TERMS AND CONDITIONS TO STUDING AT AOU

INTRODUCTION

The terms and conditions listed in this document form the basis of the relationship between AOU and a registered student at AOU. You must have read this document thoroughly before to understand the regulations you would be subject to as part of the AOU terms and conditions.

This document has been produced in alliance and compliance with the various AOU bylaws and policies that govern student-learning cycle at AOU.

In addition to the terms and conditions, there are other AOU regulations, which will apply to you as a new or continuing student.

Terms and Conditions of this Agreement

1. Admission:

1. 1 You may expect us to:

1.1.1 Make all announcements related to admission on University website and all relevant public domains.

1.1.2. Facilitate online applications. Applicants can apply directly to the AOU.

1.1.3 Online applicant will receive an automated response confirming receipt of their application.

1.1.4 ***Subject to availability of seats***, you will be accepted to study at AOU provided you satisfy the following conditions:

- Have the minimum entrance grade requirement to qualify for the programme you are applying for.
- Provide all supporting documents as evidence towards meeting qualification for admission.

1.1.5 You will be intimated of your admission status within the stipulated time through AOU official communication channel only.

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1.1.6 If you have not met the requisite admission requirement upon making your application, you will receive a notification setting out any academic or other conditions that needs to be satisfied within the stipulated period.

1.1.7 If you satisfy the admission requirements but admission is declined due to unavailability of seats, then you will be advised to reapply in the upcoming semester.

1.1.8 The AOU reserves the right to withdraw your offer if your application contains any fraudulent or misleading information.

1.1.9 If you are not satisfied with the decision regarding your admission status you may present your appeal/complain to the concerned Admission & Registration office.

1.1.10 If you continue to be dissatisfied with the decision regarding your acceptance at AOU you may write a formal letter to the University Director. The decision of the Branch Rector/Director will be final.

1.1.11 Payment of application fees (non - refundable).

1.1.12 The refund of any fees paid will be governed by the AOU admission policy.

1.1.13. Final admission and enrolment at AOU are subject to the approval of the Ministry of Higher Education, where applicable. Any admission offer remains conditional until such approval is obtained.

1.2 AOU expects you to:

1.2.1 Provide verified or authenticated copies of your transcripts and certificates through University acceptable means/channels.

1.2.2 Ensure that all personal and academic information that you have provided to the University is true, accurate and complete (that you have not omitted any key information).

1.2.3. You should be willing to share with the University any information concerning your physical or mental well-being (chronic health condition, mental health issue or special needs) so that the University may make the necessary provisions.

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1.2.4. In the event of being offered admission, the response to accept the admission must be accepted within the stipulated period announced by AOU.

2. On Acceptance as AOU student

2.1.1 On being accepted as AOU student, you will be provided with all necessary guidance through a formal face-to-face/online induction program. You are advised to attend.

2.1.2 You will be provided further training on the use of AOU management system, e-library and other learning resources in addition to student guide on how to use it step by step.

3. Teaching and learning environment

3.1 You may expect us to:

3.1.1 You will be provided with supporting material and pass codes to electronic materials.

3.1.2 You will be provided with access to SIS, SSS, official e-mail, LMS and E-library services along with your student ID.

3.1.3 You will be provided with computer facilities, wifi and internet connectivity on campus.

3.1.4 You will be provided with teaching and learning support appropriate to your programme.

3.1.5 You will be provided with an academic advisor who will guide you through the completion of the programme.

3.1.6 You will be provided with clear information about programme, the credit hour requirement, tutorial attendance, office hours, assessments, e-library access and any other information that is required to complete the programme of study.

3.1.7 You will be provided with a range of pastoral services and guidance that would facilitate your learning.

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3.1.8 You will be informed well in advance of any changes brought forth to the programme in terms of impending discontinuation of any course or parts of the course to avoid any disruption.

3.1.9 You will be entitled to express your dissatisfaction with grades and other non-academic matters through the official appeals and complaints system.

3.2 AOU expects you to:

3.2.1 Take responsibility for your own learning and development in collaboration with your tutors to become independent learners.

3.2.2 Attend all facilitating learning activities as lectures, seminars, laboratory classes as specified in your programme of study.

3.2.3 To comply to the University requirement of undertaking assessments in compliance to the University rules and regulations.

3.2.4 Make appropriate use of resources available to facilitate your programme as E-Library facilities, use of LMS etc.

3.2.5 Act with academic integrity in all aspects of your studies as avoiding plagiarism and evidencing your work accurately and honestly.

3.2.6 Complying with the University code of conduct and maintaining the required student decorum. Follow the managerial hierarchy for solving any problem you may face.

3.2.7 Be aware of the information provided about the University and your programme and the policies that govern the Universities teaching and learning environment.

3.2.8 Cooperate with fellow students and teaching and non-teaching staff on campus.

3.2.9 Check regularly the University communication on your University e-mail and LMS

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4. Quality Assurance

AOU assures quality assurance of all teaching and learning provisions at AOU. This quality assurance at AOU is governed by specific policies that give direction to the process.

4.1 You may expect us to

4.1.1 Implement all University policies, including regulations, code of practice and guidelines towards facilitate teaching and learning.

4.1.2. Hear your voices through feedback surveys, appeals complaints platform and other feedback channel.

4.1.3 To make suggestions for improvements through your feedback.

4.1.4 Regularly monitor the teaching and learning offered as part of your programme.

4.2 AOU expects you to:

4.2.1 Comply with the AOU policies and procedures, including those relating to your programme of study.

4.2.2 Take up opportunities provided by AOU to give your feedback.

4.2.3 Be tuned into any information provided by AOU towards changes to be introduced and its implications for you.

4.2.4 Cooperate and contribute to any Quality Assurance requirement asked of you towards improvement.

5 Accountability and Conduct

This agreement expects both the parties (AOU & You) to act with integrity and be accountable for actions concerning University.

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5.1 You may expect us to:

5.1.1 Provide equal opportunities and treat everyone equitably as per the 'Equal Opportunities and Diversities' policy.

5.1.2 AOU reserves all right to disciplinary action that may even amount to suspension or expulsion from the University in case of breach of AOU code of conduct.

5.2 AOU expects you to:

5.2.1 Report to AOU any matter or issue that affect your learning environment.

5.2.2 Ensure that you comply with all expectations of you as a student as paying programme fees on time, maintain the University code of conduct.

6 Changes to the programme or closing down of any center/Branch

6.1 You may expect us to:

6.1.1 If deemed necessary to keep the programme up-to-date the University shall make all efforts to introduce changes to the programme where necessary e.g. the assessment format, timetable, method of delivery etc.

6.2.AOU expects you to:

6.2.1 AOU shall make all measures and keep the students well informed by securing their position if due to any unforeseen circumstances the University has to take any drastic decisions.

6.2.2 AOU shall give you reasonable notice on any changes or action on part of the University that may affect continuity of studies.

6.2.3 Explore with you opportunities and possibilities of transferring to any of the other AOU branches where the programme of studies registered for is still in effect.

6.2.4 Ensure that you receive all credits to your programmes.

6.2.5 In the unlikely event of wherein the continuity of a programme is interrupted or needs to be terminated, the University shall be guided by the

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rules and regulations of the Ministry of Higher Education, wherein students will be provided with guidance and support through this procedure.

7. Data Protection

7.1 You may expect us to:

7.1.1 As a student of AOU you give us the right to hold and process your personal data including some information that may be sensitive in nature.

7.1.2 AOU assures you of the confidentiality of the information and reserves all rights to use it only to further your academic programme at AOU.

7.2 AOU expects you to:

7.2.1To provide all personal details as name, age, address etc. accurately and update the University of any change that take place,

7.2.2 Maintain your emergency contact details and confirm that AOU may use it in case of significant concerns about your wellbeing.

7.2.3 Protect the authentication details used to access your personal details.

8. Liability

8.1 You may expect us to:

8.1.1 AOU will not be liable to any unforeseen events beyond its control that could not have been prevented with any reasonable measures as

8.1.2 Government regulations

8.1.3 Natural Disaster

8.1.4 Public health emergency/ pandemic

8.1.5 Political Unrest

8.1. 6 Staff illness

8.1.7 In the event of above, AOU reserves all right to make changes or amendments to programme delivery.

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8.1.8 The University has the right to stop access to course material, tutorial etc failing compliance to fee payment and other regulations.

8.2 AOU expects you to:

8.2.1 Student has to pay all course fees due by the stipulated cutoff date in order to continue with their programme.

8.2.2 Student must not have any over-due payment beyond the time permitted by AOU.

For More Details:

1) The Bachelor's Degree Award Requirements Bylaws at the Arab Open University
2) The Bachelor's Degree Award Examination and Assessment Bylaws at the Arab Open University
3) The Summer Semester Bylaws at the Arab Open University
4) The Master's Degree Award Requirements Bylaws at the Arab Open University
5) Students Transfer Bylaws
6) Course Equivalency Bylaws
7) The Student Conduct and Disciplinary Procedures Bylaws at the Arab Open University
8) The Policy of Closing a Branch or Freezing/Suspending an Academic Programme at the Arab Open University.
9) Equal Opportunities and Diversity Policy

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