



جامعة حمدان بن محمد الذكية  
Hamdan Bin Mohammed Smart University

# POSTGRADUATE PROGRAM CATALOGUE

2024 - 2025





جامعة حمدان بن محمد الذكية  
Hamdan Bin Mohammed Smart University



**H. H. Sheikh Hamdan Bin Mohammed Bin Rashid Al Maktoum**

Crown Prince of Dubai  
and University President



## **HE Mattar Al Tayer**

Commissioner General for Infrastructure, Urban Planning and Well-Being Pillar and the  
Director General, Chairman of the Board of Executive Directors of the Roads and Transport  
Authority (RTA)

HBMSU Board of Governors Chair



## BOARD OF GOVERNORS



**Dr. Raja Al Gurg**

**Board of Governors Deputy Chair**

Chairperson and Managing Director  
at the Easa Saleh Al Gurg Group



**Abdulla Jasim Kalban**

**Board of Governors Deputy Chair**

Board Member and Managing  
Director

Emirates Global Aluminum



**Huda ALHashimi**

**BOG Member**

Deputy Minister of Cabinet Affairs  
for Strategic Affairs



**Sami Al Qamzi**

**BOG Member**

Chairman of the Board  
HMS (Health and Medical Services)



**Khalfan Belhouf**

**BOG Member**

CEO, Dubai Future Foundation



**Abdullatif Al Mulla**

**BOG Member**

Chairman- Imdaad Board



**Dr. Khaled Amiri**

**BOG Member**

Professor (Molecular Genetics and  
Genomics)

Chairman (Biology)/Director (KCGEB)



**Dr. Mansoor Alawar**

**BOG Member**

Chancellor of HBMSU

## Table of Contents

<b>Message from the Chancellor</b> .....	<b>10</b>
<b>Academic Calendar 2024/2025</b> .....	<b>13</b>
<b>An Overview of Hamdan Bin Mohammed Smart University</b> .....	<b>16</b>
Hamdan Bin Mohammed Smart University Institutional Licensure.....	17
Vision.....	17
Mission.....	17
Value proposition.....	18
Enablers.....	18
International Relations and Partnerships.....	19
Tutoring and Teaching.....	21
Defining Smart Learning.....	21
HBMSU Delivery Approach.....	21
Skills for becoming Successful in Smart Learning.....	23
Guiding Principles: Transparency and Consistency.....	24
<b>Admission to Postgraduate Programs</b> .....	<b>25</b>
Postgraduate Admission:.....	26
a. Admission Requirements.....	26
b. Admission Required Documents.....	27
c. Confirming Admission.....	28
d. Conditional Admission.....	28
<b>Conditional GPA Admission</b> .....	<b>28</b>
<b>CGPA Foundation Acceptance</b> .....	<b>28</b>
e. Admission Postponement.....	29
f. Application Deadlines.....	29
g. Admission to joint programs.....	29
PhD Admission:.....	29
a. Admission.....	29

b. Academic Requirements.....	30
c. Evaluation Interview:.....	30
d. Required Documents Checklist.....	30
Withdrawal from the University and readmission.....	31
Learner’s Resident Visa Sponsorship.....	31
<b>Academic Terms, Regulations and Course Registration .....</b>	<b>34</b>
Semesters.....	35
Credit Hour Definition.....	35
Academic Load.....	36
Course Descriptions and Syllabi.....	36
Course Registration .....	36
Credit Transfer and Parallel Enrolment.....	36
Registration Suspension.....	37
Add and Drop.....	37
Course Withdrawal and Refund .....	37
Repeating Courses.....	38
Incomplete Coursework.....	38
Minimum and Maximum Study Periods.....	39
Grading System.....	40
Graduation Honours.....	41
Academic Probation.....	41
Transcripts.....	41
Learner’s Records.....	41
Attending classes.....	42
Coursework Assessment.....	42
Plagiarism and Acknowledgement Practice.....	43
Policies and Procedures Governing Graduate Research.....	43
Course/ Program Evaluation .....	44

Graduation.....	44
<b>Learner’s Rights, Responsibilities, Code of Conduct and Problem Resolution.....</b>	<b>46</b>
Learners’ Dress Code.....	49
Penalties for Violating of Code of Conduct.....	49
Learner Academic Integrity Code (Academic Honesty).....	52
Settlement of Academic Honesty Offenses.....	55
Problem Resolution.....	56
Learners Council and Subcommittees.....	58
Learners Communities:.....	59
Learners’ Related Events.....	59
HBMSU Alumni Association.....	59
<b>Financial Policies and Tuition Fees.....</b>	<b>60</b>
Programs Tuitions & Other Applicable Fees.....	61
Payment Channels.....	71
<b>Learners’ Services and Facilities.....</b>	<b>73</b>
Academic Advising.....	74
HBMSU Smart Library Services.....	74
Learning Delivery Support.....	76
Learner e-Mails.....	76
Innovative Learners’ Support and Smart Learning Infrastructure.....	77
e-Orientation Program.....	77
Skill Upgrading Workshops and Resources.....	77
HBMSU Smart Campus.....	77
Learners’ Related Events.....	78
Learners Relationship Management Department (LRM).....	78
Registration Department.....	79
Career Services.....	80
HBMSU Campus.....	80

Campus Timing and Security .....	81
<b>Schools &amp; Academic Programs .....</b>	<b>82</b>
<b>School of Business and Quality Management.....</b>	<b>83</b>
Master of Science in Organizational Excellence.....	85
Master of Science in Innovation and Change Management.....	88
Master of Project Management .....	91
Master of Management in Entrepreneurial Leadership.....	94
Master of Human Resource Management.....	97
School of Business and Quality Management Course Descriptions.....	100
School of Business & Quality Management Faculty Roster.....	111
<b>School of e-Education .....</b>	<b>119</b>
Master of Science in Interactive Educational Technologies (MSc IET).....	120
Master of Arts in Online Curriculum & Instructions (MA OCI).....	123
Master of Arts in Online Education Leadership and Management (MA OELM) .....	126
School of e-Education Course Descriptions.....	129
School of e-Education Faculty Roster.....	138
<b>School of Health and Environmental Studies.....</b>	<b>140</b>
Master of Science in Public Health.....	140
Master of Science in Hospital Management .....	143
Master of Science: Excellence in Environmental Management.....	146
School of Health and Environmental Studies Course Descriptions.....	148
School of Health and Environmental Studies Faculty Roster.....	161
<b>DOCTOR OF PHILOSOPHY IN QUALITY MANAGEMENT.....</b>	<b>165</b>
<b>PhD Program Study Plans.....</b>	<b>170</b>
Deanship of Research and Doctoral Studies Faculty Roster.....	173
PhD Faculty .....	174
Key Contact Personnel.....	176

## Message from the Chancellor



Thanks to the vision, directives and support of His Highness Sheikh Hamdan Bin Mohammed Bin Rashid Al Maktoum, Crown Prince of Dubai and President of HBMSU, HBMSU has been able to move from one success to another as a national and regional leader of Smart Learning and a catalyst of the culture of quality and excellence.

Such leadership is clearly reflected in its portfolio of accredited academic programs and professional certification programs. What makes these programs unique is that they are designed and delivered according to the principle of learner-centered education, and that they focus on innovation, promote lifelong learning and use the state-of-the-art technologies. This ensures that the learners and their future employers have significant competitive advantages that commensurate with the challenges they face in the 21<sup>st</sup> century.

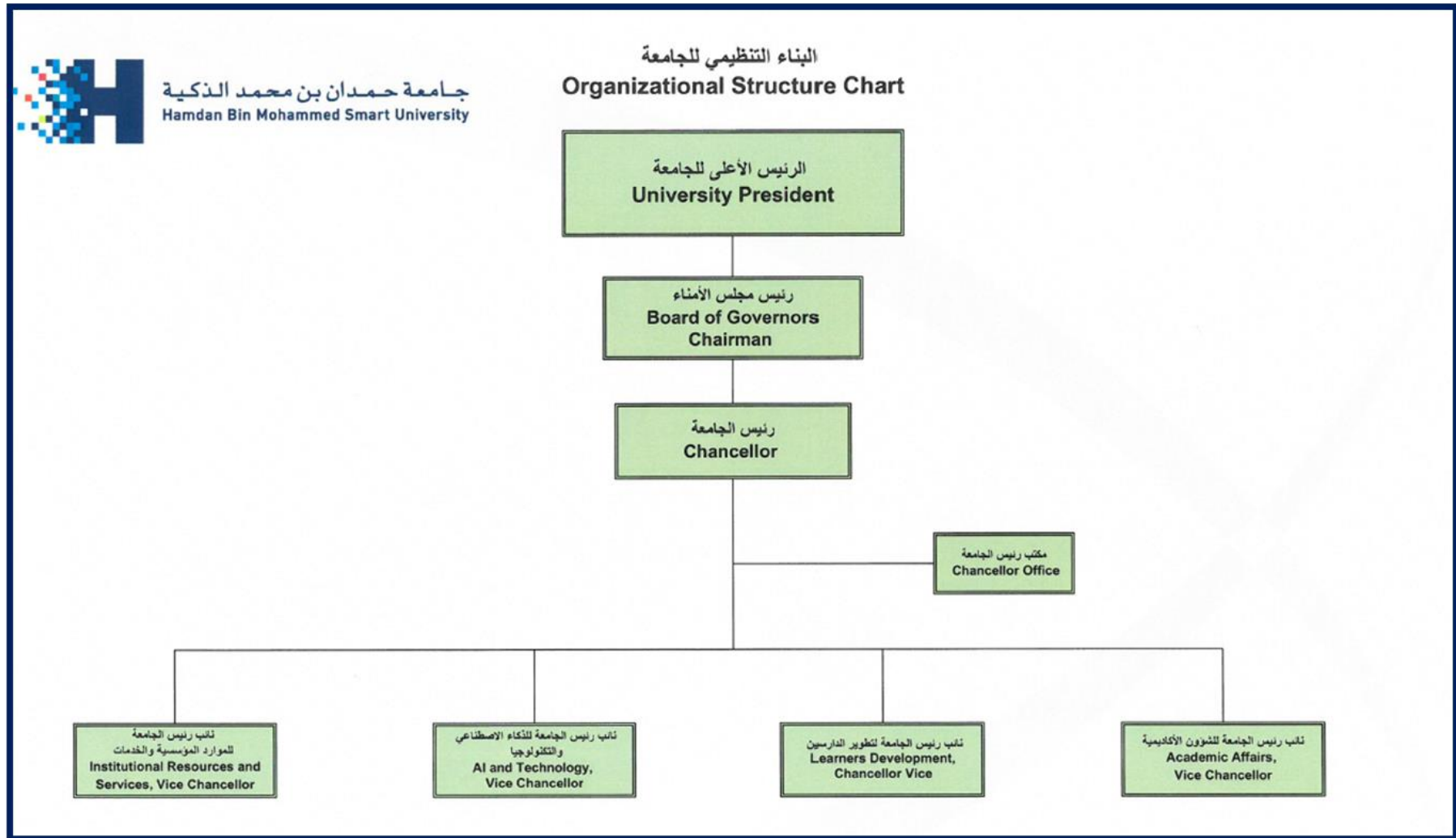
HBMSU continues its march of excellence while remaining faithful to its vision that is to lead the smart learning innovation for re-engineering the future of education aimed at the advancement of individuals, organizations, and society.

**Dr. Mansoor Al Awar**

**Chancellor**

**Hamdan Bin Mohammed Smart University**

## Organizational Structure

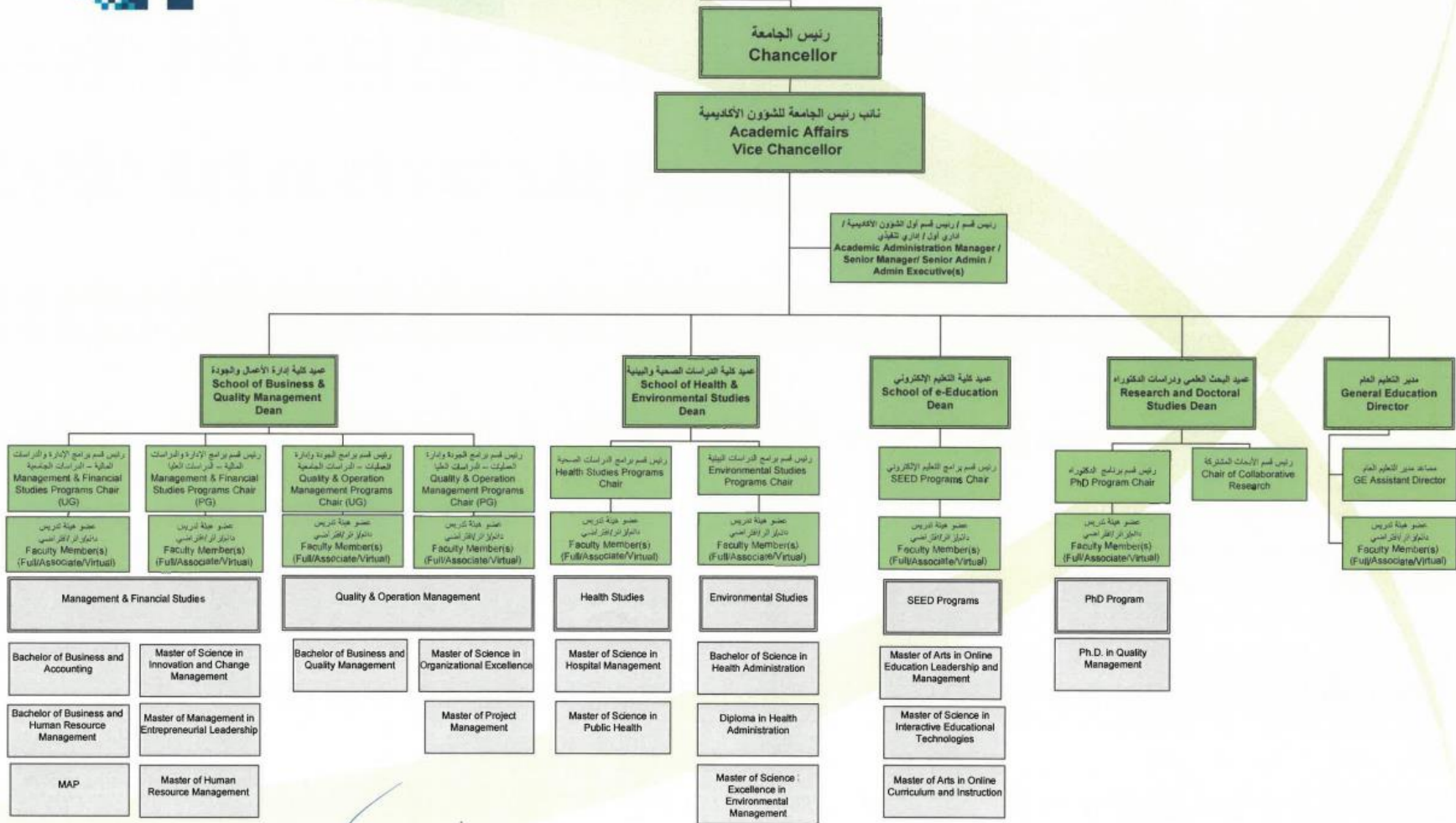


## Academic Affairs Division



جامعة حمدان بن محمد الذكية  
Hamdan Bin Mohammed Smart University

### البناء التنظيمي لقطاع الشؤون الأكاديمية Organizational Structure Chart Academic Affairs Division





## Academic Calendar 2024/2025

\* All Islamic holidays are subject to change

Fall Semester (2024-2025)				
Month	Date	Semester Week	Day	Event/ Activity
August	26	1	Monday	First day of semester; First day of classes
	30		Friday	New Learners Orientation
September	06	2	Friday	Last day to add section(s); Last day to drop section(s) with 100% refund of tuition - Last day of late admission
	09	3	Monday	First day of 70% refund of tuition for dropped section(s)
	12		Thursday	Last day of fall 2024 admission
	20	4	Friday	Last day of 70% refund of tuition for dropped section(s)
	23		Monday	First day of Spring 2025 admission
	23	5	Monday	First day of 0% refund of tuition for dropped section(s); First day to withdraw from section(s) with a grade of Withdraw (W)
October	21 -25	9	Monday	Mid-term Exams
November	10	11	Sunday	Last day to drop section(s) with a grade of Withdraw (W)
	11	12	Monday	First day to drop section(s) with a grade of Withdrawal Failure (WF)
December	02 -03	12	Monday	UAE National Day Holiday
	06	15	Friday	Last day of classes; Last day to drop section(s) with a grade of Withdrawal Failure (WF)
	09		Monday	First day of final assessment
	21		Saturday	Last day of final assessment
	23		Monday	First day of Semester Break
	27		Friday	Declaration of final grade(s)
January	01		Wednesday	New Year
	03		Friday	Last day of Semester Break

<b>Spring Semester (2024-2025)</b>				
<b>Month</b>	<b>Date</b>	<b>Semester Week</b>	<b>Day</b>	<b>Event/ Activity</b>
<b>January</b>	06	1	Monday	First day of semester; First day of classes
	10	1	Friday	New Learners Orientation
	17	2	Friday	"Last day to add section(s); Last day to drop section(s) with 100% refund of tuition - Last day of late admission"
	17		Friday	Last day of spring 2025 admission
	20	3	Monday	First day of 70% refund of tuition for dropped section(s)
	31	4	Friday	Last day of 70% refund of tuition for dropped section(s)
<b>February</b>	03	5	Monday	First day of 0% refund of tuition for dropped section(s); First day to withdraw from section(s) with a grade of Withdraw (W)
	10		Monday	First day of summer and Fall 2025 admission
<b>March</b>	01		Saturday	First Day of Ramadan*
	03 -07	9	Monday	Mid-term Exams
	23	11	Sunday	Last day to drop section(s) with a grade of Withdraw (W)
	24		Monday	First day to drop section(s) with a grade of Withdrawal Failure (WF)
	24		Monday	First day of Mid-Semester Break
	31		Monday	Eid Al-Fitr Holiday*
<b>April</b>	04		Friday	Last day of Mid-Semester Break
<b>May</b>	02	15	Friday	Last day of classes; Last day to drop section(s) with a grade of Withdrawal Failure (WF)
	05		Monday	First day of final assessment
	17		Saturday	Last day of final assessment
	23		Friday	Declaration of final grade(s)

<b>Summer Semester (2024-2025)</b>				
<b>Month</b>	<b>Date</b>	<b>Semester Week</b>	<b>Day</b>	<b>Event/ Activity</b>
<b>June</b>	06		Friday	Last day of summer 2025 admission
	09	1	Monday	First day of classes; First day of grade of Withdraw (W) for cancelled registration in section(s)
	15		Sunday	Last day for grade of Withdraw (W) for cancelled registration in section(s)
	16	2	Monday	First day of grade of Withdraw Failure (WF) for cancelled registration in section(s)
<b>July</b>	18	6	Friday	Last day of classes; Last day to drop section(s) with a grade of Withdrawal Failure (WF)
	21		Monday	First day of final assessment
	24		Thursday	Last day of final assessment
	31		Thursday	Declaration of final grade(s)

# **An Overview of Hamdan Bin Mohammed Smart University**

## **Hamdan Bin Mohammed Smart University Institutional Licensure**

Under the presidency of H.H. Sheikh Hamdan Bin Mohammed Bin Rashid Al Maktoum, the Crown Prince of Dubai, UAE, Hamdan Bin Mohammed Smart University (HBMSU) is committed to instigating a culture of quality, innovation and research through smart learning in the Arab world, with emphasis on the academic disciplines of business, quality management, education, healthcare and environment. Established in 2002, this innovative higher education project has been conceived, crafted and implemented by Dr. Mansoor Al Awar, HBMSU Chancellor, as a passionate response to the hopes and aspirations of the new Arab generation, with a focus on smart learning as the future of education and empowerment in the region.

HBMSU is a research-based University that has brought about a paradigm shift in smart education in Dubai by designing learner-centric solutions in its strategy. The learner experience at HBMSU is more diverse and innovative than any other campus life. With its unique learning environment (Smart Campus), the University Dubai campus offers a fresher learning experience with the use of technologies in the form of mobile learning, discussion blogs, online classrooms, educational gaming and social networking all suited to meet the needs of working professionals and high-school graduates alike.

The learner-centric environment at the University is reflected in the full support offered to learners with automated pre-enrolment and admission support and learners' clubs, and additional learning resources such as the Library, Career and Placement Services, using the latest in ICT technologies to communicate with learners across the globe.

### **Vision**

“Globally recognized as an Innovative University and Learning Hub with distinctive impact on the skills of Ambitious, Career Focused learners.”

### **Mission**

“Enable Knowledge creation and application through disruptive innovation and transformation, and provide unique lifelong learning opportunities, intellectually stimulating learning experience and diverse community of Faculty, Staff, Learners and Alumni”

## Value proposition

- **Online Academic Excellence:**  
To be a distinguished provider of accredited online academic programs aligned with the new economic era.
- **Innovative Learning Methods:**  
To be a pioneer in innovative, state-of-the-art digital learning methods.
- **An Enterprise Mindset:**  
To be a regional partner of choice for digitally enabled learning
- **Center of Excellence:**  
To be a thought leader in the future of learning.

## Enablers

- **Learners:**  
Attract career-focused learners looking for employability and advancement.
- **Faculty:**  
Attract and develop Industry focused faculty.
- **Financial Sustainability:**  
Diversify and create new sources of revenue for financial sustainability.
- **Partnerships:**  
Build strong partnerships across the higher education value chain and industry.

Hamdan Bin Mohammed Smart University, located in the Emirate of Dubai, is officially Licensed from 16/09/2020 to 18/08/2025 by the Ministry of Education of the United Arab Emirates to award degrees/qualifications in higher education”

## International Relations and Partnerships

## International Relations and Partnerships

Hamdan Bin Mohammed Smart University is committed to promote international relations and foster partnerships with institutions of higher education and professional organizations aligned with the strategic direction of the University.

International Cooperation leads agreements that involve collaborative efforts that both HBMSU and the partner institutions intend to pursue.

HBMSU leverages international credibility, recognition and affiliation and develops its relations based on the following values:

- **Collaborative**

HBMSU strives to create synergies in all affairs with partners and brings real tangible results and mutual benefits on both sides of the cooperation. HBMSU knows how to build a dialogue and develop lasting fruitful collaborations.

- **Innovative**

HBMSU is a dynamic educational enterprise that provides lifelong learning opportunities to equip learners with the 21st century skills, and continuously creating the knowledge based on the culture of quality, innovation and research.

- **Leading-edge**

HBMSU believes in strategic partnerships that lead to the real transformation of education necessary to keep up with the rapidly changing world. In order to provide a higher quality of education and service to society, HBMSU extended its commitment to the qualitative high-level partnerships and affiliations.

The University has a number of collaborative relationships that have resulted in creating new opportunities for HBMSU in areas related to research, program development, content development, training, benchmarking and collaborative case study and report development to name just a few. These relationships are based on both contracts and memoranda of understanding and have benefitted the University in terms of international recognition, development and improvement of teaching and learning at many levels, as well as attraction of associate faculty.

A sample of some recent relationship agreements are also listed below:

- HBMSU launched an international Consortium for Benchmarking Framework for Online, Open, Smart, and Technology-Enhanced Higher Education
- HBMSU and Alexandria University jointly offer a Master Program in Innovation and Change Management in Egypt
- HBMSU and Al Maktoum College of Higher Education in Scotland sign MoU to jointly conduct research and training on globalization, ethics, law & Islamic economy
- HBMSU and International Council for Open and Distance Education re-launch the ICDE Global Doctoral Consortium
- HBMSU signs an Agreement with Oakland University to provide more learning opportunities to its students in the USA
- HBMSU was the first and only Arab university invited to join the Global Education Coalition launched by UNESCO

HBMSU advocates for and facilitates international links, perspectives, and initiatives. These partnerships foster international cooperation in areas such as health & environment, e-learning, quality and business management. The University is aligned with the following renowned associations and international organizations:

- International Association of Universities
- International Council for Open and Distance Education (ICDE)
- Quality Matters
- EDUCAUSE
- European Learning Industry Group (ELIG)
- International eLearning Association (IELA)
- Association of Arab Universities (AARU)
- American Society for Quality (ASQ)



- Union of Japanese Scientists and Engineers (JUSE)
- International Academy for Quality (IAQ)
- European Foundation for Quality Management (EFQM)
- Asia Pacific Quality Organization (APQO)

## **Tutoring and Teaching**

Hamdan Bin Mohammed Smart University is committed to offering high-quality academic and professional programs. It intends to foster an interactive teaching and learning environment where all courses are delivered utilizing a model of communication in which learners and faculty are highly encouraged to contribute to the learning process through critical dialogue, integrative learning, collaborative effort, and regular faculty feedback regarding learners' progress and knowledge acquisition.

## **Defining Smart Learning**

Before starting your journey with us, you may want to know more about Smart Learning. This section answers this question and some of the most frequent questions one may have about Smart Learning.

Starting with its definition, Smart Learning, often also referred to as online learning, technology enhanced learning, web-based learning, etc. refers to the delivery of learning and training by means of advanced technologies. Today beside the internet and the use of computers, learners may access learning and training using mobile devices such as iPads, phones, etc. Generally, the term Smart Learning is often used to describe a range of learning situations that include either directed learning or self-learning conducted through the internet.

## **HBMSU Delivery Approach**

Driven by HBMSU extensive experience and the state of art technological infrastructure, HBMSU programs are offered through the Full-Fledged Online Learning Approach: Synchronous (Virtual) and Asynchronous (self-paced). The full-fledged online learning delivery format is learner-centric and involves independent thinking on the part of the learner. Using synchronous delivery allows learners to interact with faculty and get questions answered in real time; thus, learners can benefit from the immediate personal engagement with faculty members and other learners, which prevent miscommunication and create greater feelings of community and lessen feelings of isolation. While faculty can gauge whether or not learners are grasping the material and plan as needed. Having some parts of the courses delivered through the asynchronous delivery

mode offers more flexibility, allowing learners to set their own schedule and work at their own pace. The approach shifts the focus from an instructor-centred to an individualized learner-centric approach. Learners are empowered to discover and construct their own knowledge.

Synchronous or Virtual learning is learning that is conducted in real time using online tools, where learners and the instructor can interact and engage with the disciplinary content of the course at the same time but without the constraints of a specific place. Synchronous learning is conducted at HBMSU in the virtual classroom and makes use of all its features, such as using audio, video and chatting, file and screen sharing, various interactive media and applications, and a variety of tools and technologies that provide a high quality learning experience.

Asynchronous learning comprises virtual and self-paced learning. The virtual component focuses on Virtual Lab activities that engage learners, consolidate skills, and measure their achievement. The Self-paced component includes further activities and homework to be conducted by the learners during the week. The Self-paced learning is not bound by time or place, and allows learners and instructors to interact and engage among each other sharing resources and information outside the constraints of time and place. The online delivery strategy at HBMSU is intended to engage learners, enhance their skills and competencies, and ensure the achievement of learning outcomes for all courses.

At HBMSU, learners are provided with a variety of learning material including specially designed digitized learning objects that can be accessed anytime from anywhere to enhance and personalize their learning experience. Asynchronous learning at HBMSU is further facilitated a variety of tools (e.g. emails, file sharing, discussion forums, blogs, e-portfolios, etc.) and resources (e.g. podcasts, videos, presentations, simulations, educational games, etc.) to ensure a highly enjoyable and interactive learning experience.

To complement the online delivery strategy adopted in all courses at HBMSU, assessment of learners can take different forms and can vary from one program to another and across the courses. Assessment for each course is linked to the learning outcomes and is administered as per the assessment strategy in the approved course syllabus provided to learners at the beginning of each semester.

In courses, where a midterm exam is required, the midterm exam will be conducted physically on Campus, and will be properly invigilated. Learners must bring their HBMSU IDs to the exam room and must abide by all examination guidelines as shared by registration.

In courses, where a final project is required (not a final exam), a virtual viva and online presentation will be necessary to allow the course instructor to authenticate the learner's work and to ask questions related to

the course and the final project. Learners must open their cameras and show their HBMSU IDs to the course instructor for verification. Failing to do so would be considered a major breach of examination guidelines that necessitates reporting to the Learners' Disciplinary Committee.

In courses, where a final exam is required, the final exam will be conducted physically on Campus, and will be properly invigilated. Learners must bring their HBMSU IDs to the exam room and must abide by all examination guidelines as shared by registration.

The delivery strategy for every course is described in the course outline distributed to learners during the first class of each course.

## **Skills for becoming Successful in Smart Learning**

In general, successful e-Learners should:

- Possess good written communication skills
- Be Self-motivated and self-disciplined
- Participate actively in all online and self-paced sessions
- Be willing and able to commit 6 to 12 hours per week per course
- Set interim goals and deadlines for yourself, and stick to them
- Organize your goals in a study schedule
- Avoid interruptions while you are attending an online classroom, viewing a video program, listening to a cassette, reading a textbook, working on the computer, or simply studying.
- Log on to your course at least 4-5 times a week
- Continuously develop your technology skills to pursue the program
- Learners need to possess some minimum technology skills such as experience with navigating and using the Internet. Knowing how to download files, attach document files to e-mail, and use MS office software.
- Take time before responding to your instructor in the virtual classroom in order to make quality contributions
- Voice your concerns about your course to your instructor

## **Guiding Principles: Transparency and Consistency**

This program catalogue outlines the rules, regulations, and program requirements forming the contract between learners and HBMSU. We prioritize transparency and consistency to ensure your educational journey remains steadfast from enrolment to completion.

# **Admission to Postgraduate Programs**

Applicants are admitted to the University irrespectively of their national origin, colour, gender, disabilities or religion. The University treats all of its learners equally and grants them the same rights and privileges. Any person is welcome to apply to Hamdan Bin Mohammed Smart University; however in order to maintain its quality standards; applicants must meet some minimum requirements to be admitted to a particular program. These admission requirements may vary from one program to another and are as detailed below.

## Postgraduate Admission:

### a. Admission Requirements

Applicants will be admitted to a postgraduate program if they satisfy the following requirements:

#### **An Accredited Bachelor Degree**

The applicant must hold a Bachelor degree or a Master degree from an accredited Higher Education institution with a minimum CGPA of 3.0 and above.

#### **English Language Proficiency**

The applicant must have a TOEFL score of 550 (Paper Based Test), 213 (Computer Based Test), 79 (Internet Based Test). Institutional TOEFL taken at HBMSU is valid only to this institution. An IELTS score of 6.0 (Academic). Emirates Standardized Test (EmSAT) English Achieved 1400 – 1525. TOEFL and IELTS scores are only valid for two years. EmSAT is valid for 18 months from the date the test was taken.

#### **Management Appreciation Program (MAP)**

The Management Appreciation Program (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 the University. The course is approved by the Commission for Academic Accreditation of the UAE Ministry of Higher Education and Scientific Research. This program provides learners with the knowledge and skills needed to appreciate and discuss the contribution that three core areas of Business makes to the management of a manufacturing, service or non-for profit organization:

- **Management:** Fundamentals of Management, Marketing, Human Resources and Operations Management
- **Economics:** Economics, Accounting and Finance
- **IT and Quantitative methods:** Information Technology & Enterprise Systems and Quantitative Methods & Data Analytics

The Program introduces learners to the principles and current issues in each of the above areas, focusing on helping them to appreciate the contribution each one makes in managing different operations in a business, while developing an understanding of the range of subject areas they are likely to cover in depth in their postgraduate studies. It is a fully online self-paced program.

This course is mandatory for applicants with no management background, and wish to apply for any of the postgraduate business programs and Master of Science: Excellence in Environmental Management and Master of Science in Hospital Management at HBMSU.

**MAP Assessment Strategy:**

The MAP program will have two types of assessments:

- Ongoing assessments (9 online quizzes)
- Final Exam (Online test)

**b. Admission Required Documents**

In order to be admitted to one of the postgraduate programs of the University the following documents must be submitted to the Admission Unit as per the deadlines mentioned in the Academic Calendar:

- Fill in the online application.
- Baccalaureate degree earned from a recognized institution, attested by the MOE (for international students, the Ministry of Foreign Affairs and the consulate in addition to equivalency from MOE).
- Original transcript of the undergraduate study.
- Certificate of English Proficiency Test (TOEFL, IELTS or Equivalent)
- Two recent photographs.
- Passport copy
- Emirates ID
- Documentation satisfying UAE visa.
- Edhbara and Family book for UAE nationals
- Equivalency letters where applicable
- Employment letters for working applicants
- CV if required
- 315 AED Application fee
- 1500 AED Admission fee (after receiving and accepting the offer letter)

### c. Confirming Admission

Applicants who fulfil the admission requirement will receive an e-offer which they will need to accept; upon accepting the e-offer, applicants are required to pay the admission fee of AED 1500 (non-refundable). Once the deposit is paid applicants are considered officially registered in their program of study and are issued an ID number and assigned an academic advisor.

### d. Conditional Admission

Hamdan Bin Mohammed Smart University applies different types of conditional admission as explained below:

#### **Conditional Admission (Missing documents)**

Subject to the evaluation and approval of the Admission Manager, applicants who largely satisfy the admission criteria and are in the process of completing their documentation, may be granted a conditional admission for a duration not exceeding one semester only. Such applicants will be notified of the documents that need to be submitted and must provide them before the end of the semester in which they have been admitted. Learners who fail to obtain all the required documents by the end of the first semester in which they have been admitted will be suspended until the missing documents are provided.

#### **Conditional GPA Admission**

The University may consider applicants with AGPA of 2.5 to 2.99, subject to achieving an AGPA of 3 in their first 9 Credit Hours.

#### **CGPA Foundation Acceptance**

HBMSU may conditionally admit learners with CGPA between 2 to 2.49 & IELTS 6.

Learners should take a maximum of 9 credit hours as remedial preparation. These remedial courses are not for credit within the degree program.

Achieve a minimum CGPA of 3.0 on a 4.0 scale in the 9 credit hours of remedial courses.

#### **Conditional Admission (English Requirement):**

Applicants may be conditionally admitted with a recognized Bachelor's degree and an EmSAT score of 1250 or its equivalent on another standardized test approved by the CAA, such as TOEFL scores of 197 CBT, 71 iBT, 530 PBT, or 5.5 IELTS, to a Master's program. Such a student must compulsory enroll in



IELP program and meet the following requirements during the period of conditional admission or be subject to dismissal:

- a. Must achieve an EmSAT score of 1400 or equivalent, by the end of the student's first semester of study;
- b. May take a maximum of six credit hours in the first semester of study, not including intensive English courses;
- c. Must achieve a minimum CGPA of 3.0 on a 4.0 scale, or its established equivalent, in the first six credit hours of credit-bearing courses studied for the Master's program.

#### **e. Admission Postponement**

The offer of admission is valid for two semesters. All admission requirements need to be met at the time of the issuance of the new admission letter. The admission of the learner will be considered cancelled if he/she failed to register after two consecutive semesters; he/she will need to re-apply when considering joining the University.

#### **f. Application Deadlines**

Applications for admission to postgraduate studies at Hamdan Bin Mohammed Smart University are accepted at two points during the year; the Fall and Spring semesters.

#### **g. Admission to joint programs**

Applicants to joint programs must satisfy all the above requirements.

For the joint program with Alexandria University, Alexandria University English Proficiency Test (AUEPT) is accepted for conditional admission for one semester. During that semester learners can register for a maximum of two courses. Learners cannot continue their studies unless they submit proof of meeting the required TOEFL or IELTS level by HBMSU.

### **PhD Admission:**

#### **a. Admission**

Applications for HBMSU PhD Program should be submitted along with all supporting documents by the closing date.

These deadlines apply to applicants for admission to the Fall (September) semester of every academic year.

Given that there would be limited seats every year in the PhD program, admission to the doctoral program will be done on a competitive merit basis as outlined in the PhD Program Admissions Policy.

## **b. Academic Requirements**

- Completion of a Master's degree, from an accredited university in the UAE, in a discipline appropriate for the doctoral degree concentration.
- Completion of a Master's degree in a discipline appropriate for the doctoral degree, or a master degree and academic distinction at the baccalaureate degree with a CGPA above 3.5 on a 4.0 scale as assessed by the Dean of the School
- A minimum cumulative grade point average of 3.00 on a 4.0-point scale, or its established equivalent, from the applicant's Master's degree program.
- A minimum IBT TOEFL score of 80 with a minimum writing score of 24, IELTS score of 6.0 with a minimum writing band of 6.5, or EmSAT 1400 with Level C1 in writing.
- The PhD Program in Quality Management requires applicants from non-management backgrounds to complete Principles of Quality Management and/or Principles of Statistics as remedial courses successfully prior to entering the PhD program. Any learner who registers for these courses must complete them within two semesters. Thus, learners are permitted to start the PhD program only when they complete these courses successfully as entry requirements.

**A candidate who meets the general admission requirements is then required to complete the following conditions:**

## **c. Evaluation Interview:**

A candidate for the PhD program will be required to attend a formal interview to evaluate his/her fitness for the PhD program and specializations anchored in HBMSU Research Priority-Focus Areas he/she intends to undertake. The results of the interview will be one of the criteria for admission.

## **d. Required Documents Checklist**

- A PhD program application form duly completed by the applicant
- A certified copy of the Master's Degree (and any other certified copies of academic records and evidence of completion of all qualifications as appropriate)
- Certified copies of academic transcripts including English translations

- Attested copy of Master’s degree certificate by the Ministry of Education in UAE. Attested copy of official transcripts of all qualifications by the Ministry of Education in UAE
- Equivalency letter by the Ministry of Education in UAE if the Master’s degree was obtained out of the UAE.
- Letter of Intention (explaining why the applicant is interested in the PhD program)
- Outline of a research interest linked to your professional/academic area of interest
- Proof of work experience (if available)
- A copy of valid passport with a valid visa
- A copy of valid Emirates ID card
- 4 passport size photographs
- A copy of updated curriculum vitae (CV)
- Two original letters of reference
- Letter of employment (if employed)
- Copy of English language Test results (An Overall Score of 80 in TOEFL- iBT / 6.0 Bands in IELTS AND a score of 24 in TOEFL- iBT / 6.5 Bands in IELTS in the writing component/ or EmSAT 1400 with Level C1 in writing.)
- A valid passport copy with a valid visa (as applicable and based on nationality)
- Statement of research interest and supporting PowerPoint slides
- Documents in any language other than English must be officially translated. All submitted documents must be certified. Admission dates are specified in accordance with published academic program catalogues and HBMSU’s portal.

## **Withdrawal from the University and readmission**

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 re-admission.

## **Learner’s Resident Visa Sponsorship**

Hamdan Bin Mohammed Smart University provides "visa sponsorship" for non-resident learners seeking to study at the University. HBMSU visa sponsorship enables this category of learners to study at HBMSU on **learner’s resident visa**.

- Learners are required to pay the applicable visa charges which cover HBMSU visa sponsorship and health test, that need to be renewed each year during their study.
- Visa applications which are rejected will incur costs associated with the visa application process. The visa sponsorship process cannot commence until the learner has accepted his/her admission offer and has paid all fees due. Learner's visa applications are subject to the approval by the UAE's Immigration Department. In the unlikely event that the visa application is not successful, the visa deposit and the admission fees and tuitions will be refunded. The UAE government may retain the annual visa fee. Learners arriving in the UAE on a tourist visa must exit the country in order to amend their status to learners' visa/Entry permit or pay the extra required fees as per the government laws.
- Learner's Resident visa is normally valid for a period of 12 months. Learners who wish to terminate their studies prior to the expiry of the visa or learners at the end of courses shorter than 12 months will have their HBMSU sponsored visa cancelled immediately. In these circumstances, learners will have to make arrangements to leave the country or seek other forms of sponsorship.

#### **Visa Eligibility:**

To be eligible for HBMSU Resident Visa Sponsorship, learners Shall:

- Be admitted, in the selected program of study; or a relevant Intensive English program (Fall and Spring);
- Submit all required documents;
- Have a valid passport for at least 6 months at the time of application;
- Enroll in the semester at which the visa is issued;
- Adhere to the attendance policy as outlined in the learners' handbook;
- Pay the admission fees and all fees related to Visa issuance;
- Receive the admission letter which clearly stipulates the date (semester and year) and the selected program of study;
- Be responsible for their own accommodation.

#### **Suspension Regulations for Visa Sponsored Learners:**

A sponsored learner may suspend his or her registration if he/she:

- Submit Registration Suspension request in order to maintain his/her visa;
- Has no outstanding tuition or other related fees.

- Has been enrolled for a period of three (3) consecutive semesters (excluding Summer) prior to applying for registration suspension for undergraduate learners;
- Has been enrolled for a period of two (2) consecutive semesters (excluding Summer) prior to applying for registration suspension for postgraduate learners;
- Such learners shall enroll in the semester following the approved leave of absence.

### **Employment of Sponsored Learners**

The Immigration laws of the UAE do not permit learners on University sponsorship to undertake paid employment in any capacity; however, learners can work directly for HBMSU governed by University related policy.

### **Health Insurance**

A valid medical insurance is required to all sponsored learners; learners will be required to renew their medical insurance prior to the expiry date

# **Academic Terms, Regulations and Course Registration**

## Semesters

Courses in Hamdan Bin Mohammed Smart University are offered in two semesters: A Fall semester and a Spring semester. Each semester consists of 16 weeks including the examination period. The University may also offer a Summer session consisting of 8 weeks or less.

## Credit Hour Definition

A semester credit hour is defined by the total number of hours a learner needs to commit per week, over the duration of one semester to complete the requirements of a particular course.

This total time includes:

1. Time spent in formal class instructions
2. Time spent in laboratory, internship, or other scheduled activity (when applicable)
3. Time devoted to reading, studying, writing, preparation or problem solving.
4. Time spent on directed self-paced learning and asynchronous communication.

A semester credit hour is assigned in the following ratio of component hours per week devoted to the course of study:

- Formal Class Instruction: One credit hour is defined as the equivalent of one hour of formal class instruction plus an average of two hours of out of class self-study (preparation for formal class instructions, reading, homework, etc) for an undergraduate level course and an average of three hours of out of class self-study for a postgraduate level course per week over a 15 weeks semester. Formal class instructions occur under the supervision of faculty members.
- Typically, the credit hours for an online course are calculated in a similar way as they would be for a traditional campus course since the outcome and the expectation for work are the same.
- Experimental Laboratory: One credit hour is usually equivalent to two hours of experimental laboratory. “Experimental laboratory” involves demonstration by instructor and experimentation by learners, with the out-of-class study generally including practice and/or laboratory report writing. “Experimental laboratory” is under the supervision of an instructor.
- Internship: one credit hour is equivalent to five hours of experiential internship per week under the control and supervision of the employer on the job with coordinated University representative planning. Internship involves the development of job skills by providing the learner with a structured employment situation that is directly related to, and coordinated with, the educational.

## Academic Load

The study load for a new postgraduate learner per semester is set at a maximum of 9 credit hours. A continuing learner may register for 12 credits in a regular semester if he/she has a CGPA of 3.5 or higher. The maximum study load for the summer session is 6 credit hours.

## Course Descriptions and Syllabi

Faculty members must ensure that learners receive the course syllabus during the first week of the semester preferably making the syllabus available on the university Virtual Learning Environment (VLE).

The deans of the respective schools have the final approval of the Course Syllabus, any changes or amendments cannot be made by individual faculty members and recommendations for change can be made to the dean.

## Course Registration

Learners can choose courses through smart campus as per the study plan of the program he/she is admitted to. Detail of the registration process is available in the following videos:

- [How to Register for Courses \(Smart Advising\) ----- Click HERE](#)

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).

## Credit Transfer and Parallel Enrolment

Prior to the first semester of enrolment, HBMSU may consider transferring credits for courses completed at other accredited universities, colleges, or institutions to its undergraduate and postgraduate programs if the learner meets the admission requirements of the program. The content and outcomes of the course(s) to be transferred shall be equivalent to at least 80% or more of the contents and outcomes of the course(s) taught at Hamdan Bin Mohammed Smart University.

To apply for transfer of credits, a learner shall fill the admission application and complete the "Transfer Credit Request" at least 15 working days before the beginning of classes. Copies of all official transcripts, course descriptions, and syllabi for the course(s) he/she wants to transfer must be attached to the request and the transfer of credit fees paid. The learner must submit and pay fees for each transcript with courses to be evaluated for credit transfer.

HBMSU applies the Transfer Admission Policy as defined in the Ministry Education Standards (2019).



## **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 Postgraduate.

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.

All admission policies and requirements pertinent to the academic year to which they are applying to, need to be met. All previously submitted academic records on file are considered as supporting documents to their new application

## **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 two 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 and Refund**

If a learner drop 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 3rd week and no later than the last working day of the 4th 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 5th week and no later than the last working

day of the 11th 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 11th 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

## **Repeating 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

## **Incomplete Coursework**

Attendance to a course final examination or the submission of final course work is compulsory and must occur as per specified dates in the university academic calendar and examination timetable. Failing to attend a final examination or to submit a final course work, on time, may lead to an “F” being assigned to the particular course.

If a learner does not attend the final examination due to extenuating circumstances the course may be considered as “Incomplete”. The extenuating circumstances may include the following:

- Illness or accident that is certified in a medical report approved by a doctor who is certified by a governmental Health Authority in the UAE.
- Death of a first or second degree relative.
- Being arrested.
- Mandatory courtroom appearance supported by a copy of the official court summons including the date when the learner was required to attend.
- Any other valid reason as deemed acceptable by the Registrar.

If the learner believes that he/ she has extenuating circumstance, then s/he must apply for an incomplete grade by completing the Incomplete Grade Request form and providing the required documents within a maximum of five working days from the examination date, and he/ she must have a good class attendance record (i.e. must not be dismissed from the course for which they are requesting an incomplete grade), and must have accumulated a minimum aggregate score of 30 out of 60 in the formative/ongoing assessments of that course.

A learner who has been given an “incomplete” grade in a course should re-take the final examination or submit the required work before the end of the Add and Drop period of the following regular semester in which he/she registers. Failing to do so will result in receiving an “F” grade which will be recorded on the learner’s transcript.

The Program Chair or the Director of General Education shall organize with faculty to have a version of the final exams (that is different from the versions used on the day of the scheduled final exam) for use in cases of incomplete course requests; administrate the exam, grade it and send the final grade to the registration unit.

The scheduling and organization of the final exam for an incomplete course shall be done in coordination between the Registrar and the School

## **Minimum and Maximum Study Periods**

Depending on the number of credit hours of a postgraduate program, the minimum allowed study period to complete the graduation requirements of credit hours Master degree is three regular semesters. While the maximum study period is 8 semesters not including the summer semesters.

## Grading System

Learners' performance in postgraduate programs is measured on a semester basis; based on the grades they have obtained for every course they have enrolled in. The final grade of the course usually consists of the score of all examinations and activities taken during the semester.

### 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 grade point average (GPA) of each learner is computed at the end of each semester to indicate his or her progress in a particular given semester.

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.

## Graduation Honours

The University grants its outstanding graduate, the following honours 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

## Academic Probation

A postgraduate learner must maintain, 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.

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 school dean 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 .

## Transcripts

Learners may obtain official signed transcripts of their academic records by applying for the official transcript. Please note that transcripts will only be released to the learner (himself/herself) or a person authorized by the learner or to an authorized person by the learner.

learner’s sponsor, if any, can access the learner’s academic profile and can apply for an official transcript

Learners may access their grade records and print unofficial transcripts from the system.

## Learner’s Records

Hamdan Bin Mohammed Smart University takes very seriously learners’ rights of privacy and confidentiality with regards to their academic records that are created by the University for Educational, Research and other legitimate purposes. 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.

Learners have the right to withhold their contact information from disclosure in the virtual Learning Environment by submitting written request to the registrar department in timely manner.

Partial results and assessments, but not final exam or final project results, are posted by faculty according to Learner's ID; name or other identification must not be used.

Transcripts will not be handed to any other party except with the learner's own authorization or his/her parents.

The University opens and maintains two different types of learner records: Admission File and the Registration File. The admission file is considered the main and permanent file and it contains all admission requirement documents. An electronic version of each learner admission file shall be also kept. The registration file contains all academic records of the learner during his/her period of study at the University.

## Attending classes

Attendance at HBMSU is compulsory and is governed by the attendance policy.

The maximum number of absences in any course should not exceed 25%, as explained in the following table.

Attendance Warning / Notification	Number of sessions missed	
	In regular semesters (Fall / Spring) after the add & drop period (2 weeks)	In Summer semesters (no add & drop period)
1st warning	2 Synchronous/Virtual Sessions	2 Synchronous/Virtual Sessions
2nd warning	3 Synchronous/Virtual Sessions	3 Synchronous/Virtual Sessions
Dismissal	4 Synchronous/Virtual Sessions	4 Synchronous/Virtual Sessions

## Coursework Assessment

Courses are generally assessed based on a 40% final assessment and 60% ongoing assessment. Some courses however, are structured differently and assessed accordingly. Final assessments can either be in the form of exams or can be individual projects.

Details about assessment strategies in any course are included in the course syllabus.

## **Plagiarism and Acknowledgement Practice**

Learners must submit for assessment their own individual and unassisted coursework; unless an assessment is based on “group work.”

For group assignments, each learner in the group is held jointly responsible for ensuring the assignment submitted complies with the university’s Policy.

Learners must not submit for assessment any work which has been submitted for another course at the University or at any other educational institution. Such behavior is considered a serious offense and shall be subject to terms of the Course Work and Assessment policy.

When any material is used by a learner which is not entirely the work of the learner or “work of the assigned group to which the learner is a member”, in whole or in part, the learner must fully refer to that material in accordance with the system of referencing specified in the course outline. Failure by a learner to comply with the above requirements may arise to academic misconduct and disciplinary action may be taken.

## **Policies and Procedures Governing Graduate Research**

To ensure clarity, precision, and compliance with all regulatory standards, facilitating a well-governed and high-quality research environment for our graduate learners, the Research Policy, and other related policies and procedures cover broad range of topics including project execution, dissertation guidelines, registration, proposal submission and approval processes, advisory, supervision, final examinations, revision processes, degree awarding criteria, and intellectual property rights.

Projects, theses and dissertations, registration, proposal submission and approval are detailed in the Research Policy pages 3-4, further supported by specific procedures in the PhD Dissertation Guidelines section 5.2 and Master Dissertation Guidelines page 2. Principal advisor and supervision are described in the Research Policy pages 3-4, with additional specifications in the PhD Dissertation Guidelines sections 4.1 & 4.2, and Master Dissertation Guidelines, page 2. Graduate committees’ procedures and roles are specified in the PhD Dissertation Guidelines section 6 and Master Dissertation Guidelines, page 3. Seminar requirements addressed in the PhD Dissertation Guidelines section 6.1. External readers, final examinations are outlined in the PhD Dissertation Guidelines section 7, Master Dissertation Guidelines page 3, and the Academic Progress Procedure, page 3. Procedures for making revisions are specified in the PhD Dissertation Guidelines

section 7 and Master Dissertation Guidelines on page 4. Award of degree Governed by the Academic Progress Policy and further detailed in the Academic Progress Procedure, page 4. Intellectual property and copyrights covered under the Research Policy section 9

## **Course/ Program Evaluation**

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

In limited cases, the university may temporarily withhold midterm or final grades along with the processing of issuing official transcripts and/or printing of unofficial transcripts till certain requirements-which are identified as crucial are met. Such cases could be, but are not limited to: delays in filling the course/program evaluation form which may jeopardize the accreditation status of the institution.

## **Graduation**

Upon satisfactory completion of all requirements of a postgraduate program, a learner at Hamdan Bin Mohammed Smart University will be awarded the related Degree.

### **Graduation Requirements**

To be eligible for the award of a postgraduate degree, a learner must:

- Successfully complete all the courses and requirements of the program of study as mentioned in the program study plan.
- Maintain an CGPA of not less than 3.00 points
- PhD and Master graduates, must Publish at least one (1) academic paper based on research undertaken at HBMSU in a local or international journal or conference.
- Spend the minimum period, stipulated for the award of the degree 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 Hamdan Bin Mohammed Smart University.
- All financial obligations of the learner towards the University must be settled through the clearance process. As well as completing the end of program evaluation surveys.



- All Learners eligible for graduation need to fill out the Application Form for Graduation during the registration period of the last expected semester of study and to submit it to the Registration Unit. The university will charge the graduation fees as indicated in the “Application Form for Graduation”.

# **Learner's Rights, Responsibilities, Code of Conduct and Problem Resolution**

Hamdan Bin Mohammed Smart University has established a code of conduct to which it expects its learners to adhere. The Code of Conduct at Hamdan Bin Mohammed Smart University describes learners' rights and responsibilities, standards for academic and nonacademic conduct, and penalties for violating the code of conduct.

The **learners' rights** are summarized in the following:

### **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 integrity is entitled to appeal against a decision as per the procedure and policies set forth in this handbook.

### **2. 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 office by submitting a grievance record.

### **3. 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, 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

### **4. Freedom of Assembly**

Hamdan Bin Mohammed Smart University recognizes the rights of all learners to gather in groups to seek knowledge, debate ideas, form opinions, 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.

### **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 office. 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 office. 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 office 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 office by posting a complaints on SAWTI channel on the Smart Campus or email.

Hamdan Bin Mohammed Smart University 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 persons in the university community-staff, faculty, and other learners.
- To set up their University email accounts, and recognize that emails are the main and only official means of communication with University staff
- To participate actively in the learning process, both in and out of the virtual classroom (in online and offline class activities);
- To attend all class sessions online;
- To develop skills required for learning, e.g., basic skills, computer skills, time management, motivation, study skills, and openness to the educational goals;

## Learners' Dress Code

All learners are expected to adhere to common practices of modesty, cleanliness and neatness; to dress in a respectful manner within the acceptable standards of the community and in such a manner as to contribute to the academic atmosphere, not detract from it. Learners who fail to comply with this dress code may be subject to disciplinary actions.

- 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

The learners are also expected to obey to all university rules and regulations and are prohibited from engaging in any unlawful conduct. Any learner violating the code of conduct published in this policy either as a principal actor, aider or accomplice shall be subject to disciplinary action.

## Penalties for Violating of Code of Conduct

Conduct and behavior cases resulting from alleged violations of the University's code of conduct are within the jurisdiction of the LRM Office. Learners must be aware that violations will be treated seriously, with special attention given to repeat offenders. 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:

- **Disciplinary Warning:** - By sending a written formal Warning to the learner informing him or her that his/her conduct is against the university standards. Continued misconduct may result in more serious disciplinary action..
- **Disciplinary Probation:** - By sending a written formal notice from the Learners Relationship Management Senior Manager to the learner informing him or her that s/he was found in violation of the university standards. Violations of the stated conditions will cause more serious disciplinary action.
- **Suspension:** - The University Disciplinary Committee may decide to suspend a learner for a fixed period of time, suspension may refer to:
  - Exclusion of the learner from one or more courses;

- Exclusion of the learner from University activities;
- 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, Senior Manager prior to being allowed to enroll at the University after the suspension period has expired.
  
- **Expulsion:** - The LRM Senior Manager 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.
  
- **Supplemental Sanctions:** - The LRM, Senior Manager 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:
  - Work assignments
  - Fines may be imposed: restitution, i.e., compensation for loss, damage, or injury
  - Academic sanctions, e.g., revocation of degree, holding transcripts, removal from courses
  - Failing course
  - Loss of privileges
  - 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

### 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 messages 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.

## **Learner Academic Integrity Code (Academic Honesty)**

It is the foundation upon which the learner builds personal integrity and establishes a standard of personal behaviour. The University can best function and accomplish its mission in an atmosphere of the highest ethical standards. The University expects and encourages all learners to contribute to such an atmosphere by observing all accepted principles of academic honesty.

The Coursework and Assessment Procedure at HBMSU includes (Appendix 1 page 13) the details on the similarity report produced by Turnitin. The procedure covers many aspects including the following:

- As a guide, a returned percentage of over 25% would indicate that plagiarism has occurred.
- In case of dissertations, the similarity percentage should be as close as possible to zero but consider 10% similarly as cut-off point.
- The default assignment settings should be adjusted to exclude quoted material, references/bibliography and small matches up to 5 words in order to gain a more accurate overall percentage.
- Learners may access, edit and reload their submitted file without any need for faculty intervention as long as it is still in Draft form. If a submitted file shows very high similarity and the assignment deadline was not yet due, then a learner may ask the instructor to revert the assignment to “draft” status, so that the learner can work on it and improve it.
- In all cases, the it is the learners’ responsibility to submit the Assignment file before deadline



- The Originality Report is available to learners once the learner uploads his/her submission.

Academic dishonesty or cheating includes acts of plagiarism, forgery, fabrication or misrepresentation, such as the following:

1. **Cheating:** refers to intentionally using or attempting to use unauthorized materials, information, or study aids in any examination or academic exercise or make an attempt to change the outcome of assessment results through undue influence or material means. Cheating may take several forms for example:

- Copying from another learners' exam or work paper;
- Allowing another learners to copy;
- Using unauthorized material during the exam, or
- Receiving help during online exams and other assessment activities.
- Making an attempt to change the outcome of assessment results.

2. **Plagiarism:** to wilfully use the work, ideas, images or words of someone else in your submitted assignment without appropriate acknowledgement or attribution. Plagiarism can take several forms for example:

- Quoting another person's actual work without reference
- Using another person's idea, theory, opinion of others without reference
- Purchasing readymade work paper from the web
- Turning in a paper retrieved from an Internet source as one's own
- Using another student's work in whole or part and handing it in as one's own
- Presenting the same work for more than one course
- Using information from an encyclopaedia, book, textbook, web site, database, etc., without citing the source
- Using any facts, statistics, graphs, drawings, pictures, sounds or other piece of information from any source that is not common knowledge, without citing the source
- Using quotations of another person's actual spoken or written word without citing the source
- Paraphrasing (putting into your own words) another person's unique ideas, spoken or written without citing the source
- Using online translators for assignments and assessments to outsmart plagiarism detection tools

3. **Dishonesty in Submitted Work:** All academic work and materials submitted for assessment must be the original work of the learner (or group of learners if specified i.e. in a group work situation). Learners are prohibited from submitting any material prepared by, or purchased from another person or company other than them.
  
4. **Copyright Violations:** Copyright laws must be closely observed. Copying, alteration or unauthorized use of course material, University records, or instruments of identification with the intent of defraud or deceive is prohibited. Learners are expected to abide by relevant patents and intellectual property rights, for example, if they have access to any sensitive documents if their work involves access to information from outside institutions.
  
5. **Inappropriate Proxy:** Learners must attend their own examinations and classes whether they are virtual (online) or physical. Those impersonated and the impersonators could face dismissal from the University.
  
6. **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 research to satisfy requirements in two courses.
  
7. **Complicity in Academic Dishonesty:** Complicity in academic dishonesty consists of helping or attempting to help another person commit an act of academic dishonesty or will fully assisting another learner in the violation of the academic code of integrity. Complicity in academic dishonesty is pre-meditated and intentional. This can include but is not limited to:
  - a) Doing the work for another learner,
  - b) Designing or producing a project for another learner,
  - c) Providing answers during an exam test or quiz,
  - d) Calling a learner on a mobile phone while taking an exam and providing information,
  - e) Providing a learner with an advance copy of a test,
  - f) Leaving inappropriate materials behind at the site of an exam or test,
  - g) 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 program-chair. 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 a substitute 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 General Education director (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 s/he has been 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. 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 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 or the Director of General Education .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 or the Director of General Education shall notify the Registrar to form the committee within 5 working days.

## Penalties

- 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 (LDC):
  - a. Verbal or written warning.
  - b. Resubmission of the work in question.
  - c. Submission of additional work for the course in which the offense occurred.
  - d. A lower grade or loss of credit for the work found to be in violation.
  - e. 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.
  - f. 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.
  - g. 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.
  - h. Learners on scholarships will lose their scholarship if they were proven to have engaged in academic dishonesty or plagiarism.
  - i. 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.

## Problem Resolution

### Grade Appeal

Faculty members shall articulate and communicate course requirements and standards of performance to learners at the beginning of each course and apply equal and uniform performance evaluation and grading criteria to all learners.

Grade appeal only applies to the final course grade or final assessment grade.

Grades 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 lodging a grade appeal application must submit the Grade Appeal Request no later than 5 working days following the reporting of the final course grade.

## Learner 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.

## Learner Grievance

A learner may pursue a grievance if he or she believes that a member of the university community has violated his or her rights through actions like:

- Alleged harassment 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.

**Grievance procedure does not apply to grading. Please refer to the previous section for grade appeals, except in the case of grievance against the Appeal Committee Decision.**

## **Informal Resolution**

Prior to invoking the procedures described below, learners are strongly encouraged to discuss his or 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 or her grievance in writing to the person alleged to have caused the grievance.

## **Formal Resolution**

If a learner decides not to present his or her grievance to the person alleged to have caused the grievance or if the learner is not satisfied with the response, s/he 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.

## **Learners Council and Subcommittees**

Hamdan Bin Mohammed Smart University 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 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 LC as long as she/he is enrolled in any program at the time of the election. It is expected that as a good citizen, a learner will participate and take an active role in the academic and social life of the University.

### **Eligibility to Stand for Contest/ Election**

To stand for the election for membership of the LC, any learner enrolled in any academic program is eligible:

- Must be registered in the University at the time of election.
- Have at least one year till graduation.
- Must adhere to the learner's code of conduct.
- Only UAE nationals are eligible for the LC president position.

## **Learners Communities:**

The Learners Council can also form learners' virtual communities for the purpose of advancing learner skills and making a difference throughout the virtual community. Learners' virtual 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' virtual events for the benefit of enhancing the learner experience at HBMSU during the academic year. Activities include HBMSU Annual Gathering, 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 My Smart Hub section, News section and SAWTI of Smart Campus, including other communication channels.

My Smart Hub is a platform on Smart Campus which enriches the learners experience through conducting virtual events, online competitions and interactive activities, as well as learning about new volunteer opportunities and enriching knowledge regarding health and lifestyle issues and topics.

## **HBMSU Alumni Association**

The Alumni Association is established to operate as a non-profit association under HBMSU. The purpose of the Association is to positively extend the alumni experience beyond graduation and foster a culture of mutual benefit. This is going to be achieved with alumni involvement towards the development of the alumni, learners, and the University. Engagement virtual activities will be carried out through knowledge creation and application in smart learning, quality management, entrepreneurship, and innovation.

## **Alumni Council**

The Alumni Council works with the LRM on a voluntary- basis to achieve Alumni Association's goals and purpose, through planned virtual activities, programs and projects.

To stand for the election for membership of the Council, alumni must be:

- Any Alumni member who completes any academic program or professional diplomas from HBMSU.
- Having a good conduct and academic history as defined by the academic regulations of the University.
- Only UAE nationals are eligible for the Alumni Council President position.
- The LRM responsibility is to ensure eligibility of the nominees before the final declaration.

# Financial Policies and Tuition Fees



## Programs Tuitions & Other Applicable Fees

The tuitions for the postgraduate programs and other applicable fees for the academic year 2024 - 2025 are depicted in the following tables:

Program Name	Fees
<b>School of Business and Quality Management - Postgraduate Program</b>	
Master of Science in Organizational Excellence	84,960
Master of Science in Innovation & Change Management	84,960
Master of Management in Entrepreneurial Leadership	72,000
Master of Project Management	84,960
Master of Human Resource Management	72,000
<b>School of Health &amp; Environmental Studies - Postgraduate Programs</b>	
Master of Science in Public Health	90,000
Master of Science in Hospital Management	72,000
Master of Science: Excellence in Environmental Management	72,000
<b>School of e-Education - Postgraduate Programs</b>	
Master of Arts in Online Education Leadership and Management	72,000
Master of Education in Learning Design and Technology	66,000
<b>Doctoral Programs</b>	
Doctor of Philosophy Total Quality Management	300,000

## English Language Programs

Below is a list of the programs, the number of hours and the fees.

Program	Number of hours	Fees (VAT Inclusive)
Program 1	180	11,340
Program 2	150	9,450
Program 3	120	7,560
Program 4	90	5,670
Program 5	60	3,780

Please note that the above fees cover tuition and course material. Each level includes 30 hours of IELTS Exam Preparatory course.

## Academic Program Related Fees

Fees Type	Fee (AED) Inclusive of VAT	Notes
Admission Application	315	Non-Refundable
Admission Fees – Bachelor	1000	Non-Refundable
Admission Fees – Master	1500	Non-Refundable
Admission Fees – Doctoral	2000	Non-Refundable
Math Placement Test Fee	100	Non-Refundable
Transfer of Credit Application	315	Non-Refundable
Transfer of Credit Per Undergraduate Course	550	Non-Refundable
Transfer of Credit Per Graduate Course	750	Non-Refundable
Change of Program Fee	200	Non-Refundable
Late Registration Fee	525	Non-Refundable
Incomplete Course Grade	500/Course	Non-Refundable
Grade Appeal Application Fee	300/Course	Non-Refundable
Post-dated Cheques Charges for Installment Plans	105	Non-Refundable per Cheque
Penalty for Returned Cheques	500	Non-Refundable
Official Transcript	105	Non-Refundable per copy
Attestation	367.5	Non-Refundable per each extra copy
Degree/Certificate	210	Non-Refundable per each extra copy
Services Fees for standard semesters	1000	Non-Refundable
Services Fees for Summer semester	500	Non-Refundable
English Placement Test	157.5	Non-Refundable
Graduation Fees	1050	Non-Refundable
MAP	5000	Non-Refundable

## Scholarship and Financial Aid

Hamdan Bin Mohammed Smart University administers various and scholarship schemes and programs. These schemes and programs are offered on merit and competitive bases to applicants to the university programs.

### Scholarships

#### ➤ H.H. SHEIKH HAMDAN BIN MOHAMMED SCHOLARSHIP

#### Eligibility

- H.H. Sheikh Hamdan Bin Mohammed Scholarship 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.
- The scholarship covers 100% of tuition fees and accommodates 20 FULL scholarships only; 16 of which are given to UAE nationals and the remaining 4 are given to non-UAE nationals.
- The scholarship will be given to fresh high school graduates who are interested to join HBMSU in the following academic year of their high School graduation year (fall or spring semester) or fresh graduates from the UAE, National Service program with a minimum of 90% marks in high school average provided that they meet the admission requirements.
- In case that the number of UAE applicants is less than 16, the remaining scholarships out of the 16 should be transformed proportionally into partial scholarships given to Non-UAE national applicants, each of which covers 50% of tuition fees.

#### Criteria

- Within three weeks from the announcement of the scholarship, the Admission unit will identify the top applicants who fulfil the scholarship criteria and who have accepted the admission offer to be considered for H.H Sheikh Hamdan Scholarship. After the lapse of the three weeks, The partial scholarships will be applied. Learners who fulfil English proficiency requirements will be considered first for the scholarship.
- The applicants must fulfil the admission requirements as per HBMSU admission policies.
- The applicants for the scholarship must have the required English proficiency test score prior to the start of the first semester.
- The University Registrar shall evaluate each case as per the scholarship evaluation criteria

- The Registrar receives and evaluates all applications for Scholarship and Financial Aid. The Registrar shall evaluate the eligibility of all applicants for scholarships in accordance with the Scholarships Policy and procedure and evaluates the applications for Financial Aid according to their financial status, merit, and academic performance as well as the availability of budget in the university.
- The final eligible list will be sent by the admission to the University registrar for verification. The Registrar shall review and verify the results and shall take the final results to the Chancellor for approval through VCLD
- The Registrar shall then submit his/her recommendations to VCLD who shall in turn send for Chancellor approval. Upon the approval of the awards by the Chancellor, the Registrar informs the awardees of scholarships and financial aid and completes the related formalities.
- The scholarship entitles the awardees to a waiver of tuition for the program of admission until graduation.
- The scholarship covers the admission fee and the tuition of the academic program to which the learner has been admitted

### **Terms and Conditions**

- Awardees must register in the semester that he/she has been admitted.
- The scholarship requires continuous active enrolment. It is expected that learners will complete the program as per the guiding policies (i.e. study load, attendance, minimum and maximum study periods, transfer of credit, etc.).
- The continuation of the scholarship is subject to learners maintaining a minimum cumulative grade point average (CGPA) of 2.50 out of 4.00. If an awardee's CGPA falls below 2.50 out of 4.00 at the end of any semester the scholarship will be automatically suspended for one semester. If he/she improves 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.
- Change of program will result in the discontinuation of the scholarship.

## ➤ DISTINGUISHED LEARNERS' SCHOLARSHIP

### Eligibility

- Be on the Dean's List at least twice during their study period;
- Have a cumulated CGPA of minimum 3.70 as of the last semester academic record.
- Join any HBMSU postgraduate program within a maximum of two semesters post their graduating semester.

### Terms and Conditions

- The continuation of the scholarship is subject to learners maintaining satisfactory academic performance at the end of each semester. If the CGPA falls below 3.0 at the end of any semester (as per related policy) the scholarship will be suspended for one semester. If he/she improves 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.
- Change the program shall result in discontinuation of the scholarship.

## ➤ HBMSU SPECIAL SCHOLARSHIP

Hamdan Bin Mohammed Smart University Special Scholarship is offered to all needy learners for any program at HBMSU.

### Eligibility

- Applicants to undergraduate, Master, and PhD programs

### Criteria

- The main criteria for this scholarship are high performance learners who have some financial needs and meeting all the program entry requirements.
- The applicant shall fill the Scholarship Application Form and shall attach all required documents and evidences listed as per the evaluation criteria.
- The scholarship entitles the successful recipient to a waiver of the program tuitions (any other fees including are excluded) for the whole program until graduation subject to active enrolment.

### Terms and Conditions

- Awardees must register in the semester that he/she has been admitted to.

- The scholarship requires continuous active enrolment. It is expected that learners will complete the program as per the guiding policies (i.e. load, attendance, minimum and maximum study periods, transfer of credit, etc.).
- The continuation of the scholarship is subject to learners maintaining a minimum cumulative grade point average (CGPA) of 2.5 out of 4.0 for undergraduate and 3.0 out of 4.0 for postgraduate. If an awardee's CGPA falls below the specified minimum at the end of any semester the scholarship will be automatically suspended for one semester. If he/she improves 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.
- Change of program shall result in discontinuation of the scholarship.

➤ **UNIVERSITY SEMESTER BASED SCHOLARSHIPS (summer semester not included)**

- All new officially admitted learners to Undergraduate Programs and who have completed their high school certificate and demonstrated academic excellence by achieving a minimum grade point average of 90% are entitled to a tuition remission of 20% of the tuition of the program for the first semester they are enrolled. Transferred learners are excluded from this scholarship.
- A continuing full-time undergraduate learner who achieves a minimum semester GPA of 3.60 out of 4.00 in a given semester where the academic load is 15 C/Hrs minimum, is entitled to a tuition remission of 15% of the tuitions for the following semester he/she will enroll in.
- All new officially admitted learners to Postgraduate Programs (Master degrees) who demonstrate academic excellence in their undergraduate studies by achieving a minimum cumulative grade point average of 3.60 out of 4.00 or its equivalent are entitled to the tuition remission of 20% of the registration fees for the first semester he/she is enrolled in. Transferred learners are excluded from this scholarship.
- A continuing full-time postgraduate learner (Master degrees) who achieves a minimum semester GPA of 3.70 out of 4.00 in a given semester where the academic load is 9 C/Hrs minimum is entitled to a tuition remission of 15% of the tuitions for the following semester he/she will enroll.
- A continuing full-time postgraduate learner (Ph.D.) who achieves a minimum semester GPA of 3.70 out of 4.00 in a given semester where the academic load is 9 C/Hrs minimum is entitled to a tuition remission of 15% of the tuitions for the following semester he/she will enroll (not applicable for dissertation).

➤ **Staff Scholarship**

- All full-time staff member of HBMSU, who has successfully completed one year full time contract of employment with HBMSU, shall be entitled to 20% scholarship, as long as the full-time member of staff is employed at HBMSU, and meets the satisfactory academic progress requirements; if the staff/learner has received an academic warning, the scholarship will be automatically discontinued; shall he/she remove the academic warning in the next semester, he/she will benefit from the scholarship for the following semester.
- Staff are responsible for obtaining the approval of the respective VC/Chancellor for the study program (study major) in advance. In the case where a conflict of interest arises, the staff member will be required to sign a confidentiality/non-Disclosure agreement before they start their studies.
- A staff member who is granted the 20% scholarship will be required to serve HBMSU for a period of one year following his graduation, in the case where this requirement is not fulfilled, the staff member will be required to refund the University the full scholarship amount.
- The staff scholarship is granted per semester, HR shall approve the scholarship prior to each semester.
- Staff scholarship shall not be granted for back dated semesters.
- Staff scholarship shall not be applied on pro-rata basis or during a running semester,
- Staff scholarship shall be discontinued by HR for the upcoming semesters in case of the occurrence for once of the following reasons:
  - a. If the staff receives any official warning notice / letter.
  - b. Performance appraisal result is below expectation.
  - c. Staff receives official contract termination.

➤ **University Partner (HBMSU Staff members are excluded from this category)**

- Hamdan Bin Mohammed Smart University has numerous agreements and MOUs with government, semi government and private departments, civil and business organizations within UAE and the region.
- University partners are entitled to a tuition remission of 10% of the tuition. A list of those partners is approved by the VCLD and maintained by the University Registrar.
- Learners whom one of their parents are working in government sectors or spouse, son or daughter shall be entitled to 10% discount.

- The learner shall apply for this scholarship and attach the required documents at the beginning of each semester.
- Adding new organizations to the partner's list shall be recommended by the University Registrar and approved by the VCLD.

➤ **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.
- However, a learner's sponsor, if any, shall be able to receive an official transcript whenever requested or at the end of each semester. The sponsored learners shall pay all fees not covered by the sponsorship letter.
- In case the sponsor wishes to withdraw the sponsorship, the learner shall be responsible for any outstanding payment.
- Discounts will not be given to sponsored learners.

➤ **Learners Discount:**

- Discount may apply to Concentrated Learners (excluding PhD) upon registration for courses for entire group, and according to the following terms: 2.6.1. The continuation of the granted discount for concentrated learners is subject to active enrolment in the first semester.
- In case a concentrated learner from the entire group drop/withdraw up to the last day of the add/drop, the discount will not be granted.
- If a minimum of 3 learners from the same organization register for a given course, a 10% discount will be given on the course fee.
- If a minimum of 4 and up to 7 learners from the same organization register for a given course, a 20% discount will be given on the course fee.
- and more learners from the same organization will be granted 30% discount on the course fee. Discount granted is subject to active enrolment by all learner in the group in the first semester
- Congress attendees are not included in the above categories

Casual and Committed learners: Discount may apply to Casual and Committed Learners upon registration for courses on the HBMSU training platform Cloud Campus (Groups can be colleagues



from same organizations or friends from different organizations), and according to the following terms:

- If a group of minimum 3 Casual/Committed learners register for a training course, a private discount of 10% could be given on the course fee.
- If a group of minimum 4 and up to 7 Casual/Committed learners register for a given course, a private discount of 20% could be given on the course fee.
- If a group of 8 and more Casual/Committed learners register for a training course, either public or private discount code of 30% discount could be granted on the course fee.
- Discounts to be approved by the VCUA and applied by the LLLCD on the Cloud Campus.
- Exceptions to the scholarships section of the Enrolment Policy, the procedures outlined here or adding a new type of scholarship shall be recommended by registrar, endorsed by VCLD and approved by the Chancellor .

➤ **HBMSU Alumni:**

- HBMSU Alumni are entitled to a tuition remission of 10% of the tuition when they join any Master program at HBMSU.
- HBMSU Alumni Group Discount: (1) Group discount can be granted to HBMSU Alumni when joining Master program at HBMSU through Alumni Association and subject to the following conditions:
  - a. If a minimum of 3 Alumni register for a given course, a 10% discount will be given on the course fee.
  - b. If a minimum of 4 and up to 7 Alumni register for a given course, a 20% discount will be given on the course fee.
  - c. A group of 8 and more Alumni register for a given course will be granted 30% discount on the course fee.
  - d. Discount granted is subject to active enrolment by all learner in the group in the first semester

- **UAE Nationals working in private sector and holders of ABSHER card are entitled to a tuition remission of 10% of the tuition (applicable on UG level only)**

**General Conditions**

- All required documentation, if any, must be presented prior to the scholarship or grant being awarded as per the published deadlines.
- A learner cannot be granted more than one scheme at a time. 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.
- Ph.D. dissertation is not covered by any scheme.
- Repeated Courses will not be covered by any of the above listed schemes. The cost related to repeated courses will be added to learners' financial statement three weeks from the start of each semester.
- Program based scholarships covers full program tuition fees within all semesters including summer, no other fees like e-Books/Books, MAP, or any other administrative fee are covered with those schemes.
- Semester based scholarships covers regular semesters and not including summer, no other fees like e-Books/Books, MAP, or any other administrative fee are covered with those schemes.

## Payment Channels

Payment for each semester is due immediately and fully upon courses enrolment, 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 and all other fees can be made via the following Payment Channels:**

### 1. Online (e-Payment):

Via the use of credit or debit cards through **Hamdan Bin Mohammed Smart University** secure payment gateways.

### 2. e-Wallet:

Learner can pay their tuition fees using their e-Wallet account through smart campus, to top up the e-Wallet account; kindly use one of the following channels:

#### (a) e-Wallet top-up using Emirates NBD Cash Deposit Machine:

- Learner to enter his/her learner ID and deposit the required amount.
- Minimum payment limit through this service is AED 100.
- Learner e-Wallet account will be updated at the same moment of payment.

**For more information, please refer to:**

Smart Campus → Support → Knowledge Base → Manuals → Smart Campus → Finance → How to top-up eWallet using ENBD cash deposit machine

### 3. Current Dated Cheque:

Cheque to be issued in favor of "**Hamdan Bin Mohammed Smart University**" and should be deposited in the CHQ deposit machine placed within HBMSU premises immediately upon courses enrollment. Penalty charges of AED 500 (VAT inclusive) will be added to the learner account in case of returned cheque for any reason.

**For more information, please refer to:**

Smart Campus → Support → Knowledge Base → Manuals → Smart Campus → Finance → How to successfully write a cheque / How to use HBMSU Cheque Deposit Machine

#### 4. Bank Transfer (ONLY for overseas Learners):

Overseas learners can pay their fees online by credit card, or transfer fund to HBMSU bank account as per the following details:

<b>Bank name:</b>	Emirates NBD
<b>Branch:</b>	Main branch, Dubai – United Arab Emirates.
<b>Account name:</b>	Hamdan Bin Mohammed Smart University
<b>Account Number:</b>	101-22607463-01
<b>IBAN Number:</b>	AE170260001012260746301
<b>SWIFT Code:</b>	EBILAEAD
<b>Currency</b>	AED

Please email copy of the bank advice mentioning your name, ID, contact no & payment details to the email address: [Finance@HBMSU.ac.ae](mailto:Finance@HBMSU.ac.ae)

#### 5. Demand Draft/ Manager Cheque (ONLY for overseas Learners):

Manager Cheque to be issued in favor of “**Hamdan Bin Mohammed Smart University**” and to be cleared within Dubai - United Arab Emirates, and to be sent to finance division at Hamdan Bin Mohammed Smart University site address:

**Address:**

Dubai Academic City, Dubai, U.A.E.

P.O. Box: 71400, Dubai, UAE.

Telephone: +971 4 4241155

**Important Instruction:**

Please notify us upon sending the manager cheque mentioning your name, ID, contact no & payment details to the below email address:

Email: [Finance@hbmsu.ac.ae](mailto:Finance@hbmsu.ac.ae)

## **Learners' Services and Facilities**

HBMSU supports its mission and purpose by enrolling learners with diverse backgrounds and abilities, assisting them in reaching their full potential and providing them with adequate and appropriate resources, programs, services and support to optimize their educational experience and well-being.

HBMSU provides a wide range of quality support services and facilities appropriate and responsive to the needs of the diverse learner and alumni population. These services and facilities are customized to suit the nature of the online delivery model.

**Following are the services and facilities provided by HBMSU to support the learners:**

## **Academic Advising**

Advising services at HBMSU are available through the Smart Advising system. Smart Advising facilitates learners' course selection and approves courses for registration while taking into account every learner's individual academic history, program completion and graduation requirements. Learners who wish to discuss their academic progress or career path have the option to contact an academic advisor in their school through different communication modes that are available to them in Smart Campus.

## **HBMSU Smart Library Services**

The HBMSU Smart Library put in the hands of learners, alumni, faculty members and admin staff an enriched collection of learning resources and research materials that can be accessible on the go 24/7 with ChatBot Support Service. In a blink, the HBMSU Smart Library Portal can return to online users with millions of OAR and subscribed electronic and digital resources, including books, journals, articles, and case studies, in addition to corporate documents that cover their reports and profiles. Also, The Smart Library provides the following smart services: Smart Reference Service, Smart Borrowing Service, Current Awareness, Inter-Library Loans ...etc. The Smart library regularly conducts live information literacy sessions for learners on a multitude of topics on how to avoid plagiarism, how to use reference tools, and how to use different research techniques. Plus, offering orientation sessions for the new comers.

Furthermore, the Smart Library provides sufficient and appropriate equipment, such as workstations, printers, electronic imaging equipment, to allow learners, faculty, and staff to access electronic resources, perform searches, copy materials within limits prescribed by copyright laws, and study.

The Smart Library facilities includes:

- (1) Modern photocopy and printer, linked to user account.
- (5) Group Study Spaces and Presentation Practice Spaces. Booking available online through library portal.
- Wireless connections.
- (14) Computers for users use.

Available resources to support HBMSU programs include:

- **E-Books:**
  - EBSCO Academic Collections.
- **eJournals:**
  - EBSCO Business Source Ultimate.
  - Emerald.
  - EBSCO Medline Complete.
  - EBSCO Education Source.
  - E-Marefa.
- **Dissertations:**
  - PDQT (Dissertations) ProQuest.
  - ETHOS.
  - NDLTD.
- **Research Tool:**
  - RefWorks.
- **HBMSU Collations:**
  - HBMSU Dissertations Repository.
  - HBMNSU Publications Repository.
  - LCMS Repository.
- **Open Access Resources:**
  - More than 500 databases.

## Learning Delivery Support

The Learning Delivery Support unit is dedicated to 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, e-library, payment gateway, etc), logging to email, forgetting passwords, assistance in installing or downloading software.

The Learning Delivery Support unit provides technical assistance based on the following support model:

- **Phone Support** by calling +971 4 4241199. An IT specialist will work with the caller over the phone to resolve technical difficulties faced by him or her.
- **e-Mail Support** via email, all emails are to be addressed to [ITSupport@hbmsu.ac.ae](mailto:ITSupport@hbmsu.ac.ae), the email should specify the nature of the request and the date by which the requester would like his or her request to be answered.

## Learner e-Mails

Learners' e-Mail accounts are generated to all learners upon admission and after issuance of learner's ID. 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. Because of this open freedom, and the possibility of conversing with individuals with whom you may have never met, learners should conduct themselves in an appropriate manner during their communications. This service is provided free-of-charge to the learners of Hamdan Bin Mohammed Smart University. Accounts are for individual use, and should not be loaned out to family or friends for any reason.

All official correspondence conducted via email to Learner should be sent to the University provided learner email account and no other private email accounts. Therefore, all learners are expected to check their email on a frequent and consistent basis in order to stay current with University related communications. Learners must ensure that there is sufficient space in their mailbox. Warning will be issued to the account when the mailbox will reach its maximum size. Accounts that reach their size limit will not be able to receive or send e-mails

The account creation does not require any action necessary by the learner; all accounts will have the same default password. Therefore, learners when they first log in need to change their passwords. Passwords will be required to be changed every 6 months.

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.



## **Innovative Learners' Support and Smart Learning Infrastructure**

HBMSU has developed and deployed a state-of-art Smart Learning environment to support its learners and faculty. Our Virtual Learning Environment (VLE) includes many innovative and integrated components such as Learning Management System, Virtual Classrooms, Smart Library, mobile services, social networking, etc. Furthermore, HBMSU has invested in developing an innovative learner-centric support infrastructure which provides learners with the technical training and support they need to benefit fully from our modern Smart Learning environment. Technical support and training is available both face to face and virtually online.

Furthermore, HBMSU has 4 fully equipped computer laboratories for learners, three of which are Windows based, and the fourth is a Mac lab. The labs are further equipped with LCD projectors and sound systems.

## **e-Orientation Program**

The purpose of the e-orientation program is to introduce new learners to Hamdan Bin Mohammed Smart University, its policies and procedures, virtual learning environment and available services. Besides that, the e-orientation program prepares learners for a quantum transition from conventional learning to the virtual approaches of acquiring knowledge.

## **Skill Upgrading Workshops and Resources**

In line with the departmental mission of developing the overall personality of the learner, the Learner Relationship Management conducts numerous virtual workshops, training sessions, and lectures on variety of topics. The purpose of these virtual events is to enhance and improve learners' skills and competencies.

## **HBMSU 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' Related Events

The LRM along with the LC organizes a variety of learners virtual 'events. These include: Competition events, social events, and celebrations, which include various activities involving learners, faculty and staff.

My Smart Hub is a platform on Smart Campus which enriches the learners experience through conducting virtual events, online competitions and interactive activities, as well as learning about new volunteer opportunities and enriching knowledge regarding health and lifestyle issues and topics.

## Learners Relationship Management Department (LRM)

### Overview:

The Learner Relationship Management (LRM) is playing an important role in enriching learners' university experience through providing non-academic support services that needed during their learning journey and beyond. The provided services help learners to expose and develop their personality to prepare them for their future career.

### LRM Role:

- **Career Planning** :LRM Provides learners and Alumni with a wide range of career-related guidance, resources, and services. These include career planning, personal counseling and career advising, career services and career placement.
- **Career Services** :Learners are provided with a series of workshops and visits to develop their career skills.
- **Counseling Services** :LRM Provides the learners with counseling services provided by a third party . The first session is completely free for learners followed with a discounted session (if needed)
- **Job Opportunities** : Supporting learners and graduates in Finding employment opportunities.
- **Orientation and training programs** : Orientation sessions and training programs are provided every semester to new and existing learners
- **Learners Events**:LRM organize events and field trips for both learners and alumni , some events are annually organized such as the Annual Gathering , Tomorrows Ride and other events are organized on a semester base such as Deans List and Top Management meeting . LRM also organizes fun field trips such Hiking activities .
- **Learners Council**: The purpose of the LC is to foster and facilitate communication between learners and various constituents of the university. Specifically, the Council shall work towards promoting harmony, understanding, and cooperation among learners and the other stakeholders of the university.

- **Entrepreneurs Club:** Entrepreneurs Activities: The Entrepreneur Club is one of the leading initiatives that creates a network for HBMSU entrepreneurs of learners and graduates.
- **Learners Success Stories:** LRM highlights learners and alumni achievements on the University social media platforms.
- **Sawti:** Sawti is an innovative, real-time, electronic wall where learners, faculty, and staff can post questions, suggestions, ideas, comments, complaints and issues. LRM makes sure that the Sawti experience goes smoothly by helping learners to answer their inquiries and guide them to the right channels .
- **Alumni: Services:** several services are provided to HBMSU Alumni such as HBMSU News, Events, and Job Opportunities.

## Registration Department

### Overview:

The Registration Dept scope of work is mainly providing several services to our external and internal customers in collaboration with other departments and plays a major role in records and data observations, enriching and enhancing learners experience during their learning journey and beyond

### Registration Dept. Role:

- Academic calendar preparation.
- Preparing semester time table.
- Issuing Letters (Examination / Enrolment / Completion of Academic Requirement)
- Processing of credit transfer.
- Processing of change of program request.
- Issuing official transcripts.
- Processing of incomplete request.
- Processing of grade appeal request.
- Issuing learners time table.
- Applying scholarships and grants to all eligible learners every semester.
- Issuing of graduate attestation every semester to all graduate learners.
- Responding to all learners inquires via Sawti, email and phone calls.
- Monitor enrolment of learners in RED category (under final academic warning)
- Update Learners Handbook.

- Final exams logistics.
- Learners cases, enquires and Sawti
- Degree audit for all Graduating learners.
- Graduation Ceremony (operations and logistics)

## Career Services

- **Career Services:**
- The primary aim of the career services is to build bridges connecting learners, alumni, and fresh graduates with employers and career opportunities by providing a range of services through career planning, personal counseling and career advising services, career opportunities and placement services.
- **Career services include:**
- - Assisting prospective and new learners in clarifying their interests and skills (Self-Assessment Tests).
- - Familiarizing learners with career development resources.
- - Assisting learners in planning for a career.
- - Identifying internship and training opportunities for learners.
- - Assisting learners in acquiring the necessary skills to meet the market's requirements (i.e. time management, communication and interpersonal skills, etc.).
- - Finding employment opportunities for the Alumni.
- - Providing career advising and personal counseling.

## HBMSU Campus

The HBMSU new dedicated campus at the academic city accommodates 22 state of the art classrooms with seating capacities varying from 25 to 60, in addition to an auditorium with a capacity of more than a 190 seats. The university premises also include 3 computer labs and several meeting rooms in various locations of the campus. All classrooms are smart rooms featuring the use of technologies, such as smart boards, live streaming, wireless internet, etc.

## **Campus Timing and Security**

Learners are able to access the University campus during the official working hours which is from 8:00 AM to 3:00 PM when any administrative service is required.

Additionally, learners are able to access the other campus facilities at any time from 8:00AM up to 10:00 PM, after that time; learners are not allowed to stay in the University campus and the Security Guard will ensure that all learners leave by 10:00 PM.

The University enforces the security of the campus 24 hours; certain behaviors shall be strictly prohibited:

The learners are requested to provide the security guards any personal identification when required; the learners are expected to attend the campus with their university ID card.

The learners are responsible for their valuable personal items. In case of lost/found items, the Security Guards shall be responsible to report any lost and found items in the campus, and the learners are required to handle the lost/find items to the Security Guards.

The learners are required to follow the Security Guards directions in case of Emergency Evacuation to ensure their safety. The security guards have the right to withdraw any learners' ID in case of miss conduct.

## **Schools & Academic Programs**

# School of Business and Quality Management

The School of Business and Quality Management provides learning opportunities to all individuals aspiring to specialize in business, quality management, innovation, and related areas. The approach adopted by the school consists of pioneering up-to-date programs relevant to the Middle East region. The school specializes in courses, programs, and certifications that identify and address the business challenges faced by workers, managers, entrepreneurs, policy makers, and the larger community in the Middle East region.

All School of Business and Quality Management programs are accredited by the UAE Ministry of Education. The school is aspirant and working to achieve AACSB accreditation in addition to alignment of professional learning skills in its related programs with renowned professional accrediting bodies (e.g., GInI, SHRM, Six Sigma, PMI, ACCA).

In alignment with the four main pillars of UAE centennial 2071 (future-focused government, excellent education, diversified knowledge economy, and a happy and cohesive society), SBQM operates to achieve the following vision, mission, and objectives.

## School Vision:

To be a leading smart business school that shapes the education of the future by offering innovative solutions to life-long learners globally.

## School Mission

We adopt a learner-centered approach to educate the leaders of the future by leveraging smart technologies and relying on practice-based methodologies. We aim to foster an entrepreneurial, innovation and quality mindset to enable our life-long learners to play a leadership role and make a positive impact in their communities and beyond.

## School Objectives

The School's key objectives are:

- To create a learning environment that encourages a spirit of critical inquiry and intellectual curiosity in relation to all disciplines offered by the school.
- To build on and strengthen our distinctive competencies in total quality management and its wider application.
- To set the highest standards of Smart Learning and to be responsive to society's needs.

- To conduct research and disseminate findings in relevant disciplines in line with the HBMSU strategic directions and goals
- To foster a mindset of innovation and entrepreneurship among our life-long learners.

## Management Appreciation Program (MAP)

The Management Appreciation Program (MAP) is a non-credit course approved by the Commission for Academic Accreditation of the UAE Ministry of Education. This program prepares learners to undertake graduate studies in any of the Management related Program offered by the HBMSU. MAP is designed for those learners who did not study sufficient “Management” discipline related courses in their undergraduate studies. It provides learners with the knowledge needed to understand the basics of three core areas in business studies:

- **Management:** Fundamentals of Management, Marketing, Human Resources and Operations Management.
- **Economics & Finance:** Economics, Accounting and Finance
- **IT and Quantitative Analysis:** Information management & Enterprise Systems and Quantitative Analysis to support decision making.

MAP introduces learners to the principles and current issues in each of the above areas, focusing on helping them to appreciate the contribution each one makes in managing different operations in a business, while developing an understanding of the range of subject areas they are likely to cover in depth in their postgraduate studies.

### MAP goals:

- PG.1 Provide learners with basic and contemporary knowledge of Management, Human Resources, Marketing and Operations Management and the contribution they make in synergy in achieving organizational strategic objectives.
- PG.2 Provide learners with an understanding of the fundamentals of economics, accounting and finance and its impact on businesses.
- PG.3 Provide learners with an appreciation of the critical role information management play in business decision making, and the pervasive role of Information Technology in businesses.
- PG.4 Provide learners with an understanding of quantitative methods and data analysis to support managerial decision making



## Master of Science in Organizational Excellence

**Total credit hours (36)**

### Program Description

The Master of Science in Organizational Excellence program provides graduates with a comprehensive mastery of Quality Management and Organizational Excellence, addressing both strategic and operational dimensions. This cutting-edge program equips learners with advanced management knowledge and skills essential for leading organizations where quality management is crucial for achieving business excellence.

The curriculum draws on globally recognized Quality Management frameworks such as the Deming Prize, the European Foundation for Quality Management (EFQM), and the Malcolm Baldrige National Quality Award (MBNQA), as well as national models like the UAE Government Excellence Model and the Dubai Quality Award. By integrating these frameworks with contemporary concepts like Quality 4.0 and Industry 4.0, the program bridges traditional quality management practices with the latest technological advancements, demonstrating how digital transformation enhances quality management and drives excellence.

Graduates of the MSc in Organizational Excellence will be adept at implementing sophisticated quality management tools and systems, leading their organizations to excel in competing for prestigious regional and international quality and excellence awards.

**Accreditation:** This program has received full accreditation from the Ministry of Education in the UAE

### Program Outcomes

On completion of this program, learners will be able to:

#### Knowledge (K):

K1: Critically evaluate the various approaches and philosophies of quality management.

K2: Assess critical success factors of quality and organizational excellence.

K3: Analyze theories and frameworks of organizational excellence and their applications and implications in different economic sectors.

#### Skill (S):

S1: Demonstrate advanced skills in researching and critically analyzing emerging issues in organizational settings.

S2: Apply innovative problem-solving methods and techniques to resolve organizational issues.

S3: Employ highly specialized communication to achieve organizational excellence.

**Autonomy and Responsibility (AR):**

AR1: Work independently towards completing quality management projects.

**Role in Context (RC):**

RC1: Engage effectively in diverse workgroups and diverse organizational settings.

**Self-Development (SD):**

SD1: Address complex ethical workplace issues in organizational decisions making.

**Program Structure**

Course code	Course Name	Credit hours	Pre-Requisites
<b>Pre-Program</b>			
GMAP500	Management Appreciation Program (MAP)	0	
<b>Core Courses</b>			
RESM610	Research Methods	3	
BIAN610	Business Analytics	3	
FINC615	Managerial Finance	3	
ENTR 612	Innovation & Entrepreneurship	3	
MGMT670	Strategic Management: Capstone	3	<ul style="list-style-type: none"> <li>• ENTR 612 Innovation and Entrepreneurship</li> <li>• FINC615 Managerial Finance</li> <li>• 18 credit hours</li> </ul>
<b>Specialization Courses</b>			
QLTY633	Total Quality Management	3	
QLTY623	Managing Business Excellence	3	
QLTY651	Service Excellence	3	QLTY633 Total Quality Management
QLTY646	Performance Management	3	FINC615 Managerial Finance
QLTY640	Advanced Quality Tools and Techniques	3	
BUSS698	Dissertation 1	3	<ul style="list-style-type: none"> <li>• Research Methods</li> <li>• 18 credit hours</li> </ul>
BUSS699	Dissertation 2	3	BUSS698 Dissertation 1

## Program Study Plan

Pre-Program			
Course code	Course Name	Credit hours	Pre-Requisites
GMAP500	Management Appreciation Program (MAP)	0	-

Semester 1			
Course code	Course Name	Credit hours	Pre-requisites
RESM610	Research Methods	3	None
ENTR 612	Innovation & Entrepreneurship	3	None
QLTY633	Total Quality Management	3	None

Semester 2			
Course code	Course Name	Credit hours	Pre-requisites
BIAN610	Business Analytics	3	None
QLTY623	Managing Business Excellence	3	None
FINC615	Managerial Finance	3	None

Semester 3			
Course code	Course Name	Credit hours	Pre-requisites
QLTY646	Performance Management	3	FINC615 Managerial Finance
MGMT670	Strategic Management: Capstone	3	Innovation and Entrepreneurship Managerial Finance 18 credit hours
BUSS698	Dissertation (I)	3	Research Methods (RESM610) 18 credit hours

Semester 4			
Course code	Course Name	Credit hours	Pre-requisites
QLTY640	Advanced Quality Tools and Techniques	3	
QLTY651	Service Excellence	3	QLTY633 Total Quality Management
BUSS699	Dissertation (II)	3	BUSS698 Dissertation (I)

## Master of Science in Innovation and Change Management

### Total credit hours (36)

### Program Description

The Master of Science in Innovation and Change Management focuses on the strategies for managing modern organizations and setting and maintaining the course of change. It provides learners with specialist knowledge and skills on how to overcome resistance during the change process, and maximize learning and innovative thinking for anticipating and coping with the repercussions of change. This unique postgraduate program on innovation from HBMSU Dubai allows creative thinkers and those interested to gain additional knowledge to develop their ability to keep businesses competitive and adaptable in a constantly changing economic and social environment. After successful completion of the Master in Innovation and Change Management from HBMSU, learners will be equipped with concepts and methods that will help them be successful managers and leaders of change.

The program prepares learners to develop innovation and managing change strategies and to create an innovation culture within their organizations. The complex issue of managing change is addressed using case studies adapted to the local and regional context. Learners will learn how to create and maintain a workplace and culture that facilitates and sustains change including the benefits of a creative and innovative environment.

This postgraduate degree specializing in change management and innovation draws on the latest psychological research and managerial studies on processes of thinking; dynamics of groups, teams, and organizations; corporate culture; and leadership practices. The program is generically designed to attract graduates from various disciplines including social sciences, physical sciences, engineering, computing, and law. For an overview of core units and electives you can study in this course.

## Program Outcomes

Upon completion of this program, learners will be able to:

### Knowledge (K):

K1. Develop highly specialized knowledge in innovation and change management and its application in local, regional and global contexts.

K2. Appraise the concepts and principles of quality and excellence in the context of innovation and change management.

### Skill (S):

S1. Formulate effective innovation and change management strategies for organizations.

S2. Apply problem-solving skills through the use of appropriate quantitative and qualitative techniques.

S3. Display a range of effective communication skills appropriate for various workplace settings through presentations and technical report writing.

### Autonomy and Responsibility (AR):

AR1. Display autonomy and responsibility through independent work.

### Role in Context (RC):

RC1. Perform role in context by undertaking and successfully completing projects in innovation and change management areas that require planning, organizing, delegating and controlling team activities from a diverse membership.

### Self-Development (SD):

SD1. Assess the impact of values, ethics and culture on change in an organizational context.

## Program Structure

Course code	Course Name	Credit hours	Pre-Requisites
<b>Pre-Program</b>			
GMAP500	Management Appreciation Program (MAP)	0	
<b>Core Courses</b>			
Research Methods	RESM610	3	
Innovation & Entrepreneurship	ENTR612	3	
Strategic Management: Capstone	MGMT670	3	ENTR612-Innovation and Entrepreneurship

Course code	Course Name	Credit hours	Pre-Requisites
			FINC615-Managerial Finance 18 Crdt Hrs
Business Analytics	BIAN610	3	
Managerial Finance	FINC615	3	
Specialization Courses			
Change Management 1	MGMT610	3	
Change Management 2	MGMT675	3	
Innovation Strategies	ENTR640	3	
Business Process Management	OPER621	3	
Corporate Entrepreneurship	ENTR675	3	
Dissertation 1	BUSS698	3	RESM610-Research Methods 18 Crdt Hrs
Dissertation 2	BUSS699	3	BUSS698-Dissertation 1

## Program Study Plan

Pre-Program			
Course code	Course Name	Credit hours	Pre-Requisites
GMAP500	Management Appreciation Program (MAP)	0	-

Semester 1			
Course code	Course Name	Credit hours	Pre-requisites
ENTR612	Innovation and Entrepreneurship	3	None
RESM610	Research Methods	3	None
ENTR675	Corporate Entrepreneurship	3	None

Semester 2			
Course code	Course Name	Credit hours	Pre-requisites
BIAN610	Business Analytics	3	None
OPER621	Business Process Management	3	None
MGMT610	Change Management I	3	None

Semester 3			
Course code	Course Name	Credit hours	Pre-requisites
FINC615	Managerial Finance	3	
MGMT675	Change Management 2	3	MGMT610
BUSS698	Dissertation ( I )	3	18 Crdt Hrs and RESM610

Semester 4			
Course code	Course Name	Credit hours	Pre-requisites
ENTR640	Innovation Strategies	3	
MGMT670	Strategic Management: Capstone	3	ENTR612, FINC615, and 18 Crdt Hrs
BUSS699	Dissertation ( II )	3	BUSS698 and 18 Crdt Hrs

## Master of Project Management

### Total credit hours (36)

### Program Description

The Master of Project Management program provides an exceptional opportunity for aspiring business leaders to advance their expertise in a dynamic and competitive field. This cutting-edge online program is tailored to meet the demands of modern project management, preparing you to excel in diverse sectors, including public, private, and social organizations.

In a global marketplace where advanced project management skills are crucial for success, this program offers a deep understanding of how to effectively initiate, plan, schedule, lead, and execute projects. You will develop the ability to manage resources, schedule activities, control finances, address risks, lead teams, and facilitate organizational change using the latest concepts and techniques.

The program emphasizes optimizing key project management dimensions—quality, cost, and time—by employing decision support systems. Delivered online with flexible, personalized learning schedules, it is perfectly suited for busy professionals seeking to acquire the cutting-edge skills needed to thrive in a globalized environment.

**Accreditation:** This program has received full accreditation from the Ministry of Education in the UAE.

## Program Outcomes

At the end of the Program, learners will be able to:

### Knowledge (K):

- K.1 Demonstrate a deep knowledge of project management issues and activities within organizations
- K.2 Explain fundamental concepts and precepts of project management with a focus on triple constraints of projects (scope, time and cost) and issues related to project life cycle (Starting the project, organizing and Preparing, carrying out the work, and closing the project)
- K.3 Understand and evaluate appropriate tools and techniques to solve project problems

### Skill (S):

- S.1 Exhibit leadership skills and ability to effectively manage project teams through considering ethical and legal dimensions of projects during the course of a project life cycle
- S.2 Demonstrate skills pertinent to the core business functions of an organization as a project manager
- S.3 Master soft/interpersonal skills such as team building, problem solving, negotiation and collaboration which are necessary to lead projects effectively and utilize them in project management decision making under different circumstances
- S.4 Demonstrate autonomy, judgment and responsibility in project planning and execution through both independent work as well as part of a project team.

### Autonomy and Responsibility (AR):

- AR.1 Demonstrate critical thinking skills with regard to assessing critically the relevant and important data, providing a solution and defend it with evidence, and resolve any outstanding conflicts within and between projects

### Role in Context (RC):

- RC1. Demonstrate role in context by undertaking and successfully completing projects that require liaising effectively with individual team members from different functional areas
- RC2. Demonstrate autonomy, judgment and responsibility in project planning and execution through both independent work as well as part of a project team



RC2. Demonstrate autonomy, judgment and responsibility in project planning and execution through both independent work as well as part of a project team

**Self-Development (SD):**

SD.1 Demonstrate self-development through taking responsibility for own future learning needs under different situations

**Program Structure**

Course code	Course Name	Credit hours
<b>Pre-Program</b>		
GMAP500	Management Appreciation Program (MAP)	0
<b>Core Courses</b>		
PROJ610	Project Management Fundamentals	3
RESM625	Data Analysis for Managers	3
ENTR612	Innovation and Entrepreneurship	3
RESM611	Research Methods for Project Management	3
PROJ672	Project Planning and Scheduling	3
PROJ633	Project Cost and Finance	3
PROJ682	Project Risk Management and Decision Making	3
PROJ640	Program and Portfolio Management	3
PROJ696	Project Management Application	3
QLTY620	TQM and Business Excellence	3
BUSS698	Dissertation 1	3
BUSS699	Dissertation 2	3

**Program Study Plan**

<b>Pre-Program</b>			
Course code	Course Name	Credit hours	Pre-Requisites
GMAP500	Management Appreciation Program (MAP)	0	-

Semester 1			
Course code	Course Name	Credit hours	Pre-requisites
PROJ610	Project Management Fundamentals	3	None
RESM625	Data Analysis for Managers	3	None
ENTR612	Innovation and Entrepreneurship	3	None

Semester 2			
Course code	Course Name	Credit hours	Pre-requisites
RESM611	Research Methods for Project Management	3	RESM625
PROJ672	Project Planning and Scheduling	3	None
PROJ633	Project Cost and Finance	3	None

Semester 3			
Course code	Course Name	Credit hours	Pre-requisites
PROJ682	Project Risk Management and Decision Making	3	None
PROJ640	Program and Portfolio Management	3	None
BUSP698	Dissertation 1	3	RESM611

Semester 4			
Course code	Course Name	Credit hours	Pre-requisites
PROJ696	Project Management Application	3	21 Credit Hrs
QLTY620	TQM and Business Excellence	3	None
BUSP699	Dissertation 2	3	BUSP698

## Master of Management in Entrepreneurial Leadership

### Total credit hours (36)

### Program Description

Successful business leaders across industry sectors share a common trait: an entrepreneurial mindset. Entrepreneurial leadership skills represent a critical factor in successfully launching a new venture that innovatively delivers added value to customers. Recognizing that Innovation and Entrepreneurship have become critical strategic considerations supporting success in an increasingly competitive business environment, graduates will be equipped to leverage entrepreneurial leadership to manage the ideation,

evaluation and implementation of new business ideas in both start-ups and established corporations in both public, private and social sector organizations.

In terms of structure, the post graduate program, Master of Management in Entrepreneurial Leadership, involves 36 credit hours (Cr-H), including 10 core courses each of 3 Cr-H, and a dissertation (6 Cr-H).

**Accreditation:** This program is accredited by the UAE Ministry of Education's Commission for Academic Accreditation.

## Program Outcomes

At the end of the Program, learners will be able to:

### Knowledge (K)

- K1. Demonstrate a critical awareness of issues affecting individuals and organizations seeking to create new ventures in MENA region and beyond.
- K2. Appraise what is necessary for entrepreneurial leaders to create an ethical internal environment conducive to facilitating creativity and innovation that results in new ideas for products and services.
- K3. Develop a comprehension of the financial knowledge needed to start, maintain, and evaluate the performance of entrepreneurial ventures.
- K4. Identify effective and efficient marketing strategies and integrated communications plans targeted to internal and external constituencies of entrepreneurial ventures.

### Skills (S)

- S1. Demonstrate research and problem-solving skills to identify market opportunities and to develop strategies for new entrepreneurial ventures.
- S2. Synthesize knowledge from different fields to prepare a business plan for a new venture.

### Autonomy and Responsibility (AR)

AR1. Display autonomy and responsibility through the capacity to work at a high level independently as well as in teams to develop and grow entrepreneurial ventures.

### Role in Context (RC)

RC1. Adapt to ambiguous situations in complex environments to formulate novel solutions to unstructured problems.

### Self-development (SD)

SD1. Demonstrate self-development through sensitively managing complex ethical issues in enterprise set up and growth leading to fair and valid decisions.

## Program Structure

Course code	Course Name	Credit hours
<b>Pre-Program</b>		
GMAP500	Management Appreciation Program (MAP)	0
<b>Core Courses</b>		
ENTR605	Entrepreneurship Fundamentals	3
RESM610	Research Methods	3
MGMT625	Organizational Behaviour & Leadership	3
ENTR640	Innovation Strategies	3
ENTR661	Innovation in Smart Products and Services	3
MKTG610	Entrepreneurial Marketing	3
ENTR630	Entrepreneurial Leadership	3
FINC610	Financial Management	3
ENTR675	Corporate Entrepreneurship	3
ENTR620	Entrepreneurial Planning	3
BUSS698	Dissertation 1	3
BUSS699	Dissertation 2	3

## Program Study Plan

<b>Pre-Program</b>			
Course code	Course Name	Credit hours	Pre-Requisites
GMAP500	Management Appreciation Program (MAP)	0	-

<b>Semester 1</b>			
Course code	Course Name	Credit hours	Pre-requisites
ENTR605	Entrepreneurship Fundamentals	3	None
RESM610	Research Methods	3	None
MGMT625	Organizational Behavior and Leadership	3	None

Semester 2			
Course code	Course Name	Credit hours	Pre-requisites
ENTR640	Innovation Strategies	3	None
ENTR661	Innovation in Smart Products and Services	3	None
MKTG610	Entrepreneurial Marketing	3	None

Semester 3			
Course code	Course Name	Credit hours	Pre-requisites
ENTR630	Entrepreneurial Leadership	3	None
FINC610	Financial Management	3	None
BUSS698	Dissertation 1	3	RESM610

Semester 4			
Course code	Course Name	Credit hours	Pre-requisites
ENTR675	Corporate Entrepreneurship	3	None
ENTR620	Entrepreneurial Planning	3	21 Crd/Hrs
BUSS699	Dissertation 2	3	BUSS698

## Master of Human Resource Management

**Total credit hours (36)**

### Program Description

In today's knowledge-driven society, the main assets of any organization are its human resource capital. The skills and competencies of employees play a central role in the success of any organization in the global competitive environment. The Master in Human Resource Management (HRM) offered by Hamdan Bin Mohammed Smart University Dubai provides graduates with an opportunity to develop expert knowledge and skills in the field of human resources. The program provides insights into the way businesses operate, including organizational change, training and development, new employment relationships and strategic staffing.

This accredited HR management graduate program prepares professionals in the specialized HRM discipline, making graduates well-acquainted with contemporary HRM practices and the strategic importance of people

management. The program also emphasizes on HRM as a strategic function of the organization. Graduates of this Master's degree in Human Resources will have the capacity to critically engage and expand awareness of ethical issues in HRM, and particular questions of social responsibility and professional practice.

**Accreditation:** This program is accredited by the UAE Ministry of Education's Commission for Academic Accreditation

### **Program Outcomes**

At the end of the Program, learners will be able to:

#### **Knowledge (K):**

- K1. Develop understanding of HRM strategic HRM functions and their and their contribution to organizations operating within the socio-economic environment of MENA region.
- K2. Formulate strategies for effective management of people by undertaking thorough business analyses and their implications to HRM functions for organizations operating in MENA region.
- K3. Critically appraise opportunities to implement activities that foster constructive organizational change.

#### **Skill (S):**

- S1. Exhibit technical, analytical and decision making capabilities by producing Human Resource plans and policies appropriate for organizations operating in the MENA region.
- S2. Demonstrate problem-solving skills through the use of appropriate, function-driven metrics, statistics, or other analytics.
- S3. Display a range of effective communication skills appropriate for various workplace settings through oral presentations, research and technical report writing.

#### **Autonomy and Responsibility (AR):**

- AR1. Demonstrate autonomy and responsibility through independent work as well as part of a team in a range of contexts.

#### **Role in Context (RC):**

- RC1. Demonstrate role in context by undertaking and successfully completing projects in HRM functional areas that require planning, organizing, delegating and controlling team activities from a diverse membership.

#### **Self-Development (SD):**

- SD1. Demonstrate role in context by consistently and sensitively managing ethical issues.

## Program Structure

Course code	Course Name	Credit hours
<b>Pre-Program</b>		
GMAP500	Management Appreciation Program (MAP)	0
<b>Core Courses</b>		
HRMT612	Human Resource Management in a Dynamic Environment	3
RESM610	Research Methods	3
MGMT625	Organizational Behaviour & Leadership	3
MGMT611	Change Management I	3
HRMT642	Staffing Organizations	3
HRMT662	Building Human Capital	3
HRMT652	Performance and Talent Management	3
MGMT670	Strategic Management	3
HRMT620	International Human Resource Management	3
HRMT680	Strategic Human Resource Management	3
BUSS698	Dissertation 1	3
BUSS699	Dissertation 2	3

## Program Study Plan

<b>Pre-Program</b>			
Course code	Course Name	Credit hours	Pre-Requisites
GMAP500	Management Appreciation Program (MAP)	0	-

<b>Semester 1</b>			
Course code	Course Name	Credit hours	Pre-requisites
HRMT612	Human Resource Management in a Dynamic Environment	3	None
RESM610	Research Methods	3	None
MGMT625	Organizational Behavior & Leadership	3	None

Semester 2			
Course code	Course Name	Credit hours	Pre-requisites
MGMT611	Change Management I	3	None
HRMT642	Staffing Organizations	3	None
HRMT662	Building Human Capital	3	None

Semester 3			
Course code	Course Name	Credit hours	Pre-requisites
HRMT652	Performance and Talent Management	3	None
MGMT670	Strategic Management	3	None
BUSS698	Dissertation 1	3	RESM610

Semester 4			
Course code	Course Name	Credit hours	Pre-requisites
HRMT620	International Human Resource Management	3	-
HRMT680	Strategic Human Resource Management	3	-
BUSS699	Dissertation 2	3	BUSS698

## School of Business and Quality Management Course Descriptions

Course Code	Course Name	COURSE DESCRIPTION
PROJ696	Project Management Application	This course integrates the knowledge accumulated in prior course-work as well as produce new derived information, learners will be able to demonstrate the ability to handle the project manager's role as an integrator. The course leads to project management application through applying project management 4 components (knowledge, skills, tools and techniques) to produce a project management plan; by analyzing, evaluating, and suggesting improvements in specific project environments. The course covers case study assessment, analyzing some good practices in project management (to determine the best); and by demonstrating project management sophistication by commenting critically about provided general plan that will be turned into a project.
MKTG620	Customer Centricity	In the present-day competitive business environment, focusing on customer satisfaction through 'transactional dealings' is no longer sufficient and is only considered as a basic step. Developing a solid relationship through a process of continuous evaluation and analysis of their needs and requirements, and adopting a responsive, flexible, innovative and smart approach are likely to carve a competitive edge for the firm. This course will, therefore, focus on Customer



		<p>Relationship Management (CRM) anchored in a customer-centric paradigm. Learners will be able effectively to apply CRM through customer-centric strategies for enhancing organizational performance.</p> <p>Class discussions will focus on practical issues in CRM and facilitate the understanding of the technologies and processes currently applied to foster a culture of customer-centricity in a cross-section of organizations in the UAE and elsewhere in the Middle East.</p>
RESM625	Data Analysis for Managers	<p>This course provides an introduction to data analysis for managers and business decision-makers. The focus of the course is on developing expertise in analytical tools available to business executives operating in a global business environment. The aim is for learners to understand the essence of modern data analysis, with an emphasis on collaborative problem-solving by teams of learners through exploring actual business problems and data. Practical application of the concepts and interpretation of computer generated output facilitate enhanced learner experience in the use of statistical tools for decision-making, and to understand risk and uncertainty using quantitative data</p>
BUSS699	Dissertation II	<p>The purpose of Dissertation II is to develop learners' abilities to firstly apply the proposed research methodology to a substantial piece of field work as appropriate, collect and analyze primary or secondary data, draw meaningful conclusions, and discuss its implications. In addition, the above Dissertation II at enabling learners to write a comprehensive academic report on the work that was achieved, demonstrating standard academic writing skills, exhibiting logic, critical thinking, and clarity and following recommended referencing practices. The final requirement of the Dissertation II is for the learner to produce a research dissertation and demonstrate the ability to defend it in an oral examination</p>
BUSS698	Dissertation I	<p>The Master research dissertation provides learners with the opportunities to apply the knowledge, skills and competencies gained in the program to organize and conduct a credible research project in a specific aspect relevant filed of study. The dissertation is an original scholarly work created under the supervision of a faculty who provides learners with guidance throughout their work.. Dissertation 1 aims to develop learners' abilities to discover and synthesize prior research relevant to field of study including identifying research objectives, synthesizing a review of appropriate literature, adopting a theoretical and conceptual framework, using a methodology and Learners are required to propose a research design, select appropriate sample and sampling techniques, determine data analysis methods and create appropriate research instruments or sources of secondary data.</p>
ENTR 630	Entrepreneurial Leadership	<p>Entrepreneurial firms need entrepreneurial leadership for success. This course is about the identification and development of innovative solutions to the most common leadership and personal challenges faced by entrepreneurs when starting new ventures and through the immediately following stages of organizational growth. The course highlights the leadership traits, skills and tools necessary to start a new business and explores how to avoid common pitfalls. It promotes a deeper understanding of what is required to be a successful entrepreneur and pursue an entrepreneurial vision. Learners will discover that entrepreneurial</p>

		leadership is applicable to public, private, and social sector organizations, as well as to small, medium or large organizations, and across different industry sectors. The course is structured around the study of leadership in practice through readings of the text and examples of entrepreneurial leadership in case studies and real life.
MKTG 610	Entrepreneurial Marketing	Early stage entrepreneurs and start-ups face unique marketing challenges. These relate to limited financial resources, understaffing, time constraints, and a lack of understanding of the strategic role of marketing. These factors are compounded by the early stage of the product life cycles which require more resources to be devoted to the product/service. At the same time, net income is low or even negative at the launch stage of a new product/service. Consequently, entrepreneurial entities often fail to adequately plan and budget for marketing activities- a critical shortcoming that contributes to the low success rates for new products and ventures. This course will focus on understanding the marketing function and the key role it plays in supporting the achievement of organizational objectives within an early stage entrepreneurship (for example micro enterprises), a start-up (with relatively intensive intellectual and financial capital investment), or within a unit/department in an existing organization using cost-effective techniques such as guerilla marketing, social media and viral marketing.
ENTR620	Entrepreneurial Planning	Pursuit of an entrepreneurial vision requires a planned approach in order to make best use of scarce resources, reduce the risks of failure and increase the chances of success. This course empowers learners to research and critically analyze the feasibility of an innovative idea and to create a successful venture. It takes learners through a comprehensive business planning and development process, involving identification of an innovative idea, environmental scanning, formulating business strategies and implementing a business plan. The course supports the strategic management and leadership of new ventures. It explores various contexts such as that of the startup and corporate venturing through critical discussion, real life examples and case studies. The course considers important legal and ethical issues in the MENA region.
ENTR675	Corporate Entrepreneurship	The course focuses on equipping potential corporate entrepreneurs with the required knowledge, skills and competencies to leverage existing resources, capabilities and innovation practices in an established enterprise to sustain profitable growth. Learners analyze the different factors supporting the establishment of a conducive ecosystem for innovation and entrepreneurship and discuss different types of entrepreneurial initiatives including innovations in service, channels, brands, business models, networks, customer experience, and intellectual property models.
FINC610	Financial Management	This course focuses on tools and techniques used in modern financial management. Material in the course is designed to provide knowledge and skills required for understanding, exploring and analysing financial management issues. This course is concerned with the management of firms' financial resources to achieve its objectives of wealth maximization. This course develops learners' understanding of

		<p>corporate finance theory and its application to financing and investment decisions undertaken by managers. It is designed to provide them with the ability to apply the tools and methodologies of contemporary finance theory. The course will look at the role of financial managers and the scope of their decision making. The course will explore methods for evaluating and presenting choices in an accessible manner regarding the complexity of financial decisions. The course will present recent trends and innovative financing techniques. Learners will gain the necessary knowledge of the principles and techniques used in analysing financial statements, working capital management, evaluation of alternative investment opportunities, etc</p>
HRMT612	Human Resource Management in dynamic environment	<p>This course which examines the management of people as key assets in achieving high performance organizations and competitive advantage. Managing people from a strategic, operational and project perspective is covered showing that Human Resource Management (HRM) is for both specialists and line managers. The link between HRM, strategy and performance is explored along with developing high commitment people strategies and the impact which this can have on organizational performance. The contribution of various HRM functions and activities such as resourcing and staffing, HRM planning, training and development, performance and reward management and compensation and effective people management is covered.</p>
MISM610	Information Technology Management	<p>This course introduces learners to information technologies that are critical to the 21st century new business organizations; it covers information technologies relevant to business operations and decision making; examines how information technologies can be used to introduce new innovations and how technological changes are implemented and managed within the organization. Subjects covered within this course include the effect of the Internet on competitiveness, types of information systems, aligning business and technology strategy, implementing and managing technological changes within an organization</p>
ENTR640	Innovation Strategies	<p>The innovation process has been defined as the development and implementation of new ideas. This occurs at many levels in a society. Policy makers are interested in the role innovation plays in regional and economic development while managers attempt to craft the most effective strategies to facilitate innovations in their organizations. Individuals also seek to identify new ways to increase their own levels of innovativeness through continuous self-improvement. This course will provide with an overview of important innovations throughout history, introduce key innovation theories and frameworks, national innovation policies and systems, and a strong foundation for understanding what constitutes actual innovation in different contextual settings. The link between entrepreneurship and innovation, importance of technology, business models, and the commercialization process will also be discussed.</p>

HRMT620	International Human Resource Management	The course focuses on providing an in-depth understanding of the core aspects of HRM in the international context. Emphasis is placed on diffusion of international HRM in multinational corporations, expatriation and repatriation management, and international aspects of the core Human Resource Management issues such as recruitment and selection, compensation and reward, training and development and performance management
HRMT 652	Performance and Talent Management	This course explores the role of performance management in organizations as a vital part of the employer-employee relationship and organizational strategy. It analyses HR performance management from both individual and team perspectives. It emphasize the strategic human resource management processes in particular with regard to employee development, compensation and rewards. Overall the course aims to assist learners as future HR and operational professionals and managers in giving effective performance appraisals that help motivate employees to achieve a desirable level of productivity. Topics such as defining performance criteria, use of various appraisal formats, preparing employees for performance discussion and well as conducting effective and meaningful performance discussion will be covered in the course.
OPER 612	Operations and Supply Chain Management	The course instructs learners on how to effectively and efficiently manage the primary functions of operations, and supply chain management in manufacturing and service organizations. In the light of the globalization and availability of overseas low-cost resources (e.g. labor, raw material) the course familiarizes learners with the perspectives of customer value, management of operations, both locally and internationally, and collaborative value creation and supply chains. Specifically, topics such as operations strategy and performance objectives, manufacturing and service processes, supply chain processes, and operations improvement practices will be covered.
MGMT 625	Organization Behavior & Leadership	This course entails the study of human behavior in organizations. It covers theoretical concepts, practical methods, and modern approaches to understand, analyze, and predict individual and group behavior in organizations. Topics that will be covered include but not limited to diversity, employee attitudes and values, personality, motivation, communication, work-groups and work-teams, conflict and negotiations, leadership, power and politics, and organizational structure and change. We will particularly focus on how various individual factors (e.g., personality) and situational factors (e.g., organizational structure) affects employee behavior and performance.

QLTY 620	TQM and Business Excellence	<p>The course focuses on the basics, theories and practical aspects of total quality management (TQM) and its various models which are often called 'business excellence' models. The course specifically places emphasis on adopting a process orientation (as opposed to result orientation) based on customer-supplier interfaces (quality chains). It offers insights into both soft (e.g. management commitment to quality, customer orientation, employee empowerment, communication of the quality message, and recognition of the need to change the traditional culture to a TQM culture) and hard management necessities (e.g. quality system, Tools, benchmarking) which are mandatory if an organization is to achieve a state of long-term sustained competitive success. To enable learners to design an effective excellence strategy for long-term organizational performance improvement, the course also discusses international, regional and national business excellence models and their associated prestigious quality awards (ISO 9000 Quality management systems, EFQM in Europe, MBNQA in the USA, Deming Prize in Japan, The Emirates Government Excellence Award &amp; Dubai Quality Award in UAE) and the manner in which these TQM models drive, enable and foster a sustained excellence culture within the organization.</p>
PROJ633	Project Cost and Finance	<p>Project managers must have a solid knowledge and awareness of the processes, tools and techniques of cost management and finance in order to manage project costs effectively. The project Cost and Finance course encompasses the main processes of project cost management: estimating, budgeting and controlling project costs. The course incorporates relevant analytical techniques such as earned value calculations, variance analysis and cash flow forecasting. For controlling and managing project costs, various lifecycle costing methods in addition to work breakdown structures are introduced and explained. In addition to the full coverage of the main process of project cost management, this course covers the fundamentals of project finance. It discusses the financial management in projects: principles of financing projects; types and sources of finance</p>
PROJ 610	Project Management Fundamentals	<p>This course provides an overview of the project management discipline. It is designed as an introductory course and provides a general overview of all the aspects involved in organizing, planning and executing projects. It focuses on project management essentials that can be applied to any project. The subject follows the project management life cycle. This life cycle comprises five phases: initiation, planning, execution, monitoring and controlling, and closing phase. Additionally, the course covers in high level the project management knowledge areas (PMBOK).</p>
PROJ 682	Project Risk Management and Decision Making	<p>Project manager is the person bearing full responsibility of the project. Decision making is an art and science, especially in risky environment. This course – project risk management and decision making - is combining these two major subjects in the roles of the project manager. The project risk management course offers knowledge on various risk methodologies and approaches. The main intention is to cover the various phases of risk management which involves risk identification, quantification, response planning, monitoring, auditing, reviewing, etc. Yet, the course, in the first hand, introduces a fundamental background in understanding</p>

		<p>risk and nature of risk. Project decision making management equip the learner with all the skills used in formulating decisions, from data gathering and analysis, to tools and techniques utilized. The project manager is the project integrator, integration means to manage many areas of the PMBOK concurrently. The project manager is bearing the full responsibility for everything related to his/her project, accordingly all the decisions made. Decisions are more difficult in complex and risky environment. From here comes the bidirectional relation between risk and decision making</p>
PROJ 672	Project Planning and Scheduling	<p>Project planning and scheduling is focusing on two major areas of project management body of knowledge within the context of integration management. These two areas are the project scope and time management. Project scope management focuses on all the measurable tasks and logical phases that are required to complete a project successfully. Project time management covers schedule planning including work breakdown structure techniques.</p>
QLTY640	Quality Tools and Techniques	<p>Continuous improvement in a modern business context is a principle which is applied through the use of various quality management tools, techniques and methodologies which assist organizations investigate problems, explore various possibilities as viable solutions and implement ideas that deliver net improvements and tangible benefits. This course will look at a wide variety of tools and techniques which are used generically and universally and in different cultural contexts, such as continuous quality improvement methodologies, Lean and Six Sigma. Six Sigma follows the Define-Measure-Improve and Control (DMAIC) phases and uses a variety of quality management tools to address, solve and implement long-lasting improvement initiatives. Six Sigma experts are using several qualitative and quantitative tools and techniques which will be discussed and applied within this course.</p>
HRMT 642	Staffing Organizations	<p>Staffing decisions have a fundamental impact upon all systems within an organization. Additionally, retaining people who effectively contribute to the organization is necessary to maintain business viability. This course focuses on the process relating to strategic staffing, particularly in recruitment, placement, selection, and retention strategies which can benefit the organization as a whole. Throughout the course practical examples are examined alongside with the theoretical principles underlying strategic staffing practices.</p>
RESM610	Research Methods	<p>The interdisciplinary course Research Methods is specifically tailored to meet the needs of the learners pursuing Master programs. It is designed to provide learners with a clear and structured guide on the research process, equipping them with the necessary knowledge, skills and competencies to successfully undertake a piece of research in their relevant field of study.</p> <p>Learners will have the opportunity to explore a wide range of research approaches, strategies, techniques, and procedures. The course emphasizes the importance of critical thinking, problem-solving, and data analysis. By the end of the course, learners will have the confidence and proficiency to start their research journey, contributing to the advancement of knowledge in their chosen areas of study.</p>

HRMT680	Strategic Human Resource Management	This course focuses on the link between HRM and business strategies and operations. The subject examines fundamental concepts and application of Strategic Human Resource Management including the planning, development, implementation and evaluation of HR activities. Various typologies of HR Strategy are discussed to provide evaluation of fit between HR and business strategy
MGMT670	Strategic Management	This course introduces the concepts, frameworks and tools of strategic management which are required for the success of organizations of all types in the current rapidly changing environment. It discusses the steps of strategy formulation, strategy analysis and effective implementation. It provides learners with a strategic planning framework emphasizing analysis of stakeholder needs, the internal and the external environments of the organization, competitors, strategy formulation and implementation, issues of ethics and sustainability, and monitoring and evaluation of results. The emphasis is on a critical approach towards use of evidence-based approaches and of the most recent research into management practice wherever possible. The course integrates much of the lessons that learners will have been exposed to in courses. The approach is deliberately practical and experiential, making use of case studies and real life examples.
HRMT 662	Building Human Capital	This course is designed to help students gain both a theoretical and practical understanding of the principles of the training and development function. This course will explore the various aspects of training and development providing the learner with the essentials to understand and design their own training and development program. An in-depth review and explanation of the steps used in the Instructional Design process will also be identified in order to examine the process of developing training programs to meet the knowledge and skills needs of a learner. Adult Learning theory and principles will also be examined, specifically, as they relate to the development of training programs.
ENTR605	Entrepreneurship Fundamentals	This introductory course covers the process of planning for, launching and managing a small business in the context of the Gulf region. Students assess the value of an idea/concept, appreciate the need of a supporting environment for innovation and entrepreneurship, evaluate venture opportunities, understand the legal and regulatory environment, evaluate the options for entering into a small business and selecting an appropriate location, develop financial planning and monitoring skills, appreciate the components of a marketing plan, learn how to build and lead effective teams, are introduced to GCC family business, and finally understand what is social entrepreneurship.
PROJ 640	Program and Portfolio Management	Program and Portfolio Management has been developed to develop the skills and performance of professionals who manage multiple related projects (programs).
ENTR612	Innovation & Entrepreneurship	Entrepreneurship is a wide-ranging process starting from innovation, and incorporating opportunity recognition, change management, and value co-creation. It culminates in a new venture that exploits new products or services, using a combination of new technologies, efficient and effective manufacturing or service processes, innovative business models, branding, and networking. Entrepreneurship further supports the service economy, and addresses the art of wealth creation through the initiation of ventures with high growth potential. Throughout this

		course, learners will explore many dimensions of new venture creation and growth including ideation, opportunity recognition, comprehensive business planning to foster innovation and new business formations in primarily independent environments, although many of the concepts will be transferrable to corporate contexts as well.
QLTY633	Total Quality Management	This course discusses the evolution and development of total quality management (TQM) in terms of both theoretical underpinnings and practical knowledge applicable to real world manufacturing and service organizations. It covers the precepts of TQM with a particular focus on system orientation, employee orientation, process orientation and learning orientation. Given the paramount importance of TQM as a potential source for obtaining competitive advantage, the course lays stress on how to sustain a competitive advantage in quality. In this respect, the course presents an overview of TQM sustainability and its antecedents: identification of critical success factors of quality management, creation of a quality culture, and use of a balanced perspective to measuring the performance impact of TQM
OPER621	Business Process Management	During the twenty first century, the organizational structures which are found to be most pervasive and widely applied are those which are process-based. Process Centered Organizations (PCOs) have been found to be the most effective ones in focusing on the customer, addressing their needs and delivering high value impact on customers and therefore are the ones that have managed to achieve a sustainable competitive advantage. This course discusses the principles of Business Process Management (BPM) by starting with the basic definitions of process, systems, process improvement and by examining Business Process Improvement (BPI) Methodologies in the context of BPM.
QLTY646	Performance Management	As the classic say goes: if you can't measure it, you can't improve it?. This course discusses the theory and practice of performance management and measurement with a particular focus on how effective performance management and measurement systems assist organizations to achieve their vision and satisfy the organization's mission. It covers the origins, evolution and basic definitions of performance management and measurement and the importance of performance management and measurement in supporting a culture of continuous improvement. In the light of the limitations of traditional financial measurement techniques, the course examines modern performance management and measurement systems which are found to be compatible with new demands in today's business world. More specifically, this course discusses the design and implementation of several modern performance management and measurement systems such as activity-based cost (ABC), the PRISM MODEL, the Balanced Scorecard (BSC), benchmarking, the service scorecard. The course also highlights the role of IT in driving performance measurement in terms of gathering and analyzing data
QLTY651	Service Excellence	The growth of service industries around the World has increased very significantly over the past years. To secure their competitive positions and maintain long-term relationships with customers, many organizations concentrate on achieving



		customer delight through service excellence. Service excellence seems to become a critical success factor for organizations because it refers to not only the provision of excellent service quality or exceeding a customer's service expectations but also to lead to positive consequences such as customer delight and customer loyalty. The course explores service quality/excellence models, service based operations and service processes and highlights the significance of excellent services in modern business environments.
RESM630	Foresight and Agility	Foresight: Exploring the Future is a course about the methods and tools that professional futurists use to help managers understand and influence the future. The course is organized around the six framework activities: framing, scanning, forecasting, visioning, planning, and acting. Learners will also be exposed to techniques and guidelines for carrying out successful strategic foresight.
MGMT611	Change Management 1	This course explores theories and concepts, which explain how to gain acceptance and buy-in when new change initiatives are introduced to the organization. Insights into different frameworks and ways of approaching change at an individual, team and organizational level are covered. Learners will study models, tools and techniques that bridge the gap between the purely academic and the more pragmatic aspects of management theory and practice. The intention is to enable learners to make sense of the changes that they will initiate and implement in a given organization
MGMT675	Change Management 2	Change is a reality in today's businesses. The rapid pace of transitions that accompany change does not happen without a cost. It is people who have to understand, implement, and cope with the consequences of changes in organizations. The course provides practical, step-by-step strategies for minimizing disruptions and navigating uncertain times, with a particular focus on the human dimension of change.
MGMT695	CAPSTONE: Innovation and Change Management	Management must be continually concerned with effectiveness, efficiency, viability, and growth. These areas involve the continuous improvement and change which in turn rely on discovery, assessment, introduction, and implementation of innovation in organizational contexts. Such change necessarily involves adjustment: in structures, systems, procedures, operations, and technology. This course focuses on the management of innovation and technology in organizations. It surveys theory and research on the process of development of innovation and new technology as outputs of organizations. The capstone is an integration of innovation and change management which is reinforced in this course. Hence it should be only taken after completing pre-requisites. The final assessment for this course focuses on the learners' ability to demonstrate readiness for the implementation of a substantial innovation (e.g. new product, service or process) or a major change in an organization. This will be assessed through an external panel of industry experts
ENTR661	Innovation in Smart Products and Services	Entrepreneurs play an important role in initiating the process of revolutionary inventions and innovations. Based on the digital revolution trend and the opportunity to innovate in a "smart city" environment like Dubai, this course stresses the importance

		<p>of creativity, invention and innovation in the context of entrepreneurship in a “smart city”. It provides coverage of both marketled demand-pull factors and innovation-push factors. Incorporating creative thinking and best practices in innovative “smart” product/service development, this course will help learners understand how to create a new “smart” product/service development process and position it to gain a competitive advantage. The major output of this course is the identification of an entrepreneurial opportunity in a smart product or service and the development of real prototype.</p>
QLTY620	TQM and Business Excellence	<p>The course focuses on the basics, theories and practical aspects of total quality management (TQM) and its various models which are often called ‘business excellence’ models. The course specifically places emphasis on adopting a process orientation (as opposed to result orientation) based on customer-supplier interfaces (quality chains). It offers insights into both soft (e.g. management commitment to quality, customer orientation, employee empowerment, communication of the quality message, and recognition of the need to change the traditional culture to a TQM culture) and hard management necessities (e.g. quality system, Tools, benchmarking) which are mandatory if an organization is to achieve a state of long-term sustained competitive success. To enable learners to design an effective excellence strategy for long-term organizational performance improvement, the course also discusses international, regional and national business excellence models and their associated prestigious quality awards (ISO 9000 Quality management systems, EFQM in Europe, MBNQA in the USA, Deming Prize in Japan, The Emirates Government Excellence Award &amp; Dubai Quality Award in UAE) and the manner in which these TQM models drive, enable and foster a sustained excellence culture within the organization.</p>

## School of Business & Quality Management Faculty Roster



**Professor Jamal Abu Rashed**

**Dean of School of Business and Quality Management**

Ph.D. Economics, Southern Methodist University, Dallas, Texas, USA

Professor Jamal Abu Rashed has an extensive and distinguished career in both academia and business consulting. He has held significant leadership roles, including Dean of the School of Business at Mount St. Joseph University in Cincinnati, Ohio USA, and Dean of the College of Business at Northern Michigan University, USA. Prior to these positions, he was a professor of economics and international business at Xavier University in Cincinnati, Ohio, USA, where he also served as Chair of the Department of Economics and Human Resources and established the Center for International Business.

Professor Abu Rashed was the Founding Dean and Interim Executive Dean of the MBSC College of Business and Entrepreneurship, a collaborative venture involving Babson College, Lockheed Martin, and King Abdullah Economic City in Jeddah, Saudi Arabia.

He has received numerous accolades for his contributions to teaching, research, and service. Professor Abu Rashed earned his Ph.D. in economics from Southern Methodist University in Dallas, Texas USA, specializing in financial theory, international trade, banking, and labor economics, and he also completed a master's degree in economics there. Additionally, he holds a master's degree in economics from North Texas State University (now the University of North Texas, USA).

His research has been published in prestigious journals such as The Canadian Journal of Development Studies, the International Review of Economics and Finance, the Global Business and Economics Review, the International Journal of Economics and Business Research, and the Management Decision Journal among others.

In his consulting and advisory roles, Professor Abu Rashed has provided expertise on business accreditation and curriculum design both in the United States and internationally. He has offered forensic economics consulting to major law firms across Ohio, Kentucky, and Indiana, and has served as an expert witness in the USA federal, state, and local courts. His consultancy extends to universities, corporations, and government agencies. He is also actively involved in the American Assembly of Collegiate Schools of Business (AACSB) as a mentor and evaluator and has served on the boards of Northern Initiative Bank and the Center for Rural Economic Development in Michigan. He has extensive experience serving as an external reviewer and chairing review teams for the CAA in the UAE.



**Professor Ebrahim Soltani**

**Professor**

PhD in Quality/Operations Management, University of Strathclyde

**Program Chair for Quality & Operation Management Programs – PG**

MSc in Organizational Excellence - MSc in Project Management

Prof Ebrahim Soltani (PhD – University of Strathclyde, UK) is a Professor of Quality Management at Hamdan Bin Mohammed Smart University (HBMSU) in Dubai, United Arab Emirates (UAE). Prior to joining HBMSU, he served as a Professor of Operations Management at the University of Kent Business School, UK. His academic journey has been further enriched by a post-doctoral fellowship and grant from the Economic and Social Research Council (ESRC) of the UK. Ebrahim's research portfolio encompasses an array of domains within quality management. His investigations have delved into quality management across diverse economic sectors, the critical determinants influencing the effectiveness of quality and productivity initiatives, human resource management considerations within the quality management framework, supply chain management intricacies in an era characterized by globalization and technological innovation, and the distinctive perspectives of management concerning operational improvement initiatives. His scholarly contributions have found their way into esteemed publications, including the British Journal of Management, International Journal of Operations and Production Management, Journal of Business Ethics, Journal of World Business, International Journal of Human Resource Management, and Production Planning & Control. Ebrahim's dedication to academic excellence has earned him recognition as a Fellow of the Higher Education Academy (UK). Additionally, he actively contributes to the academic community as a member of the editorial and advisory boards of peer-reviewed journals such as The TQM Journal (Emerald Publishing Group), Total Quality Management & Business Excellence (Taylor & Francis Group), the International Journal of Quality and Service Sciences (Emerald Publishing Group), Middle East Journal of Management (InderScience), and Asian Journal of Sustainability and Social Responsibility (Springer).



**Dr. Tahir Masood**

**Associate Professor**

Ph.D. in Management/HRM - Mohammad Ali Jinnah University, PAK

**Program Chair for Management & Financial Studies Programs – UG**

Bachelor of Business in Accounting - Bachelor in Business and Human Resources Management

Dr. Tahir holds MBA, MS, and Ph.D. degrees in Management/HRM, along with World Bank/IFC ToT, ToMT Certifications, in addition to securing Academic FCIPD and FCAHR status. He is a recipient of nine research, teaching, and training awards from the institutions of international repute. He has been extensively involved in the CAA and AACSB accreditation process. Tahir is a member of world high-ranked societies such as Chartered Institute of Personnel Development (CIPD), Academy of Management (AoM), and Society of Human Resource Management (SHRM). The training and research interests of Tahir are related to HRM, Management and Leadership. He has done over 200+ training sessions and 10+ consulting projects with different organizations. Furthermore, in addition to 46+ research publications and 2000+ citations, there is a book and 45+ international conference presentations in his credit.



**Dr. Rachid Jabbouri**

**Assistant Professor**

Ph.D. in Strategic Management and Innovation, Rennes School of Business, France

**Program Chair for Management & Financial Studies Programs – PG**

MSc of Science in Innovation and Change Management - MSc in Human Resources Management -  
MSc of Management in Entrepreneurial Leadership

Dr. Rachid serves currently the position of Assistant Professor at HBMSU in the UAE. He holds a Ph.D. in Strategic Management and Innovation from Rennes School of Business in France. His research interest lies at the intersection of innovation, entrepreneurship, and strategy. He explores and teaches the impact of cutting edge technologies such as Artificial Intelligence on firms, as well as innovation management within small and large organizations. Dr. Rachid has taught at a number of business schools including Rennes School of Business and Burgundy School of Business in France, Rabat Business School in Morocco, and Hertfordshire University in the United Kingdom. His research has been published in journals such as Technological Forecasting and Social Change, International Journal of Entrepreneurial Behavior and Research, Industrial Marketing Management, Management International, and International Journal of Technology and Human Interaction.



**Dr. Ying-Ying Liao,**

**Associate Professor**

PhD in Quality, University of Kent, UK

**Program Chair for Quality & Operation Management Programs – UG**

Bachelor of Business & Quality Management

Dr. Ying Ying Liao is an Associate Professor at Hamdan Bin Mohammed Smart University and a fellow of the Higher Education Academy (HEA) UK. Prior to her current appointment, she was an assistant professor and acted as programme director at the University of Liverpool (China Campus). She received her PhD degree and served as post-doctoral researcher in the University of Kent, UK. She has been actively involved in several research activities internationally including joint PhD supervision, EMBA external examiner, committee member of international conferences, and ad hoc reviewer for several high quality international journals (e.g. JBE, TQM&BE, etc) and conferences (e.g. AMA, AoM, etc). She has currently published 12 journal articles (some in 2 & 3 - star refereed journals –ABS ranking, UK), 24 international refereed conference papers and 4 book chapters. Prior to joining academia, she gained extensive industry experience in various capacities in service sectors (i.e. hospitality, healthcare) where she contributed significantly to the enhancement of quality of service offerings. Her current research interests focus on service management (e.g. service quality, service failure & recovery, managing human resources in services and supply chain quality management).



**Dr. Sanjai Kumar Parahoo,**

**Associate Professor**

PhD in Services Management (University of Mauritius / FACIREM, La Réunion)

Dr Sanjai K Parahoo is Program Chair at Hamdan Bin Mohammed Smart University, Dubai.

He combines a professional Engineering background with an MBA and a PhD in Service Management. He has completed various professional certificates in Innovation management,

Intellectual Property Rights (IPR) management, and Online Learning. He leverages his technology background and extensive innovation management and consulting experience in Asia and in various African countries to enrich his teaching and learning pedagogies. He has over 12 years' experience in using a range of online Teaching and Learning platforms (Moodle, BlackBoard, Banner, CurriQnet, Banner, and SPOL), which enables him to create unique and engaging learning experiences in his classes. He has authored over 50 publications and 7 regional case studies in the field of Service Innovation and Management in business and higher education settings. He has published in leading journals in the field of service management and innovation in business and e-learning environments.



**Dr. Ahmed Al-Nakeeb,**

**Assistant Professor**

Ph.D. in Quality Management from University of Glamorgan (University of South Wales) U.K.

Dr. Ahmed Al-Nakeeb is an Assistant Professor of Management at the School of Quality and Business Management at Hamdan Bin Mohammed Smart University.

Dr. Al-Nakeeb received his Ph.D. in Quality Management from the University of Glamorgan in Wales, United Kingdom. He also completed a Master in Business Administration, a Diploma in

Business Administration, and a B.Eng. in Civil Engineering all from reputable Universities in the United Kingdom. He taught various courses in Management and Marketing at graduate and undergraduate levels in addition to holding managerial positions. Dr. Al-Nakeeb participated in various international conferences and published in well-known international journals. His publications in Quality Management attracted international interests among academics and practitioners. He has also developed research interests in HRM and Marketing. Dr. Al-Nakeeb is a member on the Editorial Advisory Board and the Articles Review Editor of the Journal of Islamic Marketing, published by Emerald. He was granted the 2011 Outstanding Reviewer Award for his work on the Journal of Islamic Marketing.



**Dr. Mounir Elkhatib,**  
**Associate Professor**

PhD in IS project management and technology - Special emphasis on organizational e-transformation and e-government - School of Advanced Technology - University of Glamorgan – Cardiff – UK

Dr. Mounir El Khatib is an expert (academic and practitioner) with 22 years of varied experience in Europe and Middle East, in program and project management, covering engineering, business and management, and IT fields. He is an e-government and e-transformation expert, heavily involved in Dubai, Abu Dhabi, and UAE Federal E-Government, covering the management & technical perspectives

Dr El Khatib holds a PhD in Project and IT Management from UK. He is a certified project management professional (PMP). Worked as Oracle, IBM-BCS as advisor, consultant, project manager, partner or agent for a variety of government and private projects. Trained many outstanding organizations. He published many papers, participated in many conferences and TV interviews.



**Dr. Shaima AlHarmoodi**  
**Associate Professor**

PhD in Project Management from BUiD, UAE and The University of Manchester, UK

Dr Shaima AlHarmoodi is an Assistant Professor at Hamdan bin Mohamed Smart University. She has a PhD in the field of innovation project management. She is also an innovation and entrepreneurship ecosystem developer aiming to inspire and support the next generation of entrepreneurs and provide them with the necessary means to succeed. She leads the development and implementation of the university's ecosystem long term strategy that incorporate impactful projects and initiatives.

Dr. Shaima is also a Certified External Examiner by the Ministry of Education for licensure of higher education institutions and accreditation of their academic programs.

She also actively runs workshops, masterclasses, and seminars in areas related to innovation, creativity, entrepreneurship, and project management in addition to her interest in research that resulted in a number of publications in international journals and conferences.



**Dr. Omya Shehata**

**Assistant Professor**

Ph.D TQM Arab Academy for Science & Technology, Egypt

Dr. Omya Shehata, an accomplished academic and quality management professional. Holding a PhD in Total Quality Management from the Arab Academy for Science, Technology and Maritime Transport (AASTMT), Egypt, she currently serves as an Assistant Professor at the School of Business and Quality Management, HBMSU, UAE. She has held positions such as Quality Assurance Manager at HBMSU and Director of the Postgraduate Studies Sector Internal Audit at AASTMT. She has extensive teaching experience, covering courses on quality planning, quality gurus, customer care, introduction to management, leadership in quality, and service quality. She has also served as Editor Director of scientific journals in both AASTMT and the Arab Institute of Navigation. Additionally, she has completed various training courses and workshops related to business communication, mindfulness, personal development, and more. She is a certified transformational coach, neuro-linguistic practitioner, and possesses expertise in mindfulness and positive psychology. Dr. Omya Shehata is a highly knowledgeable and skilled professional in the field of academic and quality management.



**Dr. Meera Al Marri**

**Associate Professor**

PhD in Project Management, The British University in Dubai in association with the University of Manchester

Dr. Meera Al Marri is part of the Deanship of Research and Doctoral Studies. She graduated with a PhD in Project Management from the British University in Dubai via the University of Manchester, UK. Her research interests include project management, sustainability, and corporate social responsibility in the MENA region.

Research Interests: Project Management – Sustainability – Corporate Social Responsibility.





**Dr. Shatha Hawarna**

**Assistant Professor**

Ph.D. (Quality Management & Human Resource), International Islamic University in Malaysia-IIUM

**Professional Experience:**

- Computer teacher - Pvt. And Gov. Schools (1992-1988).
- Working in development curriculum project for secondary schools – Minister Office-Ministry of Education (1998-2003).
- Taught courses in Education principles and IT introduction at the university of Ajman, Al Quds Open University in Dubai (2002-2006).
- Head of Student Services in Dubai University (2003-2006).
- Manager of Excellence in education center - Hamdan Bin Mohammed Smart University-HBMSU (eTQM College) (2006-2009).
- Manager of learner's accessibility in Hamdan Bin Mohammed Smart University (2009-2013).
- Scholarship to complete my PhD offered by Hamadan Bin Mohammed Smart University and Ministry of Higher Education (2013-2016).
- School relations Manager in Hamdan Bin Mohammed Smart University (HBMSU) (2016-2018).



**Dr. Md Reiazul Haque**

**Assistant Professor**

Ph.D. in Accounting and Finance from The University of Newcastle, Australia

Dr. Reiazul is an Assistant Professor of Accounting at the School of Business & Quality Management. He earned his Ph.D. in Accounting and Finance from The University of Newcastle, Australia, where he also served as a sessional/part-time lecturer for two years.

His Ph.D. was awarded without any required corrections to the thesis. He received a gold medal from the University of Rajshahi, Bangladesh, for outstanding performance in his bachelor's degree program. Before joining Hamdan Bin Mohammed Smart University in December 2023, Dr. Reiazul was a lecturer in accounting and finance at Alliance Manchester Business School, The University of Manchester, UK, for two years. His primary research interests include corporate governance and corporate finance. He has published papers in journals such as Abacus (ABDC: A) and Finance Research Letters (ABDC: A) and is an ad hoc reviewer for Abacus, Australian Journal of Management, and Australian Accounting Review. Dr. Reiazul is an associate member of CPA Australia.



**Dr. Aneeq Inam**

**Assistant Professor**

PhD (Specialization: Human Resource Management) – Universiti Putra Malaysia, Malaysia

Dr. Aneeq Inam, currently serving as an Assistant Professor in Human Resource Management at Hamdan Bin Mohammed Smart University (HBMSU) in Dubai, United Arab Emirates, holds a distinguished position in the academic field. His scholarly contributions are notably recognized in several esteemed journals, including but not limited to Current Psychology, International Journal of Manpower, Cogent Business & Management, and the Journal of Economic and Administrative Sciences. Furthermore, Dr. Aneeq's expertise is further exemplified by his membership on the editorial boards of numerous prestigious academic journals.



**Dr. Andrew Bratton**

**Assistant Professor**

PhD in Human Resource Management – University of Strathclyde, United Kingdom

(Fulltime Non- Resident Faculty)

I am an Assistant Professor specializing in Human Resource Management, earning my PhD from the University of Strathclyde and an honorary fellowship at Queen Margaret University, Edinburgh.

My professional journey has involved collaboration with diverse organizations spanning higher education, local government, healthcare, transport, energy, construction, information technology, financial services, and hospitality. My expertise lies in sustainable human resource management and navigating the complexities of the employment relationship amid organizational change.

Engaging in knowledge exchange activities, I actively participate in organization design thought leadership, contributing to the European Organisation Design Forum and the Organization Design Forum in North America. I am enthusiastic about exploring potential research and commercial collaboration opportunities and am open to discussions in these areas.

## School of e-Education

The School of e-Education at HBMSU serves as a dynamic response to the growing demand for accessible and high-quality online education in the Arab world. Recognizing the importance of online and smart learning, the School stays at the forefront of international developments in this field. The School offers three accredited master's programs: The Master of Arts in Online Educational Leadership and Management, the Master of Arts in Online Curriculum and Instruction, and the Master of Sciences in Interactive Educational Technology.

By equipping skilled professionals and researchers with expertise in learning technologies, the School empowers them to navigate all facets of e-Learning design and development. Aligned with the skill-based learning approach to professional development and online learning, the School's portfolio is designed to meet market demands by providing timely and accessible post graduate learning opportunities for school teachers, principals, curriculum developer, instructional designers, educational policy makers, e-Learning quality coordinator, and smart learning entrepreneurs.

In addition to the master's programs, the School offers customized courses, short courses, and professional certificates that cater to the needs of lifelong learners. These offerings include online pedagogical design, eContent development skills, educational games design, and online program planning and evaluating to enhance the skills and knowledge of professionals throughout their careers.

Career opportunities for graduates of the school of e-Education include instructional designers, online learning specialists, educational technology consultants, curriculum developers, educational media producers and developers, and educational technology trainers. They can find employment in various educational settings, such as PK-12 schools, higher education institutions, corporate training departments, government agencies, and private industries.

### School Mission

“To prepare a new generation of highly qualified & exceptional educators who are well prepared, academically strong, pedagogically skilled, technologically enabled and responsive to the needs of the diverse society of the 21st century”.

## School Objectives

The school of e-Education has set the following objectives for its graduate learners:

- **Define:** Exposure to the definition of e-education, foundation of knowledge, skills and attitudes that are required by a competent practitioner in the field of online education.
- **Design:** Proficiency in instructional design, the systematic approach to designing educational/instructional systems, materials, and processes, including analyzing, designing, developing, implementing, and evaluating.
- **Develop:** Demonstration of major instructional models and their technological applications to develop instructional materials and experiences using print, multimedia, computer-based, and integrated technologies.
- **Implement:** Application of principles and theories of media utilization, diffusion, implementation, and policymaking, as well as, the attitudes, ethics, and, interpersonal and communication skills required for active involvement in appropriate professional organizations and community services.
- **Manage:** Aptitude to plan, organize, coordinate, and oversee instructional technology by applying principles of project, resource, delivery system, and information management.
- **Assess:** Ability of planning and executing research and the ability to assess the adequacy of instruction and learning by applying principles of problem analysis, criterion-referenced measurement, formative and summative evaluation, and long-range planning.

The School of e-Education (SEED) which started its offerings in September 2009 currently offers three postgraduate programs.

## Master of Science in Interactive Educational Technologies (MSc IET)

**Total credit hours (36)**

### Program Description

The Master of Science in Interactive Educational Technologies is designed for learners with an objective in paradigm changes that technology is advancing in both education and training. With the growing use of technology in education, educational technology nowadays requires dedicated specialists whose technical background will allow to act as full fledge players in the production of Virtual Learning Environments (VLE) and interactive media integration in education. The Master of Science in Interactive Educational Technologies is a master program with a strong technical orientation, outcomes, and expectations. The MSc in Interactive

Educational Technologies answers the needs of the rapidly evolving technology market, requiring increased specialization and capacity to design and develop targeted educational products and learning environments. The profile of the IET developers (producers of new educational technologies) must not be confused with that of the e-instructional engineers, mainly enlightened users of these tools, and educational facilitators/communicators in charge of the delivery and production of contents supported by these tools.

**Accreditation:** This program is accredited from the Ministry of Education in the UAE.

## Program Outcomes

After completion of the program, graduates will be able to:

### Knowledge (K):

- K1: Demonstrate knowledge of different learning theories and educational technologies in relation to educational contexts.
- K2: Relate a range of globally accepted design principles, standards and theoretical knowledge to the development, implementation, deployment and maintenance of educational technology platforms.
- K3: Outline the role of cutting-edge digital and social media, gaming, and simulation technologies for the development of learning resources relevant to different contexts.

### Skill (S):

- S1: Select, adapt and deploy a range of educational technology based designs and techniques to enhance learning
- S2: Communicate orally and in writing and deploy a range of presentation techniques and strategies within educational settings.
- S3: Conduct research and perform evaluations to gauge the effectiveness and impact of contemporary educational technologies on different learning styles to meet institutional and community needs.

### Autonomy and Responsibility (AR):

- AR1: Independently develop and implement appropriate organizational learning and redesign initiatives to assure continual improvements in learning technologies.
- AR2: Work independently as well as part of a team in a range of educational projects/contexts.

### Role in Context (RC)

- RC1: Contribute to the transformation of creative learning technologies and online pedagogy through strategic leadership, intellectual rigor and professional ethical values.
- RC2: Demonstrate professional attributes relevant to role undertaken within educational contexts.

### Self-Development (SD):

SD1: Be self-critical and can self-evaluate and take responsibility for his/ her own learning needs in new situations including relevant research activities in the area of digital media, social networking, gaming, simulations, mobile and other interactive educational technologies.

SD2: Learn from experiences gained in different contexts and assimilate new knowledge and skills in his/her practice.

### Program Study Plan

Semester 1			
Course No	Course Name	C/H	Pre-Requisites
CISD600	Learning Theories for Online Education	3	None
TECH600	Introduction to Educational Technologies	3	None
CISD610	Principles of Instructional Design	3	None

Semester 2			
Course No	Course Name	C/H	Pre-Requisites
LEAD600	Research Methods in e-Education	3	None
CISD601	Adult Development & Collaborative Learning	3	None
TECH610	Virtual Learning Environments	3	None

Semester 3			
Course code	Course Name	C/H	Pre-requisites
TECH611	Developing Multimedia Material	3	None
TECH612	Introduction to Educational Gaming & Simulation	3	None
LEAD791	Dissertation 1, <b>OR</b>	3	LEAD600
-	Select One Elective 1		None

Semester 4			
Course code	Course Name	C/H	Pre-requisites
LEAD792	Dissertation 2, <b>OR</b>	3	LEAD791
TECH790	Capstone		LEAD600
-	Select One Elective 2	-	3
-	Elective 3	-	3

Program Electives			
Course No	Course Name	C/H	Pre-Requisites
TECH790	Capstone Project	3	LEAD600
TECH613	Contemporary Issues in e-Learning	3	None
TECH620	Digital Libraries & Learning Object Repositories	3	None
TECH621	m-Learning	3	None
TECH622	Web Accessibility	3	None
TECH623	Planning & Evaluating of Educational Technologies	3	None
LEAD622	Planning & Evaluating of Educational Programs	3	None
ENTR612	Innovation and Entrepreneurship	3	None

## Master of Arts in Online Curriculum & Instructions (MA OCI)

**Total credit hours (36)**

### Program Description

The Master of Arts in Online Curriculum and Instruction targets excellence in the development, implementation, delivery, and assessment of online courses. The accredited program is designed for those interested in the integration and usage of e-learning and smart technologies in their teaching and training practices. The Master of Arts in Online Curriculum and Instruction degree in education program provides the opportunity for the learner to extend preparation in professional education through coursework and to pursue further work in subject matter areas where he/she feels a need for greater teaching proficiency. This program opens an educational space where learners with a first degree in education, human or social sciences will build the capacity needed to technology-enhance their pedagogical practices when they are engaged in education or training careers (adult pedagogy, training, communication, instructional design). This accredited program will help future e-instructional engineers to develop, implement, deliver and assess distance education and online programs.

**Accreditation:** This program is accredited from the Ministry of Education in the UAE.

## Program Outcomes

On completion of the Master of Arts in Online Curriculum and Instruction program, learners will be able to:

### Knowledge (K):

- K1: Acquire a comprehensive and highly specialized knowledge in curriculum and learning design, aligned with smart learning principles.
- K2: Acquire advanced knowledge of principles of research methods to excel in the design, development, delivery and assessment of curriculum and instruction in emerging technological paradigms.
- K3: Master the processes of inquiry and knowledge production in the design, development, delivery and assessment of online content within smart learning systems.

### Skill (S):

- S1: Demonstrate advanced skills of research, analysis, synthesis and evaluation in the design, development, delivery and assessment of innovative online curricula.
- S2: Develop new knowledge and procedures supporting the design, development, delivery and assessment of online courses, using highly developed cognitive and creative skills and intellectual independence.
- S3: Demonstrate planning skills to develop, execute and manage diverse online curricula scenarios using appropriate methodologies.
- S4: Demonstrate specialized communication and information technology skills to present, explain and/or critique complex issues related to the design, development, delivery and assessment of online curricula.

### Autonomy and Responsibility (AR):

- AR1: Function autonomously and/or take responsibility for managing professional practices, work, processes, or complex, unpredictable, and unfamiliar technology-enhanced systems requiring new strategic approaches, interventions, or conceptual abstract solutions.
- AR2: Analyze, reflect and take self-responsibility for improving curricula and learning designs in accordance to the emerging socio-cultural norms within traditional cultures.

### Role in Context (RC)

- RC1: Reflect on current practices and propose practical solutions for future practices to improve ineffective curricula.
- RC2: Lead the strategic development and implementation of professional teams and self in the design, development, delivery and assessment of online curricula.



### Self-development (SD):

SD1: Self-evaluation/contribution to professional knowledge and practice in innovative e-learning and technology-enhanced education contexts.

SD2: Be consistently responsible when managing highly professional and ethical issues, leading to informed, fair and valid decisions in this evolving domain.

### Program Study Plan

Semester 1			
Course No	Course Name	C/H	Pre-Requisites
CISD600	Learning Theories for Online Education	3	None
TECH600	Introduction to Educational Technologies	3	None
CISD610	Principles of Instructional Design	3	None

Semester 2			
Course No	Course Name	C/H	Pre-Requisites
LEAD600	Research Methods in e-Education	3	None
CISD601	Adult Development & Collaborative Learning	3	None
CISD612	Principles of Testing & Assessment	3	None

Semester 3			
Course code	Course Name	C/H	Pre-requisites
CISD611	Effective Design and Delivery for Online Courses	3	None
TECH 613	Contemporary Issues in e-Learning	3	None
LEAD791	Dissertation 1, <b>OR</b>	3	LEAD600
-	Select One Elective 1		None

Semester 4			
Course code	Course Name	C/H	Pre-requisites
LEAD792	Dissertation 2, <b>OR</b>	3	LEAD791
CISD790	Capstone Project		LEAD600
-	Elective 2	-	3
-	Elective 3	-	3

Program Electives			
Course No	Course Name	C/H	Pre-Requisites
CSDI790	Capstone Project	3	LEAD600
CISD621	Quality Assurance Strategies for e-Learning Materials	3	None
LEAD610	Strategic Planning and Policy Making	3	None
LEAD612	Innovation and Change Management in e-Education	3	None
LEAD622	Planning & Evaluating Educational Programs	3	None
ENTR612	Innovation and Entrepreneurship	3	None
TECH621	m-Learning	3	None

## Master of Arts in Online Education Leadership and Management (MA OELM)

**Total credit hours (36)**

### Program description

The Master of Art in Online Education Leadership and Management program is designed for administrators and managers within the education sector background. The program, offered by the recognized School of e-Education at Hamdan Bin Mohammed Smart University (Dubai) draws on the latest research in the area of Information Communication Technology (ICT) and their application at the managerial level in educational settings. Leadership practices have shifted due to the integration of ICT in the workplace and management requires Continuing Professional Development (CPD). The 36-credit hour courses delivered in this master's in the education leadership program will explore methods of designing, implementing, analyzing, organizing, and evaluating contemporary resources so as to transform educational practices in line with globalization trends. A degree in education, more specifically a degree in online education leadership, is highly beneficial for working educators who constantly face challenges in the application of online technologies within the educational setting.

**Accreditation:** This program has received full accreditation from the Ministry of Education in the UAE.

### Program Outcomes

At the end of this program graduates will be able to:

#### **Knowledge (K):**

K1: Learners will acquire a comprehensive and highly specialized knowledge in leadership and management in e-learning and technology-enhanced education, at the interface between education and technology.

K2: Learners will acquire advanced knowledge of applicable research principles and methods in technology-enhanced education, particularly with regard to leadership and management in this evolving field.

K3: Learners will master the processes of enquiry and knowledge production in the field of management and leadership of technology-enhanced educational settings.

K4: Learners will acquire a detailed body of knowledge of recent developments in strategic planning, policy making, finance and budgeting in educational and training contexts enhanced by technology.

**Skill (S):**

S1: Learners will be able to demonstrate advanced skills required by research, analysis, evaluation and/or innovation in the transition process towards e-learning and technology-enhanced education, so as to exercise leadership in this transition.

S2: Learners will be able to develop new knowledge and procedures supporting the integration of technologies in education, using highly developed cognitive and creative skills and intellectual independence.

S3: Learners will be able to demonstrate advanced problem-solving skills to analyse complex issues related to the transition process towards e-learning and technology-enhanced education, so as to manage the change, and develop innovative solutions and relevant proposals.

S4: Learners will be able to demonstrate planning skills to develop, execute and manage a major project in e-learning and technology-enhanced education using appropriate research methodologies producing sound conclusions.

S5: Learners will be able to demonstrate specialized communication and information technology skills to present, explain and/or critique complex issues related to e-learning and technology-enhanced education.

**Autonomy and Responsibility (AR):**

AR1: Learners can function autonomously and/or take responsibility for managing professional practices, work, processes, or complex, unpredictable, and unfamiliar technology-enhanced systems requiring new strategic approaches, interventions, or conceptual abstract solutions.

AR2: Learners can account for high level governance of processes and systems in e-learning and technology-enhanced education.

AR3: Learners can analyze and reflect on sociocultural norms and relationships in e-learning and technology-enhanced education and act to build and transform them.

## Role in Context (RC)

RC1: Learners can initiate and manage professional activities in highly complex technology-enhanced educational environments.

RC2: Learners can take responsibility for leading the strategic performance and development of professional teams and self in the transition process towards e-learning and technology-enhanced education.

## Self-Development (SD):

SD1: Learners can self-evaluate and take responsibility for contributing to professional knowledge and practice including unfamiliar e-learning and technology-enhanced education contexts.

SD2: Learners can develop and implement further learning consistently and sensitively in this quickly evolving domain.

SD3: Learners can consistently and sensitively manage highly complex ethical issues leading to informed, fair and valid decisions in this quickly evolving domain

## Program Study Plan

Semester 1			
Course No	Course Name	C/H	Pre-Requisites
CISD600	Learning Theories for Online Education	3	None
TECH600	Introduction to Educational Technologies	3	None
LEAD610	Strategic Planning and Policy Making	3	None

Semester 2			
Course No	Course Name	C/H	Pre-Requisites
LEAD600	Research Methods in e-Education	3	None
CISD601	Adult Development & Collaborative Learning	3	None
LEAD611	Principles for Educational Administration & Leadership	3	None

Semester 3				
Course No	Course Name	C/H	Pre-Requisites	
LEAD612	Innovation and Change Management in e-Education	3	None	
LEAD 791	Dissertation I <b>AND</b>	Dissertation	LEAD600	
-	Elective 1	Track		
-	Elective 1 <b>AND</b>	Capstone		
-	Elective 2	Track		
		Select One Track	2 x 3 Crd.	-

Semester 4					
Course No	Course Name		C/H	Pre-Requisites	
LEAD613	Educational Finance and Budgeting		3	None	
LEAD792	Dissertation 2 <b>AND</b>	Dissertation Track	Complete Semester 3 Track	2 x 3	LEAD 791
-	Elective 2				-
LEAD790	Capstone Project <b>AND</b>	Capstone Track			None
-	Elective 3				-

Program Electives				
Course No	Course Name		C/H	Pre-Requisites
LEAD621	Human Resource Management		3	None
CISD612	Principles of Testing & Assessment		3	None
LEAD622	Planning and Evaluating Educational Programs		3	None
CISD610	Principles of Instructional Design		3	None
CISD611	Effective Design and Delivery for Online Courses		3	None
TECH613	Contemporary Issues in e-Learning		3	None
ENTR612	Innovation and Entrepreneurship		3	None
TECH621	m-Learning		3	None

## School of e-Education Course Descriptions

Course code	Title	Description
CISD600	Learning Theories for Online Education	This course: Learning Theories for Online Education presents an overview of learning and instructional theories designed to provide learners with a better understanding of what works best when, how, and why, in the teaching-learning process. The aim of this course is to engage learners, through study, dialogue, and discourse, to an understanding of how people learn and what variables influence and impact learning in an online environment. The course focuses on four main learning paradigms: (1) behavioral, which focuses on observable changes in behavior; (2) cognitive, which focuses on thought processes underlying behavior; (3) social, which focuses on learning through social observation and constructivist ideals (4) connectivist and collaborativist which is based on the idea of collaborative discourse and emerging technology network connections. The course investigates the evolution of the concept of learning in a knowledge society, addressing epistemological issues about how learning occurs and how knowledge emerges beyond the borders of traditional systems of education. It proposes a unified view of learning, teaching, and technology,

		so as to open a creative space where learning, innovation and work can be integrated, looking into how people learn using relevant instructional technologies as mediating tools in a smart environment. This course will also emphasize how learners can capitalize on these learning theories and the corresponding examples to further create and influence the development of new ideas involving gamification which capitalize on artificial intelligence and augmented reality to impact various learning ideals such as personalization, seamless learning, emerging assessment strategies and learner generated content The delivery strategy for this course is based on the online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous).
CISD601	Adult Development & Collaborative Learning	<p>The course on 'Adult Development &amp; Collaborative Learning' addresses a specific audience of mature learners. It emphasizes the orientation of the program towards emerging adult education based on an original theory of andragogy (the art and science of helping adults learn) as distinguished from pedagogy (teaching children and youth). In the context of e-Education, Adult Development &amp; Collaborative Learning tackles specific issues such as knowledge-building, building learning communities, and work –based learning principles. After a general introduction to some principles of andragogy, the course will show how technology has transformed adult learning by promoting computer supported collaborative learning (CSCL). Building on CSCL as a foundation principle, the course investigates the concepts of learning communities, communities of practice and communities of networked expertise..</p> <p>The delivery strategy for this course is based on the online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous).</p>
CISD610	Principles of Instructional Design	<p>This course covers the fundamentals of instructional design, including the principles of learning theory and instructional design models, with an emphasis on the recent contributions from cognitive psychology and the related fields. The course takes learners through the different phases of the instructional design process with a special focus on the analysis, design and development phases. Learners will be equipped with the knowledge and skills sets needed to design and develop education and training materials spanning a wide range of knowledge domains and instructional technologies especially those related to smart learning environments. Additionally, the course focuses on instructional design from a project management perspective highlighting the full life-span of the project and what it takes to effectively manage any instructional design project regardless of its scope and scale. The delivery strategy for this course is based on the online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous).</p>
CISD611	Effective Design & Delivery of Online Courses	<p>This course: Effective Design and Delivery of Online Courses presents major processes, techniques and models of designing and delivering online courses to provide learners with better understanding and competencies of what works best when, how, and why, when designing online courses. The aim of this course is to engage learners through practical study, dialogue, and discourse, to an understanding of how to select, use, utilize and evaluate online pedagogical models and approaches that support learners' engagement in an online environment or course. The course focuses on seven main learning aspects in the design and delivery of online courses: (1) Principles and foundations of online course design and delivery; (2) Models and processes of designing and delivering online courses; (3) Designing and evaluating online learning environments and communities; (4) Create Open and Distance Learning (ODL) materials, activities and feedback; (5) E--moderators' roles and responsibilities in engaging online learners; (6) Standards and quality</p>

		<p>considerations in online design and delivery; and (7) Future trends and issues in online design and delivery. This course will also emphasize how learners can capitalize on these main topics and the corresponding examples to further create and develop new ideas and solutions involving smart technologies and pedagogy that support learner-centric paradigm.</p> <p>The delivery strategy for this course is based on the online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous).</p>
CISD612	Principles of Testing & Assessment	<p>In this course, learners will develop a basic understanding of the main evaluation methods and theories and their application to online learning. Main topics include an introduction to formative and summative evaluation, the competencies-based approach to evaluation, as well as the study of particular issues concerning the evaluation of online learners, including technological and ethical (e.g. Plagiarism and authentication) concerns. Learners will explore various assessment strategies and will design an evaluation project. The delivery strategy for this course is based on the online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous).</p>
CISD621	Quality Assurance Strategies for Smart Learning Material	<p>This course introduces the learner to basic strategies and instruments in order to ensure quality of e-Learning materials in terms re-usability and cost-effectiveness. The learner will examine the material development life-cycle, from the conception to publication to “the use and re-use”, and what type of strategies and instruments are important to take into account in each phase. Some quality assurance strategies at the e-Learning institution level will also be discussed. These refer mainly to what kind of policies and tools an e-Learning institution would benefit from in order to improve cost-effectiveness. In the design or authoring phase, the learner will be introduced to pedagogical, technological, and cultural accessibility factors that influence the quality of e-Learning materials. The publication phase deals with interoperability issues and tools, whereas the Use and re-use phase deals with three major reusability issues, namely pedagogical, technological and socio-cultural. The learner will also be familiar with the concepts of learning objects and learning repositories as well as different academic opinions attached to these. This course will also support learners and users’ decision making process of adopting or applying a set of eLearning quality standards, criteria, tools, and mechanisms.</p> <p>The delivery strategy for this course is based on the online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous)</p>
CISD790	Capstone Project	<p>The Capstone is a culmination and test of how much you have gained from the courses in your program and your ability to apply what you have acquired. It is designed to guide you towards meeting the necessary program learning outcomes as you work both independently and with guidance. The capstone will emphasize key areas in the three major outcomes, namely the knowledge, skills and competencies. A successful capstone candidate will demonstrate through on-going assessments, the program knowledge and skills and demonstrate achievement of all the outcomes in the completion of an impactful and innovative project relevant to the core knowledge, skills and competencies of the program. Learners exhibit specific MAOCI program outcomes in the capstone experience by addressing an instructional problem via the development of an instructional system or school improvement plan. In addition, capstone learners provide a detailed report of their design, development, and implementation of the ISD developed. Learners produce accompanying written documentation of the problem statement, purpose, pedagogical applications and pilot study to meet the MAOCI program outcomes of applying online technologies innovation within k-12 or higher education learning settings. The delivery strategy for this course is based on</p>

		the online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous).
TECH600	Introduction to Educational Technologies	The main focus of this course is to provide an overview of the field of educational technology related to major theories, disciplines and technical advances that have influenced its evolution. The technologies discussed will include all technologies from traditional to the latest, especially web 4.0 tools, the use of gaming and simulation, mobile devices, social media and artificial intelligence. In addition this courses aims to increase awareness of the need for higher reflective thinking and critical analysis of the processes and effects of technology integration in education. Using project-based and problem-based learning approaches, the course also addresses social, human, ethical, and legal elements of using technology in teaching and learning. The delivery strategy for this course is based on the online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous).
TECH610	Virtual Learning Environments	The main focus of this course, Virtual Learning Environment is to provide the basic understanding of VLE and then to take learners off into systematically reflecting, conducting formative evaluations, designing and proposing futuristic learning environments which are learner centric, personalized, incorporating competency-based learning principles and evolving learning designs to suit the 21st Century learner needs. In doing so, learners will evaluate existing VLEs in terms of the software and hardware capabilities. They will also evaluate the types of learning permutations that are inherent within these technological structures to ensure the designs are flexible enough to accommodate various learning needs and technologies as deemed necessary for existing and future learners. Further, they will propose emerging designs, especially using design thinking principles to enable learners to acquire core 21st Century skills, enterprise thinking and other relevant skills as seen appropriate with the evolving times. Project-based problem-based learning approaches will assist learners to think systematically to create their final virtual learning environment projects. The delivery strategy for this course is based on an online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous).
TECH611	Developing Multimedia Material	In this course, learners will be introduced to concepts and current technologies of multimedia systems, and gain hands-on experience and essential skills required for the development of multimedia elements. Issues in effectively representing, processing, and retrieving multimedia data such as sound and music, graphics, image and video will be addressed. This course deals with different technology components found in multimedia, such as: Audio, Image Compression, Optical storage. The course shows learners how to use text, images, sound, and video to deliver compelling messages and content in meaningful ways. They will learn to design, organize, and produce multimedia projects such as CD-ROMs, DVDs, and professional web sites.  The delivery strategy for this course is based on an online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous).



TECH612	Introduction to Educational Gaming & Simulation	<p>This course covers various aspects of simulation and gaming for teaching and learning. In this course, learners will have the opportunity to explore the theories of educational gaming, and the practical aspects of evaluating and implementing digital games and simulations for teaching and learning. The course will examine how educators can arouse learners' interests in digital culture to extend their learning and keep them engaged. During the course, participants will explore the field of instructional gaming through a survey of readings, existing products, and case studies. What is the emerging nature of this field? What are the elements of an effective game? What makes for "good" instructional design within a gaming environment? For what kinds of learning needs are digital games and simulations appropriate? What techniques exist for the assessment of learning within a gaming environment? Finally, in this course we will explore the design and use of games and simulations in educational contexts, and how they have been and can be tailored to learning, including technical, practical and pedagogical advantages and limitations. The delivery strategy for this course is based on an online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous)</p>
TECH613	Contemporary Issues in e-Learning	<p>This course examines contemporary issues in the field of e-learning from a global perspective, with a focus on theoretical, pedagogical, practical, and ethical issues. This core course for future IET developers addresses an audience of learners with a degree and a strong background in ICT development. An important part of the course is devoted to the design, development or customization, and sustainable implementation of educational products and environments using semantic web and participative technologies for learning, education or training (sometimes called e-learning 2.0). Topics include the impact of emerging technologies on e-learning, communication and collaboration strategies in the context of participative environments, quality assurance, broadening participation, web access for the educationally disadvantaged, and cost effectiveness of different models of participative e-learning. Course participants will create, develop or install and customize contemporary techno-pedagogical designs through four different approaches: 1. Social computing refers to the use of social software, which provides tools and services to enhance social interaction and production. (E.g. social bookmarking, citation systems, social networking software, shareable on-line office tools, digital artifact repositories, weblogs and wikis). 2. Personal learning environments such as e-portfolios provide the learner with a set of knowledge and communication tools and hand over control to select, combine and use them in an appropriate way, supporting learner's long term progress in regular training or life-long learning. 3. Virtual Learning Environments for Knowledge-building Communities aiming at advancing the knowledge of the members collectively. 4. Virtual habitats such as 3D many-user interactive environments attempt to create virtual environments entirely built and owned by its residents. In education, they can be used for socializing, virtual exhibits or even virtual campuses. The delivery strategy for this course is based on an online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous).</p>
TECH620	Digital Libraries & Learning Object Repositories	<p>The Digital Libraries and Learning Object Repositories course addresses the need to comprehend in-depth knowledge and skills about digital libraries and learning object repositories. Apart from that it is important to address the emerging roles of librarians and repository personnel, space allocations and disruptive processes in digital libraries and learning object repositories. It is also important to use analytical skills to evaluate the quality of learning objects in various world-wide repositories using worldwide standards. Other aspects include the importance of metadata and aggregators, the increasing role of free OER repositories, application of intellectual property and</p>

		copyright issues, especially those related to Creative Commons, curation of learning plans, and the design and creation of innovative futuristic learning repositories and digital libraries. The delivery strategy for this course is based on an online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous).
TECH621	m-Learning	This course investigates the pedagogy and practice of m-Learning as an extended and essential dimension of eLearning. The course will develop knowledge and skills in producing technology-enhanced learning environments for educational institutions, particularly the use of mobile devices for teaching and learning. Dimensions of m-Learning will be explored from K-adult, distance learning, web-based training, constructivist and flexible approaches to learning. Topics will include a focus on learning design, wireless technologies, multimedia for m-learning, standards, assessment and evaluation of m-Learning, including the integration m-Learning into online learning environments. The delivery strategy for this course is based on an online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous).
TECH622	Web Accessibility	In this course, learners will study Web accessibility from a societal, an educational and a technological perspective. National and international accessibility laws and policies, World Wide Web Consortium (W3C) standards and guidelines, components of web accessibility, accessibility principles, major assistive technologies, usability and inclusion perspectives, and accessibility evaluation tools will be presented, explored and discussed. Learners will have to select a typical disability and, for an educational Website, assess its accessibility level from this specific disability perspective. Classroom presentation, readings, forum discussions and a personal blog will support reflexive practice and collaborative knowledge construction. A final project based on the learner's personal understanding of Web accessibility and its application to his/her domain of work or research will be completed and presented.  The delivery strategy for this course is based on an online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous).
TECH623	Planning & Evaluating of Educational Technologies	In this course, learners develop strategies for planning technologies for teaching and learning at program and institutional levels so that they are funded, organized, and supported in ways that meet the educational, organizational and financial context in which they will be used. Learners will learn to develop comprehensive plans for implementing, managing and assessing educational technologies and adapt such plans to meet changes, issues and trends. This course exposes learners in the MSciET program to enhance their skills of effective planning and evaluation of educational technology programs drawing on evidence-based practices and future scenarios and challenges. Lastly, learners would develop an understanding of knowledge and skills in ensuring the sustainability of the adoption of educational technologies.  The delivery strategy for this course is based on an online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous).
TECH790	Capstone Project	The Capstone is a culmination and test of how much you have gained from the courses in your program and your ability to apply what you have acquired. It is designed to guide you towards meeting the necessary program learning outcomes as you work both independently and with guidance. The capstone will emphasize key areas in the three major outcomes, namely the online knowledge, skills and competencies. A successful capstone candidate will demonstrate through on-going assessments, the program knowledge and skills and demonstrate achievement of all the

		<p>outcomes in the completion of an impactful and innovative project relevant to the core knowledge, skills and competencies of the program. Learners exhibit specific MSciET program outcomes in the capstone experience by addressing an instructional problem via the development of an instructional system or school improvement plan. In addition, capstone learners provide a detailed report of their design, development, and implementation of the ISD developed. Learners produce accompanying written documentation of the problem statement, purpose, pedagogical applications and pilot study to meet the MSciET program outcomes of applying online technologies innovation within k-12 or higher education learning settings..</p> <p>The delivery strategy for this course is based on an online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous)</p>
LEAD600	Research Methods in e-Education	<p>The course introduces three big strands of research methodology: Theory-driven designs (e.g. experimental research, quasi-experimental research, and statistical designs), theory-building research (e.g. ethnographic and clinical) and design-based research. Accordingly, participants will be exposed to various qualitative and quantitative methods. They will learn observation techniques like experimental testing, survey design, observation and interviews, log file analysis and then learn some basic qualitative and quantitative data analysis methods. We also will address more practical questions regarding the research process, e.g. how to formulate good objectives and research questions, how to conduct a literature review and how to plan.</p> <p>The delivery strategy for this course is based on an online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous)</p>
LEAD610	Strategic Planning & Policy Making	<p>The first part of this course focuses on learning the importance and practice of strategic planning in Education and how institutional effectiveness is related to strategic planning. Understanding both processes along with the ability to lead institutions through them is critical to being a leader and developing effective and efficient institutions that meet all accreditation requirements. While the second part of the course emphasized on policy making and strategy development. The delivery strategy for this course is based on an online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous).</p>
LEAD611	Principles for Educational Administration & Leadership	<p>Preparing educational leaders with the knowledge sets and skills needed to (formally or informally) play a key role in leading educational transformation related to the development, deployment, and maintenance of e-learning. The course starts with exploring the historical evolution of leadership theories, principles, and styles and translates those into actual administrative processes and practices. Then it looks at different organizational and governance structures and applies those to the deployment of technology in different contexts. A major focus of the course is conceptualizing effective and efficient educational institutions in the 21 century as “open systems” that need to constantly adapt to complex and environments while maintaining focus on meeting established targets and goals centered on facilitating learning to the population they serve. This course does not focus on a specific educational/learning setting (K-12, higher education, organizational learning, or even community-based learning); rather it approaches educational administration and leadership from a setting-free perspective allowing room to tailor the course’s content to the professional needs of individual learners. The delivery strategy for this course is based on an online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous)</p>

LEAD612	Innovation and Change Management in e-Education	<p>The course introduces learners to concepts and foundations of innovation, change management and e-education. It proceeds to present major models of innovation and change management applicable to education in general and specifically to e-education. These models and activities support their critical analysis based on a field application to an educational context. In e-education, innovation is constantly bringing changes to educational institutions due to the phenomenal growth in the educational applications of technology. As such, it is important that educational leaders, administrators and educators at all levels (k-12 and Higher Education) learn the techniques of how to manage these constant changes due to innovations. The course demonstrates that change is constant and all academic stakeholders within the education institution should have a say in changing and improving the quality of education. The delivery strategy for this course is based on an online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous)</p>
LEAD613	Financial Management of e-Learning Programs	<p>This course focuses on tools and techniques used in modern budgeting and resource management of e-Learning projects development and maintenance. Material in the course is designed to provide learners with the knowledge and skills required for understanding, exploring and analyzing issues related to budgeting and resource management of e-Learning projects development and maintenance. The course draws upon topical material in order to contextualize theoretical discussion, and present learners with examples in practice. Learners will gain the necessary knowledge of the principles and techniques used in analyzing financial statements and evaluating alternative investment and resource allocation. The delivery strategy for this course is based on an online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous)</p>
LEAD621	Human Resource Management	<p>This is an introductory course which examines the management of people as key assets in achieving high performance organizations and competitive advantage. Managing people from a strategic, operational and project perspective is covered showing that Human Resource Management (HRM) is for both specialists and line managers. The link between HRM, strategy and performance is explored along with developing high commitment people strategies and the impact which this can have on organizational performance. The contribution of various HRM functions and activities such as resourcing and staffing, HRM planning, training and development, performance and reward management and compensation and effective people management is covered. The delivery strategy for this course is based on an online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous)</p>
LEAD622	Planning & Evaluating Educational Programs	<p>This course introduces learners to strategies and frameworks for planning, developing, delivering and evaluating educational programs. In the course, learners would develop knowledge to plan and conduct needs assessment being an important phase for effective educational program development. Skills for effective delivery and evaluation of educational programs drawing on evidence-based practices and credible data would also be developed. Challenges to effective program planning, delivery and evaluation, and means for ameliorating the challenges would be explored drawing on real life scenarios. Lastly, learners would develop an understanding of knowledge and skills for ensuring the sustainability of educational programs. The delivery strategy for this course is based on an online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous)</p>

LEAD790	Capstone Project	<p>The Capstone is a culmination and test of how much you have gained from the courses in your program and your ability to apply what you have acquired. It is designed to guide you towards meeting the necessary program learning outcomes as you work both independently and with guidance. The capstone will emphasize key areas in the three major outcomes, namely the knowledge, skills and competencies. A successful capstone candidate will demonstrate through on-going assessments, the program knowledge and skills and demonstrate achievement of all the outcomes in the completion of an impactful and innovative project relevant to the core knowledge, skills and competencies of the program. Learners exhibit specific MAOLEM program outcomes in the capstone experience by addressing an instructional problem via the development of an instructional system or school improvement plan. In addition, capstone learners provide a detailed report of their design, development, and implementation of the ISD developed. Learners produce accompanying written documentation of the problem statement, purpose, pedagogical applications and pilot study to meet the MAOLEM program outcomes of applying online technologies innovation within k-12 or higher education learning settings. The delivery strategy for this course is based on an online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous)</p>
ENTR 612	Innovation & Entrepreneurship	<p>Entrepreneurship is a wide-ranging process starting from innovation, and incorporating opportunity recognition, change management, and value co-creation. It culminates in a new venture that exploits new products or services, using a combination of new technologies, efficient and effective manufacturing or service processes, innovative business models, branding, and networking. Entrepreneurship further supports the service economy, and addresses the art of wealth creation through the initiation of ventures with high growth potential. Throughout this course, learners will explore many dimensions of new venture creation and growth including ideation, opportunity recognition, comprehensive business planning to foster innovation and new business formations in primarily independent environments, although many of the concepts will be transferrable to corporate contexts as well. The delivery strategy for this course is based on an online learning approach that combines the benefits of online collaboration (synchronous) and self-paced learning (asynchronous).</p>
LEAD791	Dissertation 1	<p>The Master research dissertation provides learners with the opportunities to apply the knowledge, skills and competencies gained in the program to organize and conduct a credible research project in a specific aspect relevant filed of study. The dissertation is an original scholarly work created under the supervision of a faculty who provides learners with guidance throughout their work.. Dissertation 1 aims to develop learners' abilities to discover and synthesize prior research relevant to field of study including identifying research objectives, synthesizing a review of appropriate literature, adopting a theoretical and conceptual framework, using a methodology and Learners are required to propose a research design, select appropriate sample and sampling techniques, determine data analysis methods and create appropriate research instruments or sources of secondary data.</p>
LEAD792	Dissertation 2	<p>The purpose of Dissertation II is to develop learners' abilities to firstly apply the proposed research methodology to a substantial piece of field work as appropriate, collect and analyze primary or secondary data, draw meaningful conclusions, and discuss its implications. In addition, the above Dissertation II at enabling learners to write a comprehensive academic report on the work that was achieved, demonstrating standard academic writing skills, exhibiting logic, critical thinking, and clarity and following recommended referencing practices. The final requirement of the Dissertation</p>

		It is for the learner to produce a research dissertation and demonstrate the ability to defend it in an oral examination.
--	--	---------------------------------------------------------------------------------------------------------------------------

## School of e-Education Faculty Roster



**Prof. Fawzi Dweikat**

**Dean of School of e-Education**

PhD – University of Washington, USA

Prof. Fawzi Dweikat is the Dean of the School of e-Education, where he brings extensive expertise in educational leadership, curriculum development and design, and academic innovation. Committed to advancing educational practices, Prof.

Dweikat has led numerous initiatives aimed at enhancing teacher preparation, promoting learner success, and fostering inclusive learning environments.

Prior to this role, Prof. Dweikat held significant leadership positions at Zayed University and Al Ain University. During his tenure, he was instrumental in developing accredited programs and leading research projects aimed at improving educational outcomes.

Prof. Dweikat earned his Ph.D. in Curriculum and Instruction with a focus on Instructional Design and Technology from the University of Washington, USA. His research interests encompass smart learning design and assessment, educational technology, AI applications, and professional development. As an experienced educator, Prof. Dweikat has taught and mentored learners at various levels, fostering a commitment to lifelong learning. He remains an active contributor to the academic community, with numerous publications and presentations at both national and international conferences.

**Dr. Khadeegha Alzouebi**

**Associate Professor**

PhD Educational Research University of Sheffield, UK

**Program Chair (SEED Programs)**



Dr. Khadeegha Alzouebi has worked extensively on school reform and school effectiveness both in the UK and in the United Arab United. She has worked in the Education field in many capacities from classroom teaching at both undergraduate and

postgraduate level, to project directorship, to leading school reform, and postgraduate research supervision. Khadeegha has developed a research interest that is particularly concerned with enhancing the effectiveness of leaders and managers through the use of innovative technological practices while looking at factors that influence organisational learning and the different leadership styles reflected in schools with a strongly international perspective.



**Prof. Hamdy Abdelaziz**

**Full Professor**

PhD, Curriculum and Instruction, University of Arkansas, USA

The winner of Khalifa Award for Education (Cycle # 7, 2014); Distinguished University Professor in the Field of Teaching in the Arab World. Professor of Curriculum and Instructional Design, Tanta University, Egypt. Professor of Distance Learning, School of e-Education, Hamdan Bin Mohamed Smart University, UAE. Prof. Abdelaziz holds a Ph.D. from University of Arkansas, USA, 2004, with first class honors (4 out of 4). Former supervisor of the National Smart Learning Center in Egypt. Former director of the Distance Teaching and Training Program, Arabian Gulf University. Prof. Abdelaziz translated and published 15 books in the field of Teacher Preparation, Brain-based Learning and Teaching, Smart Learning and e-Training, and Creative Culture. Mr. Abdelaziz published more than 40 research papers in regional and international journals. Many of his models of online pedagogy and assessment are applied at the international level. Won numerous awards of excellence for the best scientific papers presented at international conferences.



**Dr. Abdurrahman Ghaleb Almekhlafi**

**Associate Professor**

Ph.D. in Educational Technology, Arizona State University, USA

Dr. Abdurrahman Ghaleb Almekhlafi is an associate professor of educational technology at Hamdan Bin Mohamed Smart University. Dr. Almekhlafi received his MA and Ph.D. degrees from Arizona State University, USA. Before moving to UAE University in the academic year 2000, he was working at ASU as a research assistant and then as a post doc, where he taught some graduate and undergraduate technology courses.

Dr. Almekhlafi has published more than 25 research articles at international journals. Furthermore, Dr. Almekhlafi has presented at numerous local, regional, and international technology conferences in countries such as USA, Italy, Germany, Austria, Spain, China, Japan, Singapore, South Korea, Malaysia, Thailand, UAE, Oman, and Yemen. Dr. Almekhlafi is the author of four technology books and several teacher training booklets. Two of these books were published by Hamdan Foundation with a partnership with UNESCO-Education Sector – teachers taskforce. Dr. Almekhlafi is very much involved in training university faculty members, and k-12 schoolteachers on various topic including integrating technology in teaching and learning. At the College and university levels, Dr. Almekhlafi has been involved in the College of Education Accreditation Process at UAE University since the academic year 2000-2001. In addition, he has been involved in the development of courses syllabi/curriculum, and many committees and task forces.

## School of Health and Environmental Studies

The School of Health and Environmental Studies strives to be a regional leader in addressing health and environmental challenges by offering academic excellence and international expertise. We are dedicated to building best practices in healthcare and the environment, fostering competency and efficiency within the region. Our commitment to promoting an innovative learning model, with a strong emphasis on field application, research, community services, and lifelong learning, ensures the delivery of high-quality education. Explore our comprehensive list of programs offered at the School of Health & Environmental Studies and take the first step towards a fulfilling and impactful career.

### School Mission

The School of Health and Environmental Studies is committed to promote an innovative learning model, with emphasis on field application, research, community services and lifelong learning, ensuring quality in education.

### School Objectives

- To initiate and favor an innovative learning environment in addressing issues related to health and environment in the region.
- To enhance the critical thinking of the learners and achieve excellence in Smart Learning.
- To continuously assess the achievements of the learning outcomes.
- To graduate proactive leaders to face the challenges relevant to health and environmental issues.

## Master of Science in Public Health

### Total credit hours (45)

### Program Description

In the dynamic world of healthcare, demand is growing for highly skilled people who are able to collect, organize, and interpret scientific data related to the distribution of disease among populations, disease risk factors, and the interrelation between healthcare delivery processes and health outcomes.

This accredited postgraduate degree provides you with a range of knowledge, subject-specific expertise, specialized skills within a powerful global network. Offered by the School of Health and Environmental



Studies, the degree prepares health professionals to design, develop, implement, and evaluate programs that have an impact on the health of the community as well as global health.

Open to healthcare professionals, the Master of Science in Public Health provides an academically challenging and stimulating study of public health. It covers the five core areas of public health, which are epidemiology, biostatistics, behavioral sciences, environmental health and healthcare management interpreted within a local context.

**Accreditation:** The Master of Science in Public Health is accredited by Ministry of Education in the United Arab Emirates, and the Agency for Public Health Education Accreditation (APHEA), the European accreditation agency for public health programs and schools

### Program Goals

- PG.1 Develop learners to be exemplary professionals who are able to integrate and apply public health knowledge and perform its functions.
- PG.2 Develop an innovative program that integrates five core areas of public health with elective courses and research skills to match learner's interests in public health.
- PG.3 Improve cultural competences, analytic skills and abilities of the learners to help them to face challenging issues in public health practice.
- PG.4 Provide learners with opportunities for integration and practical application of the learned competencies through practicum, seminars, and other innovative educational, research and service activities

### Program Outcomes

At the end of the Master of Science in Public Health program, learners will be able to:

#### Knowledge (K):

PLO1. Integrate knowledge and technical skills in the five core public health competencies to assess the health status of the population, diagnose its problems, investigate causes, and design solutions for those problems. The five core areas are biostatistics, health services administration, epidemiology, environmental health and social and behavioral sciences.

#### Skills (S):

PLO2. Analyze environmental and occupational risks and develop strategies for a healthier environment and a safer workplace.

PLO3. Evaluate social determinants of health on populations and the range of political, social, economic, environmental and health interventions that might improve population health.

**Autonomy and Responsibility (AR):**

PLO4. Develop public health policies and administrative processes to effectively contribute to the management of public health services.

**Role in Context (RC)**

PLO5. Apply research and evaluation skills to identify and manage society's public health needs and problems

**Self-Development (SD)**

PLO6. Effectively plan and evaluate public health programs using appropriate analysis and evaluation methods

**Program Study Plan**

Semester 1			
Course code	Course Name	Credit hours	Pre-Requisites
PUBH601	Health Care Systems	3	
PUBH602	Health Care Management	3	
PUBH603	Principles of Biostatistics	3	
PUBH604	Principles of Epidemiology	3	

Semester 2			
Course code	Course Name	Credit hours	Pre-Requisites
PUBH605	Environmental Health	3	
PUBH606	Epidemiology of Infectious and non-Infectious Diseases	3	PUBH604
PUBH607	Foundation of Public Health Promotion and Behavioral Sciences	3	
PUBH612	Research Methods for Health and Environmental Studies	3	PUBH603

Semester 3			
Course code	Course Name	Credit hours	Pre-Requisites
PUBH608	Introduction to Quality and International Accreditation in Health Care	3	
PUBH609	Economics and Financial Management in Health Systems	3	
PUBH610	Data Management and Statistical Computing in Public Health	3	PUBH603
HLTH791	Dissertation 1		PUBH612

Semester 4			
Course code	Course Name	Credit hours	Pre-Requisites
PUBH695	Field Practicum in Public Health	3	Complete 18 Credit hours
HLTH792	Dissertation 2	3	HLTH791
	Elective 1	3	

Elective Courses (Choose one elective course)			
Course code	Course Name	Credit hours	Pre-Requisites
HOSP602	Hospital Information Systems	3	
HOSP604	Health Determinants	3	
HOSP608	Risk Management and Patient Safety	3	
HOSP609	Customer Services and Healthcare Marketing	3	
HOSP610	Principles of Healthcare Ethics	3	
HOSP611	Facility Structure and Environmental Safety	3	
ENTR612	Innovation and Entrepreneurship	3	
PUBH692	Public Health Seminar	3	Complete 18 Credit hours

## Master of Science in Hospital Management

### Total credit hours (36)

### Program Description

Hospital Management is one of the most well-regarded careers to specialize in. The globalization effect, and the continuous investments in the healthcare industry have led to significant changes and challenges in the healthcare profession that healthcare organizations are facing nowadays. With the new trends of disease patterns, and the rapid development of the health sector, new concepts have been developed to tackle these issues and improve hospital services. In this dynamic environment of healthcare, demand is growing for highly skilled people who are able to collect, organize, and interpret data related to hospital management.

The curriculum focuses on the operations and applications of the hospital management concepts to improve hospital services. The program aims to provide knowledge, skills, and competencies that learners need to master effectively in various health management settings, to improve hospital services, and lead the region in addressing the challenges relevant to health through a learning model which concentrates on research, field practice, community services and lifelong learning.

**Accreditation:** The Master of Science in Hospital Management program is accredited by the Ministry of Education in the United Arab Emirates.

## Program Goals

- PG.1 Endow learners with skills and talents necessary for addressing the challenging issues relevant to hospital and health services management.
- PG.2 Introduce learners to the fundamentals and contemporary concepts of continual quality improvement programs and practices in hospital and health services settings.
- PG.3 Encourage learners to pursue their interests in the fields of hospital and health services management using acquired reflection, analysis, research, and evaluation skills.
- PG.4 Develop a comprehensive capstone to reinforce the learners' abilities and skills in implementing the hospital and health services management methodologies.

## Program Outcomes

At the end of this program graduates will be able to:

### Knowledge

PLO1. Demonstrate advanced knowledge and proficiency in the application of contemporary healthcare business and financial theories and techniques to efficiently manage hospitals and other healthcare facilities.

### Skill

PLO2. Critically analyze key concepts in health management and quality to effectively address the unique challenges within healthcare settings.

PLO3. Synthesize research to creatively identify and proficiently manage complex health management needs and issues.

### Autonomy and Responsibility

PLO4. Optimize the operational management of hospitals and other healthcare facilities through the efficient implementation of streamlined processes, utilization of technology, and integration of health information systems.

### Role in Context

PLO5. Assess the organizational structure, policies and processes, including strategic and operational plans, that impact the role and performance of healthcare managers in hospital and related healthcare settings.

### Self-Development

PLO6. Foster a personal commitment to continuous learning within the realm of health management by applying leadership and management concepts and principles

## Program Study Plan

Pre-Program			
Course code	Course Name	Credit hours	Pre-Requisites
GMAP500	Management Appreciation Program (MAP)	0	

Semester 1			
Course code	Course Name	Credit hours	Pre-Requisites
HOSP601	Principles of Hospital Management	3	
HOSP602	Hospital Information Systems	3	
PUBH612	Research Methods for Health and Environmental Studies	3	
PUBH603	Principles of Biostatistics	3	

Semester 2			
Course code	Course Name	Credit hours	Pre-Requisites
PUBH608	Introduction to Quality and International Accreditation in Health Care	3	
HOSP603	Operations Management in Health Care	3	
MGMT625	Organizational Behaviour & Leadership	3	
HLTH791	Dissertation 1	3	PUBH612

Semester 3			
Course code	Course Name	Credit hours	Pre-Requisites
PUBH609	Economics and Financial Management in Health Systems	3	
HOSP695	Field Practicum	3	Complete 18 CH
HLTH792	Dissertation 2		HLTH791
	Elective course	3	

Program Electives (Choose one elective course)			
Course code	Course Name	Credit hours	Pre-Requisites
HRMT612	HRM in a Dynamic Environment	3	
HOSP604	Health Determinants	3	
HOSP608	Risk Management and Patient Safety	3	
HOSP609	Customer Services and Healthcare Marketing	3	
HOSP610	Principles of Healthcare Ethics	3	
HOSP611	Facility Structure and Environmental Safety	3	
ENTR612	Innovation and Entrepreneurship	3	

Program Electives (Choose one elective course)			
Course code	Course Name	Credit hours	Pre-Requisites
QLTY633	Total Quality Management	3	
HOSP690	Capstone: Hospital Strategic Management and Planning	3	Complete 18 CH

## Master of Science: Excellence in Environmental Management

**Total credit hours (36)**

### Program Description

Environmental Management is a strategic toolbox. It equips businesses, organizations, and even individuals with practices to minimize their environmental impact. This isn't about sacrificing efficiency; it's about optimizing processes to achieve production goals while reducing the environmental footprint. Learners who enroll in the Master of Environmental Management and Sustainability (MEMS) program will have the opportunity to gain and enhance knowledge, skills and competencies related to the different environmental management approaches. These different outcomes are achieved through a well-designed accredited curriculum that meets the local and international needs. This program covers various environmental management and sustainability related topics such as environmental sustainability, environmental governance, environmental economics, and sustainable resources management. Learners will be able to receive training and hands-on experience with the most recent environmental practices across different organizations in the UAE and GCC. By the end of the program, learners will be able to understand, suggest, and recommend different strategies to deal with local, regional, and global environmental issues including but not limited to climate change, water scarcity, hazardous waste problems, and resources conservation and environmental sustainability. Furthermore, they will also be able to link the international environmental agreements with the local environmental practices. Please refer to the study plan for an overview of the core and elective courses available in the program.

**Accreditation:** This program is accredited by the UAE Ministry of Education's Commission for Academic Accreditation.

### Program Goals

- PG.1 Provide learners with skill and talents necessary for addressing different environmental issues.
- PG.2 Equip learners with the essential skills needed to function as effective environmental managers in different organizations.
- PG.3 Equip learners with essential knowledge and skills of research methods required to solve different environmental problems.
- PG.4 Develop a comprehensive understanding of importance of resource conservation and sustainable development

## Program Outcomes

At the end of this program graduates will be able to:

### Knowledge (K)

PLO1. Evaluate critically principles, theories, and practices related to sustainability and environmental management. PLO2. Synthesize contemporary research related to contextualized sustainability and environmental management

### Skill (S)

PLO3. Apply innovative environmental models and concepts to address environmental and sustainability challenges.

PLO4. Apply research skills and methodologies to strategically design and conduct research relevant to sustainability and environmental management.

PLO5. Employ proficient communication and information technology skills to effectively present and advocate related to sustainability and environmental issues.

### Autonomy and Responsibility (AR)

PLO6. Design plans to solve a socioeconomic issue relevant to sustainability and environmental management.

### Role in Context (RIC)

PLO7. Devise innovative approaches for tackling environmental and sustainability challenges.

### Self-development (SD)

PLO8. Assess the influence of culture values, ethical considerations, and technological development on sustainability and environmental management Practices.

## Program Study Plan

Pre-Program			
Course code	Course Name	Credit hours	Pre-Requisites
GMAP500	Management Appreciation Program (MAP)	0	

Semester 1			
Course code	Course Name	Credit hours	Pre-Requisites
ENVM601	Environmental Sustainability	3	None
ENVM606	Environmental Governance	3	None
PUBH603	Principles of Biostatistics	3	None

Semester 2			
Course code	Course Name	Credit hours	Pre-Requisites
PUBH612	Research Methods for Health and Environmental Studies	3	PUBH603
ENVM603	Environmental Management Systems	3	None
ENVM605	Environmental Economics	3	None

Semester 3			
Course code	Course Name	Credit hours	Pre-Requisites
ENVM611	Environmental Monitoring and Protection	3	None
ENVM609	Sustainable Resources Management	3	None
HLTH971	Dissertation 1	3	PUBH612

Semester 4			
Course code	Course Name	Credit hours	Pre-Requisites
ENVM695	Field Practicum in Environmental Studies	3	18 C/H
HLTH972	Dissertation 2	3	HLTH971
	Elective 1	3	

Program Electives			
Course code	Course Name	Credit hours	Pre-Requisites
ENVMXXX	Greenhouse Gas Management	3	None
ENVM690	Capstone: Environmental Strategic Management and Planning	3	18 C/H
HOSP611	Facility Structure and Environmental Safety	3	none
QLTY623	Principles of Business Excellence	3	None
ENTR612	Innovation and Entrepreneurship	3	None

## School of Health and Environmental Studies Course Descriptions

Course code	Title	Description
HOSP601	Principles of Hospital Management	The course provides learners with an in-depth knowledge on management principles and techniques used in hospital settings for proper operations such as hospital administration and management in hospital, training and development HR relations, etc. that meet the needs of hospital managers, in raising their level of performance and



		capacity building in day to day operations, within a more competitive and challenging environment.
HOSP602	Hospital Information Systems	Hospital Information Systems is not about computerizing hospitals, but integration of all the hospital's medical and administrative information leading to a virtual environment that will guarantee effectiveness and efficiency. Health information systems provide a major part of the information needed by those paying for healthcare. It is a logical shift from paper-based to computer-based processing and storage, as well as the increase of data in healthcare settings due to a tremendous progress in medicine as well as in informatics. The term 'informatics' refers to the application of computer science to problems in a particular discipline or field. It has been growing in usage in Health Sciences during the last decade shifting hospital information systems towards regional and global health information systems known as Health Informatics, i.e., the use of the principles and practices of computer science in addressing the problems of healthcare (maintain patient records, order and carry out treatment programs, review and monitor patients and collect payments for their services). This course will introduce the learners to the concepts of Health Information Systems, and recent advances such as Internet of Medical Things, AI-assisted data analytics, incorporation of remote patient monitoring and telehealth input data, machine learning in medicine, and Ethical and security issues of AI in Medicine will be discussed
HOSP603	Operations Management in Health Care	Operations Management studies the design and management of the processes that transform inputs into finished services. This course covers how health service managers can use more advance methods to improve their processes. The course focuses on the use of operations management analytical methods and techniques to improve healthcare processes. In order to bring the concepts and tools of operations management to the healthcare industry, case studies will be used to illustrate the integration of these tools into healthcare processes. Healthcare operations management topics will be covered focusing on optimizing patient and process flow, healthcare capacity planning, improving productivity, and healthcare supply chain and inventory management and improving health management processes in general.
HOSP604	Health Determinants	This course addresses the determinants of health from the both the epidemiological and the macro-social perspectives. The epidemiological perspective addresses health determinants based upon the relationships among the agent, the host, and the environment. The macro-social perspective draws upon other disciplines, including health policy, health education and promotion, sociology and economics in addition to epidemiology. Upon completion of this course, each learner should have gained knowledge of a broad array of theoretically-derived ideas and concepts that can be applied in Hospital Settings.
HOSP608	Risk Management and Patient Safety	Learners will be exposed to the Principles of Risk Management and Patients' Safety i.e. understanding adverse events: the human factor errors and adverse events in Medicine,

		the development of Clinical Risk Management. The course will emphasize on processes and methodologies in implementing patients' safety and developing awareness on risk management in hospital settings.
HOSP609	Customer Services and Healthcare Marketing	This Course provides knowledge skills and competencies for achieving quality customer service in healthcare settings and focuses on building life-long customer relationships strategies. Central to the concept of customer service is the notion of person-centred care – a mindset and conceptual approach that repositions the people using health and social services as equal partners in planning, developing and monitoring care to make sure it meets their needs. It explores the processes required to meet the needs and exceeds the expectations of both the internal (e.g. staff and current patients of a healthcare facility) and external customers (e.g. potential patients as well as health insurance companies). The concept of patient reported outcomes and its applications in facilitating quality healthcare provision are explored. The course also provides learners with skills for operationalizing the concept of healthcare marketing - creating, communicating, and delivering health information and interventions using customer-centered and science-based strategies to protect and promote the health of diverse populations Effective healthcare marketing can raise demand and drive it to healthcare facilities who champion it. For this reason, Healthcare marketing for hospital-based care, pharmaceuticals and medical devices are highly regulated in most countries. In contrast, public health specialists have greater autonomy in applying healthcare marketing techniques such as social marketing to achieve population-based behavior change such as motivating community members to receive Covid-19 vaccination.
HOSP610	Principles of Healthcare Ethics	This course introduces the learners to the principles of healthcare ethics. It provides information on the analysis of ongoing ethical and professional issues in healthcare management, research, and dilemmas and experiences of healthcare professionals. Topics include theories of healthcare ethics, patients and family rights, informed consent, privacy and confidentiality, dignity and rights of participation in healthcare decisions, risks to vulnerable populations, and end of life care management.
HOSP611	Facility Structure and Environmental Safety	The course is designed for master's level learners specializing in health, hospital management, and environmental sciences. This comprehensive course provides an in-depth understanding of the critical aspects of facility management and environmental safety within healthcare settings. Learners will explore the principles of building design and construction, focusing on creating safe, sustainable, and patient-centered healthcare environments. Topics include regulatory compliance, risk management, emergency preparedness, sustainable practices, and the role of technology in enhancing facility safety and environmental health. Through case studies, interactive discussions, and practical exercises, learners will learn to apply these principles to real-world challenges, preparing them for leadership roles in healthcare facility management and

		environmental safety. This course is essential for those aiming to ensure that healthcare facilities not only comply with standards but also promote health, safety, and environmental stewardship
HOSP614	Hospital Waste Management Systems	Hospital waste management entails the management of waste produced by hospitals using techniques that will check the spread of diseases through hospital waste. The hospital waste management system entails the segregation, containment, and disposal of hazardous, hospital-generated, infectious and domestic waste. Efficient waste management is critical for healthcare institutions because medical waste can be pathogenic and environmentally hazardous. Non-compliance with proper hospital waste management can lead to serious health risks, fines, and damage to a healthcare institution's reputation. Hospital waste consists of both risk waste and non-risk waste. Generally, risk waste includes infectious waste, pathological, pharmaceutical, sharps, chemicals, geno-toxic and radioactive wastes. Non-risk waste includes garbage and general day to day waste produced by food stuff leftovers and their packaging. This course provides information on effective management of contemporary hospital waste management systems
HOSP690	Capstone: Hospital Strategic Management and Planning	The course attempts to transmit an understanding of fundamental strategic management and planning skills applicable in health care organizations including hospitals. Specifically, the purpose of this course is to prepare graduating learners to think strategically and build knowledge to develop, implement and evaluate effective strategies in health care organizations, and specifically in hospitals. The course is devoted to an analysis of strategic management models and tools and how they can be applied to hospital settings. As a capstone course, it provides an opportunity to apply in a real setting the knowledge and skills gained through this course as well as throughout their learning experience at HBMSU. The area of application is limited to strategic management and planning of the hospitals. The capstone project involves a major commitment on the part of the learner and the instructor. Learners should choose projects that allow them to meet the requirements listed above as well as thoroughly engage their interests. They should be prepared to work from the beginning of the semester on their project and to complete all requirements by the end of the semester. Learners are required to complete 18 credit hours before they enroll in the course
HOSP695	Field Practicum	This field practicum course consists of placement of learners within an internationally accredited or in the process of accreditation health institution/environmental management organizations under the supervision of an assigned and recognized preceptor at the facility and supported by a faculty member from the university. During this course period, learners will be given the opportunity to have hands-on training and tackling of health or environmental management issues through a comprehensive departmental orientation program and participate in the day to day operations of the

		<p>health institution or environmental management activities where learners will implement the knowledge acquired during their study period. Learners will be required to present and defend the assignments specified during the practicum to the health care facility management.</p> <p>Learners are expected to attend 225 hours for the practicum divided over 15 weeks, and attend all orientation sessions or other meetings scheduled with the practicum supervisor within the university. One the first week of the semester, the learners will receive the orientation and workplace health and safety training.</p> <p>The Field Practicum Manual functions as a guiding reference for the Field Practicum course at HBMSU. This comprehensive manual delineates essential overarching guidelines for the successful implementation of the field practicum. It clearly outlines specific objectives, expectations, and evaluation criteria that learners are required to follow throughout their practical experiences. By providing a roadmap for effective navigation and utilization, the manual ensures that learners attain a clear understanding, facilitating the seamless integration of theoretical knowledge with hands-on experience</p>
HRMT612	Human Resource Management in a Dynamic Environment	<p>This course which examines the management of people as key assets in achieving high performance organizations and competitive advantage. Managing people from a strategic, operational and project perspective is covered showing that Human Resource Management (HRM) is for both specialists and line managers. The link between HRM, strategy and performance is explored along with developing high commitment people strategies and the impact which this can have on organizational performance. The contribution of various HRM functions and activities such as resourcing and staffing, HRM planning, training and development, performance and reward management and compensation and effective people management is covered</p>
MGMT625	Organizational Behavior & Leadership	<p>This course entails the study of human behavior and Leadership in organizations. It covers theoretical concepts, practical methods, and modern approaches to understand, analyze, and predict individual and group behavior in organizations, as well as the process of Leading Innovation and Strategic leadership. Topics that will be covered include but not limited to diversity, employee attitudes and values, personality, motivation, communication, work-groups and work-teams, conflict and negotiations, power and politics, and organizational structure and change strategic leadership, Leading Disruptive Change and Innovation,. We will particularly focus on how various individual factors (e.g., personality) and situational factors (e.g., organizational structure) and leadership affect employee behavior and performance</p>
QALY633	Total Quality Management	<p>This course discusses the evolution and development of total quality management (TQM) in terms of both theoretical underpinnings and practical knowledge applicable to real world manufacturing and service organizations. It covers the precepts of TQM with a particular focus on system orientation, employee orientation, process orientation and</p>

		learning orientation. Given the paramount importance of TQM as a potential source for obtaining competitive advantage, the course lays stress on how to sustain a competitive advantage in quality. In this respect, the course presents an overview of TQM sustainability and its antecedents: identification of critical success factors of quality management, creation of a quality culture, and use of a balanced perspective to measuring the performance impact of TQM.
PUBH601	Health Care Systems	This course introduces learners to types, components, and functions of health systems. It provides understanding of social, cultural, political, and economic contexts within which systems arise and operate. The course offers the learners a comprehensive knowledge on main building block of health systems including financing governance, health services delivery, health workforce, health technology, and health information. The course will present the health systems of some selected countries around the world with emphasis on the UAE health care system.
PUBH602	Health Care Management	This course introduces learners to the practices and theories of health care management. It also provides them with an overview of management functions and techniques including planning, and organizing and it explores healthcare organizational structure including organization chart, authority matrix, committees, the scope of services, and the major systems in a healthcare organization. The course also explores the concepts of influencing in terms of leadership, motivation and directing. It also explores the different leadership styles, skills, processes, responsibilities, and the leadership links to performance excellence. The course also addresses human resources management including the process of recruiting, credentialing, and privileging, assessment of staffing needs, developing staffing plans, job description, and competency-based assessment. The course describes the theory and applications of controlling process; and decision making and problem solving techniques in health care settings.
PUBH603	Principles of Biostatistics	This course provides an introduction to selected important topics in biostatistical concepts and reasoning as it relates to public health and environmental fields. Tools for describing central tendency and variability in data; methods for performing inference on population means and proportions via sample data; statistical hypothesis testing and its application to group comparisons; issues of power and sample size in study designs; and random sample and other study types will be explored.
PUBH604	Epidemiology and Global Health	This course discusses aspects of epidemiology, focusing on the study of the distribution and determinants of health-related states or events within specific populations and the application of this knowledge to health problem control. The course offers a comprehensive exploration of epidemiological methods and measures. Topics covered include epidemiological measures, the evaluation of causal relationships in epidemiological studies, and the consideration of factors such as bias and confounding.

		Throughout the duration of the course, emphasis is placed on grasping the theory and assessment of fundamental epidemiological studies
PUBH605	Environmental Health	This course informs learners about the key areas of environmental health and raises their awareness about the crucial role of the environment in the health of humans and all other living creatures. It provides a comprehensive but concise discussion of some of the important environmental health methods and paradigms, like environmental epidemiology, environmental toxicology, environmental justice, environmental health ethics and environmental policy & regulation. The course also examines the health effects of various environmental hazards (physical, chemical and biological), with emphasis on the environmental and health impacts of climate change. Moreover, the principles of environmental health management related to air and water quality, as well as solid and liquid waste management are presented. In addition, the course highlights the practice of environmental health in emergencies and in the realization of healthy communities.
PUBH606	Epidemiology of Infectious and non-Infectious Diseases	The course intends to give learners an understanding of the major trends in the incidence and prevalence of infectious and non-infectious diseases. Learners will be introduced to the most common infectious diseases caused by viruses, bacteria and parasites. This course will address also the causes and prevention of cardiovascular disease, diabetes, cancer, chronic lung disease which are responsible for considerable disease burden in developed and developed developing countries. Common methods to avoid, reduce and/or to eliminate the risk of exposure to infectious and non-infectious diseases will be covered.
PUBH607	Foundation of Public Health Promotion and Behavioral Sciences	This course provides the learner with a comprehensive and in-depth review of the social and behavioral science theories that serve as a core area of preparation and practice in public health. Each of the dominant theories and the evidence that supports it will be examined and discussed in considerable detail. The course is divided into four themes: Evolution of Health Promotion; Health Promotion-related Behavior Change Theories; Health Promotion Structural Change theories, and; Translating Health Promotion Theories into Practice.
PUBH608	Introduction to Quality and International Accreditation in Health Care	This course introduces learners to the evolution of quality, its terms, principles, theories, and practices. The course demonstrates how these principles can be used to improve quality, patient safety and outcomes. Quality improvement tools and techniques are taught and learners are expected to be able to apply these techniques to analyze variation and quality practices in different health care environments. Development and implementation of quality improvement programs are discussed. The course provides an overview of the accreditation process and different international quality standards for healthcare organizations. Success stories are demonstrated by distinguished guest speakers from local institutions.

PUBH609	Economics and Financial Management in Health Sciences	This course introduces the learners to the subjects of economics and financial management in healthcare organizations. It focuses on the functional role of the health care finance manager and the basic tools of healthcare financial decision-making. Topics include strategic financial planning, principles of accounting, analyzing financial statements, cost concepts and its relations to decision making and management control process.
PUBH610	Data Management and Statistical Computing in Public Health	. This course offers learners the chance to augment their skills in data management and manipulation techniques, focusing on the practical application of biostatistical principles through the utilization of SPSS or JASP, etc.. software. Participants will gain proficiency in conducting analyses commonly employed in public health research and practice. The course includes a wide range of statistical analyses, covering both univariate and multivariate techniques. These techniques include ANOVA, Chi-Squared, multiple linear regression, logistic regression, survival analysis, factor analysis, cluster analysis, and Multivariate analysis of variance (MANOVA). Successful completion of a PHBH603 Principles of Biostatistics course is a prerequisite for enrollment in this course
PUBH612	Research Methods for Health and Environmental Studies	This advanced postgraduate-level course in Research Methods for Health and Environmental Studies is designed to equip students with the essential skills and knowledge required for conducting rigorous and impactful research in the dynamic fields of health and environmental studies. The course delves into a comprehensive range of topics, integrating both quantitative and qualitative research methodologies. Learners will explore advanced concepts such as systematic reviews, meta-analyses, and mixed-mode questionnaires, ensuring a robust understanding of research principles and techniques. Emphasis is placed on ethical considerations, clinical governance, and the dissemination of research findings. The course addresses the intricacies of sampling, surveys, experiments, and other analytical methods, providing learners with a nuanced perspective on research design and execution
PUBH692	Public Health Seminar	. This course is intended to be an integrative learning experience in which participants bring together much of the competencies and skills acquired during the Public Health program. Participants will learn and apply a problem-solving methodology to analyze current public health issues from local, national, and global perspectives. Working individually or in groups, learners will recommend interventions and evaluation methods to address specific contemporary public health challenges. Academic public health skills will also be enhanced through formal presentation of assigned public health topics, as well as a research based summative assessment activity. MScPH learners are required to complete 18 credit hours of MScPH coursework to be eligible to enroll in the course
PUBH695	Field Practicum in Public Health	. This field practicum course consists of placement of learners within one of the priority

		<p>public health program or public health division within local health authorities. The practicum will be conducted under the supervision of an assigned and recognized preceptor at the facility and supported by a faculty member from the university. During this course period, learners will be given the opportunity to have hands-on training and tackling of public health issues through participation in the day to day operations of the program or department. Learners will be required to present and defend the assignments specified during the practicum.</p> <p>Learners are expected to attend 225 hours for the practicum divided over 15 weeks, and attend all orientation sessions or other meetings scheduled with the practicum supervisor within the university. One the first week of the semester, the learners will receive the orientation and workplace health and safety training.</p> <p>The Field Practicum Manual functions as a guiding reference for the Field Practicum course at HBMSU. This comprehensive manual delineates essential overarching guidelines for the successful implementation of the field practicum. It clearly outlines specific objectives, expectations, and evaluation criteria that learners are required to follow throughout their practical experiences. By providing a roadmap for effective navigation and utilization, the manual ensures that learners attain a clear understanding, facilitating the seamless integration of theoretical knowledge with hands-on experience</p>
ENTR612	Innovation & Entrepreneurship	<p>Entrepreneurship is a wide-ranging process incorporating innovation, opportunity recognition, change management, value co-creation. It culminates in a new venture that exploits new products or services, using a combination of new technologies, efficient and effective manufacturing or service processes, innovative business models, branding, and networking. Entrepreneurship further supports the service economy, and addresses the art of wealth creation through the initiation of ventures with high growth potential. Throughout this course, learners will explore many dimensions of new venture creation and growth including ideation, opportunity recognition, comprehensive business planning to foster innovation and new business formations in primarily independent environments, although many of the concepts will be transferrable to corporate contexts as well.</p>
ENVM601	Environmental Sustainability	<p>The course Environmental Sustainability is designed to equip students with an advanced understanding of sustainability principles, practices, and their application in addressing environmental challenges. The course delves into the intricacies of environmental systems, the human impact on ecological balance, and the strategies for promoting sustainability in various sectors, including water, waste, soil, renewable energy, food security, agriculture, and climate change. Through a blend of theoretical knowledge and</p>



		practical application, students will explore the latest research, technologies, and policies driving sustainability efforts globally. The course is structured to foster critical thinking, problem-solving, and effective communication on sustainability issues, preparing graduates to become leaders in environmental sustainability
ENVM603	Environmental Management Systems	The course is designed to equip learners with a deep understanding of the principles, frameworks, and practical applications of environmental management systems (EMS) in organizations. The course covers the systematic approach to managing environmental responsibilities, ensuring compliance with environmental regulations, reducing environmental impacts, and enhancing organizational sustainability. Learners will explore the core components of EMS, including environmental policy development, planning for environmental improvement, implementation and operation, monitoring and evaluation, and continuous improvement processes. Key international standards such as ISO 14001 will be examined in detail. Through a combination of theoretical insights and practical case studies, the course emphasizes the integration of EMS into corporate strategy, stakeholder engagement, and the role of leadership in fostering an organizational culture of sustainability. The course prepares learners to design, implement, and manage effective environmental management systems that align with organizational goals and global sustainability standards
ENVM605	Environmental Economics	This course is designed to introduce learners to the field of environmental economics, focusing on the economic analysis of environmental issues and policies. It explores the relationship between economic development and environmental degradation, the valuation of environmental goods and services, market failures such as externalities and public goods, and the economic tools used to address these challenges, including taxes, subsidies, and tradable permits. The course also examines the economics of renewable resources, non-renewable resources, and biodiversity conservation. Through theoretical frameworks and empirical studies, learners will assess the effectiveness of various environmental policies and their implications for sustainable development. The course aims to equip learners with the knowledge to analyze and propose economic solutions to environmental problems, balancing economic growth with environmental stewardship
ENVM606	Environmental Governance	The Environmental Governance course provides a thorough examination of the mechanisms, policies, and practices essential for effective environmental management and conservation. It delves into the contributions and responsibilities of various entities, including government bodies, non-governmental organizations, the private sector, and

		local communities, in shaping environmental policies. This course offers a critical review of the efficiency of existing frameworks for environmental governance and introduces progressive models designed to tackle contemporary environmental issues, such as climate change, loss of biodiversity, and pollution. Emphasizing forward-thinking strategies for environmental governance, it also highlights the significance of the United Arab Emirates' experiences in this field. Through a blend of lectures, case studies, and interactive discussions, participants will develop a deep understanding of environmental governance's challenges and opportunities, equipping them with the knowledge and abilities needed for advancing sustainable environmental practices and policy development
ENVM609	Sustainable Resources Management	The Sustainable Resources Management course is designed for postgraduate learners aiming to deepen their understanding and expertise in the sustainable management of natural resources. This course explores the principles, strategies, and practices essential for the conservation, efficient use, and sustainable management of resources including water, minerals, forests, and biodiversity. It addresses the challenges of balancing human needs with environmental sustainability and integrates concepts from economics, policy, and technology to devise holistic management solutions. Through a combination of theoretical learning and practical application, learners will engage with current issues and innovations in resource management, preparing them to contribute to sustainable development goals and global sustainability efforts
ENVM611	Environmental Monitoring and Protection	The course is designed to equip learners with the advanced knowledge and skills needed to assess, monitor, and manage environmental health and the integrity of ecosystems effectively. It covers the theoretical foundations, methodologies, and technologies used in the detection, analysis, and mitigation of environmental pollutants and hazards. Learners will explore a range of topics, including air and water quality monitoring, soil contamination assessment, biodiversity conservation strategies, and the application of remote sensing and GIS in environmental protection. The course also delves into the regulatory and policy frameworks that guide environmental monitoring and protection efforts at local, national, and international levels. Through lectures, laboratory sessions, fieldwork, and case studies, students will learn to design and implement effective environmental monitoring programs and develop strategies to protect natural resources and human health from environmental threats
ENVM695	Field Practicum in Environmental Studies	The field practicum course comprises the placement of learners in different training sites and different organizations to apply the theoretical concepts of environmental management. The practicum takes place under the supervision of an assigned and recognized preceptor at the training site and supported by a faculty member from the

		<p>university. During this course period, learners will be given the opportunity to have hands-on training and tackling different environmental management issues through a comprehensive departmental orientation program and participate in the day-to-day operations related to environmental management. Through this course, learners will have the chance to apply the knowledge acquired during their study period</p>
ENVM603	Greenhouse Gas Management	<p>The course on Advanced Greenhouse Gas Management offers a comprehensive exploration of the science, policy, and technology associated with the management and reduction of greenhouse gas (GHG) emissions. Aimed at developing experts capable of contributing to the mitigation of global climate change, the curriculum covers the fundamentals of GHG accounting, reporting frameworks, emission reduction technologies, and strategies for carbon sequestration. Students will engage with the latest research and methodologies for measuring, analyzing, and managing emissions across different sectors, including energy, agriculture, and transportation. Through a mix of theoretical studies and practical applications, the course emphasizes the development of innovative solutions to reduce the carbon footprint of organizations and societies, aligning with global sustainability goals</p>
QLTY623	Principles of Business Excellence	<p>The objective of this course is to introduce the fundamentals of regional and international business excellence models that help an organization to achieve excellence and sustain outstanding levels of performance. Emphasis is on establishing an internal framework of standards and processes for engaging and motivating employees to excel as well as delivering products and services that exceed customer requirements. Topics include the origin and nature of business excellence, its relevance to quality management and continuous improvement, and more importantly evaluation criteria of national, regional and international business excellence models such as MBNQA, EFQM, Deming Prize, Dubai Quality Award, the UAE's fourth generation of the government excellence system and ISO9000 family of standards, etc. the topics are integrated using self-assessment methodology based on the main quality/ excellence award models</p>
ENVM690	Capstone: Environmental Strategic Management and Planning	<p>The Capstone course is the culmination of the course work in Master of Environmental Management and Sustainability program. The Capstone course is the culmination of the course work in the Excellence of in Environmental Management program. The learners are expected to use the major concepts and acquired skills from different courses taught through the program. This course is designed to allow learners to analyze significant environmental issues of local or regional significance using multidisciplinary</p>

		<p>approach. Learners can work collaboratively or independently on contemporary environmental issues by characterizing the issue, analyzing possible solutions, implementing and testing some solutions, and publicly communicating the results. The Capstone is problem-based and project-based course. The choice of the project topic and the implementation of all required steps to successfully achieve its objectives will be mentored and supervised by an assigned faculty member. The project topic will preferably be chosen to allow working cooperatively with and in support of government agencies, NGOs or private businesses.</p>
HLTH971	Dissertation 1	<p>Master's Dissertation is the outcome of independent, scholarly and original research work that is designed and carried out by the learner in consultation with her/ his dissertation supervisor (appointed by the university). The Dissertation writing process is contained in two sequential parts namely Dissertation 1 and Dissertation 2 with each allowing learners to concentrate on key areas. As such Dissertation 1 has been conceptualized to develop learners' abilities to locate and summarize prior research related to an identified research field, with emphasis on specific topics which will lead to statement of problem and research questions. Further, it aims to develop learners' abilities to review appropriate literature to support the creation of a theoretical and conceptual framework, as well as critically analyze studies to ensure robust methodological understanding to support identified research objectives for learner's research and finally to develop learners' abilities to propose a research design, select appropriate sample and sampling techniques (if appropriate), determine data analysis methods and create appropriate research instruments (or sources of secondary data) to support the identified research questions</p>
HLTH972	Dissertation 2	<p>A Master's Dissertation is the outcome of independent, scholarly and original research work that is designed and carried out by the learner in consultation with her/ his dissertation supervisor (appointed by the University). The Dissertation writing process is contained in two sequential parts namely Dissertation 1 and Dissertation 2 with each allowing learners to concentrate on key areas. As such Dissertation 2 has been conceptualized to develop learners' abilities to firstly apply the proposed research methodology to conduct a substantive piece of fieldwork as appropriate, collect and analyze primary or secondary data, draw meaningful conclusions and discuss its implications. Further, it aims at enabling learners to write a comprehensive academic report on the work that was achieved, demonstrating standard academic writing skills, exhibiting logic, critical thinking, and clarity and following recommended referencing</p>

		practices. Finally, the Dissertation 2 culminates in determining the learner’s ability to defend various elements of the research project in an oral examination with high conviction and autonomy and summarize the findings
--	--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## School of Health and Environmental Studies Faculty Roster

### **Professor. Samer Hamidi**

#### **Dean of School of Health and Environmental Studies**

MPH, Dr.PH in Health Systems Management, Tulane University, USA



Professor Samer Hamidi serves as the Dean of the School of Health and Environmental Studies, HBMSU. With a career spanning over two decades, he has consistently demonstrated a deep commitment to leveraging technology to enhance the learning experience and

transform traditional educational paradigms. He has extensive experience in innovative use of smart technology in teaching across diverse academic tiers, encompassing bachelor's, master's, and doctoral programs. His expertise extends across a diverse spectrum of disciplines, showcasing a distinct emphasis on health systems, disease burden analysis, health finance, and the enhancement of quality and efficiency within the healthcare sector.

Beyond his academic achievements, his influence resonates regionally and globally, reflecting in his role as a site visitor for renowned organizations including the European Accreditation Council for Public Health Education Accreditation Agency (APHEA) and the Commission for Academic Accreditation (CAA). His dedication to advancing scholarly research is evidenced by the publication of 150 peer-reviewed papers in prestigious journals, addressing health challenges at local and global levels. His achievements have established him as the second-highest ranked scientist in the United Arab Emirates and positioned him among the top 10 scientists across the Arab World in the field of Medical and Health Sciences. These honors further underscore the profound impact of Prof. Hamidi’s efforts in advancing knowledge and comprehension within his field.



**Dr. Mohammad Aljaradin**

**Associate Professor**

**Program Chair: Bachelor of Science in Health Administration and Master of Science: Excellence in Environmental Management**

Post-doctoral, Wisconsin University, USA - PhD, Environmental Engineering, Lund University, Sweden

Dr. Mohammad Aljaradin is an Associate Professor in Sustainability and Environmental Engineering at the at the School of Health and Environmental Studies, HBMSU. Dr. Aljaradin has worked at a number of prestigious research and academic institutions around the world, including Lund University in Sweden, Hamburg University in Germany, Wisconsin University in the United States, the University of New South Wales in Australia, and Tafila Technical University in Jordan. Dr. Aljaradin has received numerous prominent fellowships and honours, including the Endeavour Fellowship in Australia and the Fulbright Research Fellowship in the United States. Dr. Aljaradin is an environmental and sustainability advocate, and worked as a director and project manager, as well as a member of numerous charitable foundations and community service. Dr. Aljaradin has had the privilege of working with incredible teams that have graduated hundreds of Ph.D.'s and engineers who work all around the world, something he is really proud of.



**Dr. Nazik Nurelhuda**

**Associate Professor**

**Program Chair: MSc. in Hospital Management and MSc. in Public Health**

PhD, University of Bergen, Norway - Fellow of the Faculty of Public Health (through distinction), UK - Fellow of FAIMER Institute, Philadelphia, USA - Certificate in Health Professions Education, Keele University, UK - Certificate in Risk Management, Institute for Risk Management, UK

Dr. Nazik Nurelhuda is an Associate Professor in the School of Health and Environmental Studies, HBMSU. She possesses more than fourteen years of experience in public health practice and global research. Throughout her career, Dr. Nurelhuda has taught extensively at both the graduate and undergraduate levels in renowned educational institutions such as the University of Khartoum in Sudan, the University of Toronto in Canada, and the University of Bergen in Norway, utilizing both in-person and online teaching methods. Additionally, she has acquired practical experience in the government sector in Sudan and with the World Health Organization. Dr. Nurelhuda has enriched her educational background through learning experiences in Norway, the United States, and the United Kingdom, resulting in significant contributions towards bridging the gap between evidence and the policy-making process in health service planning and delivery within Sudan.



### **Prof. Moetaz El Sergany**

#### **Full Professor**

P Dr.PH in Public Health Sciences, Environmental Chemistry, High Institute of Public Health, Alexandria University, Egypt

Prof. Moetaz ElSergany is a Full Professor at the School of Health and Environmental Studies, HBMSU. He has over 30 years of technical and teaching experience in the Field of environmental studies. He taught and developed many environmental health courses (water and wastewater analysis, environmental legislation, water sanitation, integrated solid waste management, environmental aspects of pesticides, environmental impact assessment, industrial waste management, and hazardous waste management). Prof. El Sergany participated in many environmental studies in Egypt, Saudi Arabia and United Arab Emirates.

He worked in a number of Middle East Universities. He worked as program coordinator and participated in establishing the new Environmental Health Program in Dammam University, Saudi Arabia. He was appointed as Assistant Professor, Environmental Health Department, University of Sharjah, and UAE. He has participated in installation, calibration and training in many environmental health laboratories in Egypt, Saudi Arabia and UAE. Dr. El Sergany supervised many Master and PhD theses.



### **Dr. Fadumo Abdi Noor**

#### **Assistant Professor**

MPH, PhD, University of Southern Denmark, Denmark

Dr. Fadumo Noor is an Assistant Professor at the School of Health and Environmental Studies, HBMSU. Dr. Noor has a PhD in Public Health from the University of Southern Denmark. Dr. Noor has provided technical and operational guidance to improve health service management in Denmark. In addition, she has provided technical assessments and reviews relating to policies, by conducting an analysis of Danish health agreements (policy documents).

Dr. Noor has collaborated with national, regional and municipal actors to motivate action towards the design and delivery of integrated models of care that help to improve people's care experiences and outcomes with improved system efficiency. In addition, Dr. Noor has contributed to the public health education export program between Princess Nourah University in Saudi Arabia and University of Southern Denmark.



### **Dr. Md Hafizur Rahman**

#### **Associate Professor**

MBBS, MPH, DrPH, The Johns Hopkins University, Baltimore, MD, USA

Md Hafizur Rahman is a public health physician having more than 20 years of experience in directing public health research and capacity building programs in low- and middle-income countries, the United Arab Emirates and the United States. Dr. Rahman's research objectives/interests focus on protecting the poor and vulnerable against the impact of health-related shocks, developing innovations in health service provision, and accessibility and utilization of health services for the poor and vulnerable. Major areas of his research include mortality and morbidity measures in maternal and adult health, program impact evaluation, health care seeking behavior, non-communicable diseases, road safety, access to pharmaceuticals and drug markets. Dr. Rahman has offered courses on public health and health systems strengthening to the graduate students at Johns Hopkins and other universities. Dr. Rahman served as an Advisor and a Consultant at the international organizations including the World Health Organization (WHO) and the World Bank, Washington DC. Dr. Rahman has published his research work in leading peer-reviewed scientific journals.



### **Dr. Zufishan Alam**

#### **Assistant Professor**

PhD in Public Health, Faculty of Medicine, The University of Queensland, Australia, 2023

Dr. Zufishan Alam is an Assistant Professor at the School of Health and Environmental Studies. Trained as a medical doctor from Fatima Jinnah Medical University, Pakistan, she developed profound interest in Public Health, with specific focus on Preventative Healthcare and Epidemiology. She continued her academic journey to pursue PhD in Public Health from the University of Queensland, Australia. During her postgraduate training, she was awarded with the Research Training Program Scholarship, by Commonwealth Government of Australia. Later, Dr. Alam joined Institute of Public health, United Arab Emirates University, where she was able to continue research activities and expand her expertise in public health education. Dr. Alam's expertise encompasses mixed methods research, biostatistics, health promotion, and behavioral epidemiology. Her outstanding contributions to research were recognized with an Excellence in Higher Degree Research award from the Public Health Association Australia.



## DOCTOR OF PHILOSOPHY IN QUALITY MANAGEMENT

### Overview

The Doctor of Philosophy (PhD) in Quality Management focuses on all activities that must be performed to maintain a desired level of quality and excellence in an organization. The curriculum gives emphasis to the various changes that have occurred in recent years in the way managers design and implement a quality management strategy and processes to gain competitive advantage. These changes have been triggered by highly dynamic business environments, the emergence of the 4th industrial revolution (digital transformation), global product supply chains and recalls, consumerism, and the need to adapt to new customer behaviors and preferences for products and services. The PhD program has been influenced by these changes with an aim to enable Hamdan Bin Mohammed Smart University (HBMSU) graduates to apply discipline-based theory with strict adherence to rigorous research methodologies, ethics and devise innovative solutions that hold both academic rigor and contextualized practical relevance.

The PhD program adopts a multidisciplinary approach to quality theory, research and problem-solving interventions that lead to sustained continuous improvement and learning. In doing so, it draws from various strands of knowledge related to social sciences, information technology, service sciences and data analytics, to name but a few, to assess operational efficiency, identify adverse factors affecting continuous improvement and enhance the potential for desirable quality outcomes in various organizational settings. The multidisciplinary approach of the program also facilitates admission of eligible candidates with different educational degrees and practical experiences.

Overall, the PhD in Quality Management supports graduate employability in academia and in industry with rigorous research and analytical skills. It gives graduates the opportunity to test their innovative ideas through the lens of organization theory and address emerging quality management paradigms in the era of accelerated globalization, rapid technological innovation (quality 4.0), and the emerging experience economy. The program consists of a total 60 credits, of which 30 credits are core and elective courses (e.g., research methods, quality management, service quality and excellence, strategy and organization theory, performance measurement) and the remaining 30 credits are assigned to the dissertation.

**Accreditation:** The PhD Program received, on 29 July 2022, accreditation from the Commission for Academic Accreditation (CAA) of the Ministry of Education in the United Arab Emirates.

## Program Learning Outcomes

Graduates from the PhD in Quality Management will be able to:

### Knowledge

- K1. Produce a new contribution to knowledge and understanding of the philosophy and guiding precepts of quality management as a discipline and profession.
- K2. Identify gaps in knowledge using research as underpinned by methodological rigor ensuring relevance to practices in quality management.

### Skills

- S1. Undertake advanced research in quality management with a high scientific and practical impact and disseminating the findings in scholarly peer-reviewed journals, books, monographs, and any impactful publications.
- S2. Master effective communication and information technology skills to synthesize, appraise and present the learner's produced research findings and conclusions to a range of audiences.

### Autonomy and Responsibility

- AR. Demonstrate independence, creativity, governance of processes, academic integrity, and professional ethics in all aspects of the conduct of research and in the communication and dissemination of the research findings.

### Role in Context

- RIC. Demonstrate leadership and originality in resolving quality problems and concerns through effective communication and working with others.

### Self-development

- SD. Analyze and critique current professional knowledge and practices in quality management and design continuous improvement programs that ensure the maintenance and promotion of professional ethical standards in rectifying identified gaps in diverse contexts.

## Mode of Delivery

Driven by HBMSU extensive experience and the state of art technological infrastructure, the program is offered through a full-fledged online learning approach: Synchronous (Virtual) and Asynchronous. The full-fledged online learning delivery format is learner-centric and involves independent thinking on the part of the learner. Using synchronous delivery allows learners to interact with faculty and get questions answered in real time; thus, learners can benefit from the immediate personal engagement with faculty members and other learners. This would prevent miscommunication and create greater feeling of community and lessen

feeling of isolation. It also enables the faculty to gauge whether or not learners are grasping the material and make adjustments as needed. Having some parts of the courses delivered through the asynchronous delivery mode offers more flexibility, allowing learners to set their own schedule and work at their own pace. The approach shifts the focus from an instructor-centered to an individualized learner-centric approach. Learners are empowered to discover and construct their own knowledge.

## **Admission Requirements**

The purpose of the Admissions Office is to support learners' admission to any of HBMSU programs. The Office efficiently and effectively identifies and enrolls qualified learners who are able to meet the academic challenges and opportunities of today's increasingly competitive environment.

The Office provides a comprehensive array of services for prospective and currently enrolled learners such as:

- Admission requirement for all HBMSU programs
- Admissions application processing
- Learner recruitment for all HBMSU programs along the four Cs model
- Developing and managing recruitment agencies agreements

The admission of learners at HBMSU strictly follows the guidelines laid down by the University admission policy in accordance with the Ministry of Education Commission for Accreditation (CAA) regulations in the United Arab Emirates.

## **PhD Admission: General Requirements**

1. HBMSU will only admit Ph.D. candidates who align their research proposal and demonstrate capability in HBMSU's Research Priority-Focus Areas.
2. Applicants may be admitted to the PhD program upon meeting the following requirements:
  - a. The completion of a master's degree with a minimum CGPA of 3.0 on a 4.0 scale in a discipline appropriate for the doctoral degree, or academic distinction in a discipline appropriate for the doctoral degree at the baccalaureate degree with a CGPA of at least 3.5 on a 4.0 scale as assessed by the Dean of the School.
  - b. A minimum iBT TOEFL score of 80 with minimum writing band of 24 or a minimum IELTS score of 6.0 with a minimum writing band of 6.5, or a minimum score of 1400 on the English language portion of the EmSAT examination with a minimum writing component of C1.

## Routes to admission

**The direct entry** – This applies to those applicants who hold a bachelor's and Master's Degree in quality management.

**The indirect entry** – This applies to those applicants who hold a master's degree with some depth in the cognate disciplines relevant to the field. Prior to admission, such applicants will have to complete 6 credits of remedial courses relevant to Quality Management and Statistics in order to assure that prospective learners possess the prior knowledge related to their PhD study. These remedial courses can be waived if prospective learners submit all necessary documentation to prove that they have sufficient knowledge and skills in quality management and statistics. If a waiver for the two remedial courses is approved, the applicants will be enrolled in the PhD program.

In addition to the above-mentioned requirements, applicants must provide the following documents:

- A valid passport copy with a valid visa for non UAE nationals.
- Copy of Curriculum Vitae
- Letter of Intent/Motivation
- Outline of a research interest linked to your professional/academic area of interest
- Statement of research interest and supporting PowerPoint slides
- A copy of valid Emirates ID card
- 1 Passport size photograph
- Two Original letters of recommendation
- Letter of employment (if employed)

## Mode of Delivery

Driven by HBMSU extensive experience and the state of art technological infrastructure, the program is offered through the Full-Fledged Online Learning Approach: Synchronous (Virtual) and Asynchronous (self-paced). The full-fledged online learning delivery format is learner-centric and involves independent thinking on the part of the learner. Using synchronous delivery allows learners to interact with faculty and get questions answered in real time; thus, learners can benefit from the immediate personal engagement with faculty members and other learners. This would prevent miscommunication and create greater feelings of community and lessen feelings of isolation. It also enables the faculty to gauge whether or not learners are grasping the material and make adjustments as needed. Having some parts of the courses delivered through the asynchronous delivery mode offers more flexibility, allowing learners to set their own schedule and work

at their own pace. The approach shifts the focus from an instructor-centred to an individualized learner-centric approach. Learners are empowered to discover and construct their own knowledge.

## Graduation Requirements

The graduation requirements are set to ensure:

- The robustness of the outcome of the Ph.D. research work.
- Graduates can be catalysts of high-quality research in the community.
- Full alignment with CAA initiatives for reforming Graduate Studies: Requirement of graduation to publish in a high-level specialized conference or journal in the field of study.

## Fee Structure

PhD Program Fee Structure	
The fees are AED 5000 per credit hour 30 credits of Coursework and seminars	AED 150,000
30 credits of Dissertation	AED 150,000
Total Program Fees	AED 300.00

Dissertation extension per semester: 15000 AED

Remedial courses when needed for learners without background in Quality Management and Statistics will cost AED 5000 for each course

When learners do not complete the dissertation in 4 semesters for full time and 6 semesters for part-time, they may extend their registration, up to the maximum study period of 10 and 12 semesters in total for part-time and full-time respectively.

## PhD Program Study Plans

### Doctor of Philosophy (PhD) in Quality Management

Program Study Plan consists of a total of 60 Credit Hours.

Remedial Courses (0 credit hours). These courses are required for applicants without a background in management and/or statistics			
Course code	Course Name	Credit hours	Pre-Requisites
PHQR798	Principles of Statistics	0	
PHQR799	Principles of Quality Management	0	

### Study Plan for Full-Time Learners (Minimum 3.5 Years; Maximum 5 Years)

Semester 1 (9 credit hours)			
Course code	Course Name	Credit hours	Pre-Requisites
PHQM800	Research Methods	3	
PHQM810	Quality Management Philosophy and Practices	3	
PHQM820	Strategy and Organization Theory	3	

Semester 2 (9 credit hours)			
Course code	Course Name	Credit hours	Pre-Requisites
PHQM830	Quantitative Research Methods and Statistics	3	PHQM800
PHQM840	Qualitative Research Methods	3	PHQM800
PHQM850	Technology, Innovation and Continuous Improvement	3	

Semester 3 (6 credit hours)			
Course code	Course Name	Credit hours	Pre-Requisites
PHQM860	Seminar in Quality Management	3	PHQM810
	Elective 1	3	

Semester 4 (6 credit hours)			
Course code	Course Name	Credit hours	Pre-Requisites
PHQM870	Service Quality and Excellence	3	
	Elective 2	3	

Semesters 5 (30 credit hours)			
Course code	Course Name	Credit hours	Pre-Requisites
PHDS999	PhD Dissertation	30	Successful completion of coursework (30 credit hours), and PhD Comprehensive Exam

Elective Courses (Choose 2 elective courses from the following courses)	
Course code	Course Name
PHQE810	Implementation and Applications of Quality Management
PHQE820	Big Data Analytics for Quality Improvement
PHQE830	Teamwork and Continuous improvement
PHQE840	Contemporary Issues in Performance Measurement

### Study Plan for Part-Time Learners (Minimum 4 Years; Maximum 6 Years)

Semester 1 (6 credit hours)			
Course code	Course Name	Credit hours	Pre-Requisites
PHQM800	Research Methods	3	
PHQM810	Quality Management Philosophy and Practices	3	

Semester 2 (6 credit hours)			
Course code	Course Name	Credit hours	Pre-Requisites
PHQM820	Strategy and Organization Theory	3	
PHQM830	Quantitative Research Methods and Statistics	3	PHQM800

Semester 3 (6 credit hours)			
Course code	Course Name	Credit hours	Pre-Requisites
PHQM840	Qualitative Research Methods	3	PHQM800
PHQM850	Technology, Innovation and Continuous Improvement	3	

Semester 4 (6 credit hours)			
Course code	Course Name	Credit hours	Pre-Requisites
PHQM860	Seminar in Quality Management	3	PHQM810
	Elective 1	3	

Semester 5 (6 credit hours)			
Course code	Course Name	Credit hours	Pre-Requisites
PHQM870	Service Quality and Excellence	3	
	Elective 2	3	

Semesters 6 (30 credit hours)			
Course code	Course Name	Credit hours	Pre-Requisites
PHDS999	PhD Dissertation	30	Successful completion of coursework (30 credit hours), and PhD Comprehensive Exam

Elective Courses (Choose 2 elective courses from the following courses)	
Course code	Course Name
PHQE810	Implementation and Applications of Quality Management
PHQE820	Big Data Analytics for Quality Improvement
PHQE830	Teamwork and Continuous improvement
PHQE840	Contemporary Issues in Performance Measurement



## Deanship of Research and Doctoral Studies Faculty Roster



### **Professor Ahmed Ankit**

Dean of Research and Doctoral Studies

PhD Applied Linguistics and Translation, University of Salford, UK

Professor Ahmed Ankit is a prominent academic leader who is devoted to raising the advancement social sciences applied research. Prof. Ankit's extensive experience of obtaining accreditation for numerous academic programs exemplifies his unwavering dedication to academic excellence. His extensive experience delivering courses on advanced research methods qualifies him as a mentor for the next generation of scholars. Prof. Ankit is committed to nurturing a culture of academic excellence and advancing research innovation with impact on the UAE context.



### **Dr. Muhammad Zeeshan Rafique**

**Associate Professor**

PhD – Universiti Kebangsaan Malaysia, Malaysia

Dr. Rafique carries over 16 years of extensive experience in Quality Management, Operations Management and Sustainability. He has been recognized for his outstanding research capabilities and contributions to academia. He was honored with the "Best University Research Productivity Award" in both 2021 and 2022, a testament to his consistent excellence and dedication to advancing knowledge. Additionally, in 2023, he received the "Best University Research Project Winning Award," highlighting his ability to lead and secure successful research projects.



### **Dr. Meera Al Marri**

**Associate Professor**




**Acting Chair of Collaborative Research**




PhD in Project Management, The British University in Dubai in association with the University of Manchester

Dr. Meera Al Marri is part of the Deanship of Research and Doctoral Studies. She graduated with a PhD in Project Management from the British University in Dubai via the University of Manchester, UK. Her research interests include project management, sustainability, and corporate social responsibility in the MENA region.

Research Interests: Project Management – Sustainability – Corporate Social Responsibility.

## PhD Faculty

	<p><b>Professor Nabil Baydoun</b>  Vice Chancellor for Academic Affairs  <a href="#">Research Interests</a>  International Accounting  Islamic Banking and Finance  The Impact of Culture on Accounting and Financial Systems</p>
	<p><b>Professor Ahmed Ankit</b>  Dean of Research and Doctoral Studies  <a href="#">Research Interests</a>  Quality Management in Higher Education,  Online-Learning,  Communication</p>
	<p><b>Professor Samer Hamidi</b>  Dean, School of Health and Environmental Studies  <a href="#">Research Interests</a>  Digital Health Transformation  Healthcare Systems  Health Policy and Planning  Healthcare Finance and Economics  Quality of Health Services</p>
	<p><b>Professor Jamal Abu Rashed</b>  Dean of School of Business and Quality Management  <a href="#">Research Interests</a>  International Trade and Finance,  Economic Development,  Labor Economics,  Monetary Theory  Strategy in Higher Education</p>

	<p><b>Professor Fawzi Dweikat</b>  Dean, School of e-Education</p> <p><a href="#">Research Interests</a></p> <p>Educational Technology  AI Applications  Smart Learning Design and Assessment  Professional Development</p>
	<p><b>Professor Ebrahim Soltani</b>  School of Business and Quality Management</p> <p><a href="#">Research Interests</a></p> <p>Quality Management and Organizational Excellence  Quality Management and Technological Innovation  HRM Issues in Quality Management  Supply Chain Quality Management</p>
	<p><b>Prof. Moetaz El Sergany</b>  School of Health and Environmental Studies</p> <p><a href="#">Research Interests</a></p> <p>Carbon accounting and emission reduction  Environmental Management  Environmental Health  Waste management  Treatability studies  Environmental impact assessment  Public health</p>

## Key Contact Personnel

Name and Designation	Email	Telephone
<b>ACADEMIC AFFAIRS Office (AA)</b>		
<b>Prof. Nabil Baydoun</b> Vice Chancellor, Academic Affairs	<a href="mailto:N.Baydoun@hbmsu.ac.ae">N.Baydoun@hbmsu.ac.ae</a>	+971 (4) 4241099
<b>Ms. Reem Asqoul</b> Academic Administration, Senior Manager	<a href="mailto:R.Asqoul@hbmsu.ac.ae">R.Asqoul@hbmsu.ac.ae</a>	+971 (4) 4241023
<b>DEANSHIP OF RESEARCH &amp; DOCTORAL STUDIES (DRDS)</b>		
<b>Prof. Ahmed Ankit</b> Dean, Research & Doctoral Studies	<a href="mailto:A.Ankit@hbmsu.ac.ae">A.Ankit@hbmsu.ac.ae</a>	+971 (4) 4241022
<b>SCHOOL OF BUSINESS &amp; QUALITY MANAGEMENT (SBQM)</b>		
<b>Prof. Jamal Abu Rashed</b> School Dean, SBQM	<a href="mailto:J.AbuRashed@hbmsu.ac.ae">J.AbuRashed@hbmsu.ac.ae</a>	+971 (4) 4241076
<b>Ms. Maryam Alzarooni</b> Administrative Executive	<a href="mailto:M.Alzarooni@hbmsu.ac.ae">M.Alzarooni@hbmsu.ac.ae</a>	+971 (4) 4241026
<b>Dr. Tahir Masood</b> Program Chair (Management and Financial Studies Programs, UG)	<a href="mailto:T.Masood@hbmsu.ac.ae">T.Masood@hbmsu.ac.ae</a>	+971 (4) 4241079
<b>Dr. Rachid Jabbouri</b> Program Chair (Management and Financial Studies Programs, PG)	<a href="mailto:R.Jabbouri@hbmsu.ac.ae">R.Jabbouri@hbmsu.ac.ae</a>	+971 (4) 4241055
<b>Dr. Ying-Ying Liao</b> Program Chair (Quality and Operation Management programs, UG)	<a href="mailto:Y.Liao@hbmsu.ac.ae">Y.Liao@hbmsu.ac.ae</a>	+971 (4) 4241063
<b>Prof. Ebrahim Soltani</b> Program Chair (Quality & Operation Management Programs - PG)	<a href="mailto:E.Soltani@hbmsu.ac.ae">E.Soltani@hbmsu.ac.ae</a>	+971 (4) 4241084
<b>SCHOOL OF HEALTH &amp; ENVIRONMENTAL STUDIES (SHES)</b>		
<b>Prof. Samer Hamidi</b> School Dean, SHES	<a href="mailto:S.Hamidi@hbmsu.ac.ae">S.Hamidi@hbmsu.ac.ae</a>	+971 (4) 4241089
<b>Ms. Maryam Alzarooni</b> Administrative Executive	<a href="mailto:M.Alzarooni@hbmsu.ac.ae">M.Alzarooni@hbmsu.ac.ae</a>	+971 (4) 4241026
<b>Dr. Nazik Nurelhuda</b> Program Chair (Health Studies)	<a href="mailto:N.Suleiman@hbmsu.ac.ae">N.Suleiman@hbmsu.ac.ae</a>	+971 (4) 4241091
<b>Dr. Mohammad Aljaradin</b> Program Chair (Environmental Studies)	<a href="mailto:M.AlJaradin@hbmsu.ac.ae">M.AlJaradin@hbmsu.ac.ae</a>	+971 (4) 4241167

<b>SCHOOL OF e-EDUCATION (SEED)</b>		
<b>Prof. Fawzi Dweikat</b> School Dean, SEED	<a href="mailto:F.Dweikat@hbmsu.ac.ae">F.Dweikat@hbmsu.ac.ae</a>	+971 (4) 4241080
<b>Ms. Maryam Alzarooni</b> Administrative Executive	<a href="mailto:M.Alzarooni@hbmsu.ac.ae">M.Alzarooni@hbmsu.ac.ae</a>	+971 (4) 4241026
<b>Dr. Khadeegha Alzouebi</b> Program Chair (SEED Programs)	<a href="mailto:K.Alzouebi@hbmsu.ac.ae">K.Alzouebi@hbmsu.ac.ae</a>	+971 (4) 4241086
<b>REGISTRATION DEPARTMENT</b>		
<b>Mr. Mahmoud Tameem</b> University Registrar	<a href="mailto:M.Tameem@hbmsu.ac.ae">M.Tameem@hbmsu.ac.ae</a>	+971 (4) 4241031
<b>IT SUPPORT &amp; TRAINING DEPARTMENT</b>		
<b>IT Support</b> Technical Support and Training	<a href="mailto:itsupport@hbmsu.ac.ae">itsupport@hbmsu.ac.ae</a>	+971 (4) 4241199
<b>LEARNERS RELATIONSHIP MANAGEMENT</b>		
Learners Relationship Management	<a href="mailto:LRM@hbmsu.ac.ae">LRM@hbmsu.ac.ae</a>	+971 (4) 4241060



جامعة حمدان بن محمد الذكية  
Hamdan Bin Mohammed Smart University

T +971 4 424 1111 | E info@hbmsu.ac.ae | P.O.BOX 71400, Dubai, UAE  
www.hbmsu.ac.ae  @HBMSU  @HBMSU  @HBMSUDubai  HBMSUDubai