholarship and grant schemes are available during semesters.**
- **Outstanding learners, staff scholarship and HBMSU partners are excluded in summer semester.**



# PAYMENT CHANNELS & FEES





## PAYMENT CHANNELS

All tuition fees are due at the beginning of each semester upon courses registration, the total amount of fees to be paid depends on the number of credit hours the learner decides to take in that particular semester.

**Payment for courses can be made via one of the following payment channels:**

### **Online Credit, Debit or Shopping Cards:**

Via the use of credit, debit or shopping cards through HBMSU University secure payment gateways.

### **e-Wallet:**

- e-Wallet at HBMSU is a secured method of fee payment that allows learners to pay for any online services.
- Learners can top-up their e-Wallet accounts by using any of Emirates NBD cash deposit machine or ENBD net banking.
- The minimum e-Wallet top up amount per transaction is AED 100.
- To use e-Wallet, learner must have a valid HBMSU learner ID. Learners can deposit money to their e-Wallet account at any of the Emirates NBD cash deposit machine across UAE or via Emirates NBD net banking.
- After topping-up the e-Wallet account, learners can use the available e-Wallet balance to make payments towards any online service or tuition fees.
- The excess amount in learners account is transferred to e-wallet on a daily basis, E-wallet balance for concentrated learners are refunded either after completing the clearance process due to graduation, dismissal, withdrawal from University etc. or if the balance is equal to AED 500 or more.
- Refund for the amount paid through cheques or credit cards will be initiated only after the amount is credited to HBMSU's bank account
- The refund is processed within 60 days of the application date.
- The University has the right to adjust the e-Wallet balance against the outstanding fees due from the learners.
- Term and condition of HBMSU is applied.

### **Cheque Deposit Machine:**

Learners are privileged to use the secured cheque deposit machine placed on HBMSU premises in order to deposit any current OR postdated cheque for tuition fees payment only.

**All cheques shall be issued in favor of “Hamdan Bin Mohammed Smart University”**







**Installment plan:**

- HBMSU offers the learner to pay each semester tuition fees in three installments through providing postdated cheques.
- Finance Department at HBMSU will announce before the ADD/Drop period the installment plan details.
- All cheques to be deposited through Cheque deposit machine placed on HBMSU premises and to be paid jointly upon courses registration.
- Postdated Cheques (PDC) administration fee of AED 100 will be added for each PDCs excluding VAT.
- Please note that Penalty of AED 200 per Cheques will be added to the learner account if the Cheques is returned for any reason.
- Learners who owe a balance to the University from a prior semester (because of returned cheques or because of any other reason) are not permitted to register for a subsequent semester until they clear the whole outstanding balance.
- If two or more cheques do not clear, cheques are no longer accepted as a form of payment of tuition and the concerned learner will no longer be eligible to installment plans.
- Installment plan option is not applicable and not allowed on summer semesters.
- The cheques received will not be replaced by cash or any other mode in all cases.

**TUITION FEES**

**PhD**

Program	Credit Hours	Fees (AED)
Doctor of Philosophy – Total Quality Management	79	252,800
Doctor of Philosophy – Healthcare Management		
Doctor of Philosophy – Educational Leadership		





### Postgraduates

Program	Credit Hours	Fees
Executive MBA in Islamic Banking and Finance	60	47,000
Master of Arts in Online Curriculum and Instruction	36	72,000
Master of Science in Innovation and Change Management	36	84,960
Master in Islamic Banking and Finance	36	72,000
Master in Human Resource Management	36	72,000
Master in Project Management	36	84,960
Master of Management in Entrepreneurial Leadership	36	72,000
Master of Science in Organizational Excellence	36	84,960
Master of Arts in Online Education Leadership and Management	36	72,000
Master of Science in Interactive Educational Technologies	36	72,000
Master of Science in Public Health	45	90,000
Master of Science: Excellence in Environmental Management	36	72,000
Master of Science in Hospital Management	36	72,000

### Undergraduates

Program	Credit Hours	Fees
Bachelor of Business in Accounting	123	97,416
Bachelor of Business in Marketing	123	97,416
Bachelor in Business and Human Resource Management	129	102,168
Diploma of Business and Quality Management	63	49,896
Bachelor of Business and Quality Management	123	120,540
Bachelor of Science in Health Administration	123	97,416
Diploma in Health Administration	60	47,520





## SERVICES FEES

### Fixed amount of fees to be paid in addition to the Learner’s tuition fees:

- AED 700 in regular semester
- AED 350 in summer semester.

### Services include:

- e-books
- Application for graduation
- Unofficial transcript (stamped)
- Admission acceptance letter (hard copy)
- “To whom it may concern” letters (Maximum 2 letters / semester)
- First Replacement of ID
- ENBD transaction fee AED 10 /transaction.

## FINANCIAL REGULATIONS AND REFUND POLICY (DIPLOMA, UG AND PG)

Learners who wish to drop courses, withdraw courses or withdraw from program for any reason during the regular semesters (Fall and Spring) are entitled to a refund of their paid tuition fee as per the following specified deadlines, terms and conditions.

Type	Deadline	Refund amount*
Application Fee	N/A	Non Refundable
Admission Fees	N/A	Non Refundable
Add/Drop courses	<p><b>Regular Semesters</b></p> <p>Up to the last working day of the 2<sup>nd</sup> week from the start of a regular semester (refer to the Add/Drop period in the academic calendar)</p> <p><b>Summer Semesters:</b></p> <p>There is no add/drop period in the summer session.</p>	TRANSFER 100% OF PAID course fees to the learner’s account.





<p><b>Auto Financial Drop</b> (if the applicants did not pay)</p>	<p><b>Regular Semesters:</b></p> <p>Auto Financial drop will be generated for learner's accounts before the first day of add and drop period It is the responsibility of learners to drop the courses during Add /Drop period if they wish to do so. Otherwise they are responsible to pay the outstanding amount.</p> <p>Courses will be dropped for learners with outstanding balance in the last day of add/drop period.</p> <p><b>Summer Semesters:</b></p> <p>Auto Financial Drop will be generated for learners' accounts for all registered courses one day before the start of classes</p>	<p>All registered courses will be dropped</p>
<p><b>Course Withdrawal</b> (Applicable only for regular semesters, Summer semesters excluded from this option)</p>	<p>Starting from the first working day of the 3<sup>rd</sup> week Up to the last working day of the 4<sup>th</sup> week from the start of a regular semester.</p>	<p>70% of the course fees will be refunded.</p>
<p><b>Withdraw from the whole program</b> (Applicable only for regular semesters, Summer semesters excluded from this option)</p>	<p>Starting from the first working day of the 5<sup>th</sup> week onwards</p>	<p>No refund or transfer</p>
<p><b>Withdraw from the whole program</b> (Applicable only for regular semesters, Summer semesters excluded from this option)</p>	<p>Starting from the first working day of the 3<sup>rd</sup> week Up to the last working day of the 4<sup>th</sup> week from the start of a regular semester.</p>	<p>70% of the course fees will be refunded.</p>
<p><b>Withdraw from the whole program</b> (Applicable only for regular semesters, Summer semesters excluded from this option)</p>	<p>Starting from the first working day of the 5<sup>th</sup> week onwards</p>	<p>No refund or transfer</p>

- Services fee is non-refundable if the courses are dropped after the last day of add / drop period.
- 100% fee will be refunded if the cancellation of courses / programs are initiated by HBMSU for any reason.
- Any learner who is being called to join the national services during the semester is eligible for 100% refund of the semester tuition and service fees upon providing the formal joining letter.
- MAP fee is not refundable.
- Terms & Conditions of HBMSU are applied.
- Learners will be charged late registration fees of AED500 for the first week after add/drop period subject to concerned Dept approval.



# USEFUL CONTACT NUMBERS





## **CONTACT US:**

### **For matters related to Admission:**

- SAWTI on Smart Campus by tagging @admission
- E-mail: Admission@hbmsu.ac.ae
- Phone number: 00971 4 4241040

### **For matter related to Registration**

- SAWTI on Smart Campus by tagging @registration
- E-mail: Registration@hbmsu.ac.ae
- Phone number: 00971 4 4241030

### **For matter related to Finance**

- SAWTI on Smart Campus by tagging @Finance
- E-mail: Finance@hbmsu.ac.ae
- Phone number: 00971 4 4241155

### **For suggestions and/or complaints:**

- SAWTI on Smart Campus by tagging @LRM
- E-mail: LRM@hbmsu.ac.ae
- Phone number: 00971 4 4241060





T +971 4 424 1111 | [LRM@hbmsu.ac.ae](mailto:LRM@hbmsu.ac.ae) | P.O.Box 71400 - Dubai, UAE  
[www.hbmsu.ac.ae](http://www.hbmsu.ac.ae)  [facebook.com/HBMSU](https://facebook.com/HBMSU)  [@HBMSU](https://twitter.com/HBMSU)  [@HBMSUDubai](https://instagram.com/HBMSUDubai)