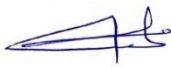






كلية فاطمة للعلوم الصحية
FATIMA COLLEGE OF HEALTH SCIENCES

STUDENT HANDBOOK

2023 - 2024

APPROVALS				
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Welcome to FCHS

Dear Students,

Congratulations on your admission to Fatima College of Health Sciences. The FCHS family is committed to ensuring that you enjoy your student journey at the college and complete your studies successfully. This Student Handbook explains how the system works, the resources available to you as a student and what is expected of you as a student. Read this book carefully and if you need any clarifications, please contact your Academic Advisor, Course Instructor, or the Student Services Department. You can also find more details on the FCHS website.

Wishing you all the very best and success during your time at Fatima College of Health Sciences!

About Fatima College of Health Sciences

Fatima College of Health Sciences (FCHS) is a higher educational institution regulated by the Abu Dhabi Centre for Technical and Vocational Education and Training (ACTVET). It was founded in 2006 with a vision to be a provider of excellence in health sciences education in the United Arab Emirates (UAE). The College aims to meet the UAE's growing need for skilled healthcare professionals.

FCHS currently serves approximately 2500 students from diverse nationalities at four different campuses: Abu Dhabi, Al Ain, Ajman and Al Dhafra. FCHS provides seven academic programs: Nursing, Pharmacy, Physiotherapy, Radiography & Medical Imaging, Emergency Health, Psychology and Midwifery. Additionally, FCHS offers two vocational diplomas from the National Qualification Centre. The language of instruction is English with the exception of Arabic courses.

FCHS firmly believes that the UAE society needs a first-class, globally recognized health education institution that can contribute to the progress of the nation's medical, educational, cultural, and economic interests. FCHS seeks to foster the well-being of the nation through the education of its citizens who wish to take advantage of the opportunities and offerings made available at the institution.

Teaching and learning are of utmost importance at FCHS. The faculty is of international standing and works to facilitate the successful learning of FCHS students, training them for career opportunities within the UAE and internationally. Service to the institution and the society is a part of the responsibility of everyone in the institutional community in support of the college's general mission to improve the well-being of the UAE.

Admission to FCHS programs is open to students from all nationalities who qualify the admission criteria and is based on academic ability and interest in a field of study in the context of the FCHS philosophy, vision, mission, core values, strategic goals, and objectives.

Governance

FCHS being an educational entity is an integral part of the Institute of Applied Technology (IAT) and is governed by the same. IAT was founded in 2005 through the Royal decree of His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the United Arab Emirates and Ruler of Abu Dhabi as a corporate body with complete financial and administrative independence. The establishment of the IAT was an initiative of General Sheikh Mohammed Bin Zayed Al Nahyan, Crown Prince of Abu Dhabi. His Highness envisioned the IAT as a world class career and technical education system that would produce the scientists, engineers and technicians needed for the UAE to build a knowledge-based economy. IAT is a dynamic organization that includes secondary schools, vocational education and training establishments, colleges, academies and other learning institutions. To achieve the objectives handed down to it by the Abu Dhabi Executive Council, IAT relies on best practice teaching and learning processes that are underpinned by a modern curriculum supported by state-of-the-art facilities.

FCHS is under the purview of the IAT Managing Director His Excellency Dr. Ahmad Abdulmanan Alawar, and the IAT Board of Trustees, consists of prominent individuals with extensive experience in government, academia and industry.

FCHS vision, mission and values

FCHS vision

To be the leading provider of health sciences education and research in the region.

FCHS Mission

Offer flexible, dynamic, and culturally sensitive curricula that foster student-centred learning and provide skilful and ethical healthcare graduates.

Conduct clinically relevant health research that promotes innovation, creativity, critical thinking, and industrial impact.

Promote services that empower the population to make informed health decisions.

Prepare knowledgeable and skilful health professionals, which will deliver evidence-based practice in different healthcare settings.

Provide flexible, dynamic and culturally sensitive curricula that are responsive to the changing healthcare needs in the UAE.

Nurture a culture of applied and operational research.

Foster community-oriented services in collaboration with external healthcare providers and the public at large.

Provide high-quality student-centred learning environments utilizing technological innovation while promoting critical thinking.

FCHS Values

In pursuit of its mission, FCHS maintains the following key values for its day-to-day operations and code of conduct:

Innovation: Empowerment of employees, encouragement of creative thinking and collaboration with institutions to enhance their effectiveness and ability to manage the ongoing change

Flexibility: Ability to respond proactively to all labour market changes and evolution

Professionalism: Ethical values and results-oriented in order to provide optimal work experience

Excellence: Develop a quality management system to better control, manage, and continually improve the dynamic elements that are considered critical to policy and in the performance of its activities

Integrity: Adhere, in its relationship with all stakeholders, to our policies and standards with honesty, openness, transparency, accountability, and consistency

General Information

This handbook provides FCHS students with the information they need to enrol and succeed at the college.

FCHS Academic Calendar

The academic calendar is sent to the students and faculty prior to the beginning of each academic year (AY). The calendar will be subsequently published on the website under [student services/academic services](#).

Student Charter

FCHS is committed to an equitable and enriching environment for students. This environment fosters academic achievement, where the interactions between students and staff are based on mutual respect, fairness and fulfilment of obligations. The Student Council is the representative of the student body that expresses student expectations.

An orientation event is conducted at the beginning of each semester for the new joiners. Various aspects pertaining to the students, and their relationship with administration, instructors and peer students are addressed

Academic System

The college's academic activities are based on a semester and credit hour system. Each academic year consists of two regular semesters and a summer term. The study duration of one regular semester is approximately 15-16 weeks while the summer study term is about 7 weeks. The college study unit is the credit hour. Generally, a course valued at 1 credit hour meets for one period of 50 minutes weekly for a given semester; a 3-credit hour meets three periods a week for a semester and so on. Furthermore, one laboratory credit hour consists of two periods per week and one clinical credit hour consists of three periods per week.

Language of Instruction

At FCHS, English is the official language used for teaching and testing, and proficiency in English is required for both admission and graduation. Although certain courses, such as

Islamic Studies, Arabic, and UAE Studies, include non-English content, they are still taught in English to accommodate non-Arabic student.

Student Identification

Students will be issued a student number and FCHS identification (ID) card. This ID card is to be always worn by the student when they are on the FCHS premises and carried with them on any clinical placement training. Students are not allowed to enter the campus without showing their college ID to the security personnel.

Textbooks

Students shall be officially enrolled to receive the required course textbooks, either physical or electronic copies. Physical textbooks must be returned to the library by the final exam or at the beginning of the following semester. Students who have unreturned textbooks from previous semesters will not receive new ones. Students must also purchase replacements for any lost copies at their own cost.

Use of Information Technology

Computers on campus are the sole property of FCHS and therefore can be monitored by authorized staff. The use of the internet is for academic purposes only and students should adhere to accepted standards of ethics and behaviour. The use of FCHS information technology resources to receive or distribute improper or immoral materials is strictly prohibited.

Students caught in violation of such policies will be subject to disciplinary action with penalties ranging from suspension of computer and network privileges to suspension or dismissal from FCHS.

Medical Fitness

Medical fitness is a mandatory requirement for admission into FCHS and clinical placements. Should a student develop a medical condition that would prevent her from taking an active part in the learning activities, the Academic Committee may withdraw her from the program. This will be done in full consultation with the student's parent or guardian.

Vaccinations are required prior to starting clinical rotations in hospitals and are managed by the campus nurse.

Degrees and Diplomas

FCHS offers a range of accredited undergraduate bachelor degrees in the following seven disciplines:

- 1- Nursing (NRS)
- 2- Emergency Health (Paramedics) (EHS)
- 3- Pharmacy (PHA)
- 4- Physiotherapy (PHY)
- 5- Radiography and Medical Imaging (RMI)
- 6- Psychology (PSY)
- 7- Midwifery (BSM)

In addition, FCHS provides exit points for students to obtain a Higher Diploma in the following disciplines:

- 1- Emergency Health (Paramedics)
- 2- Pharmacy
- 3- Physiotherapy
- 4- Radiography

Furthermore, FCHS offers Diploma degrees in the following areas:

- 1- Diploma in Emergency Health (Paramedics)
- 2- Diploma in Health Care Assistant

The minimum credit hours required to receive a Higher Diploma or Bachelor degree differs from one program to another as described below:

Nursing:

Bachelor of Science in Nursing - 127 credit hours

Bachelor of Midwifery – 120 Credit hours

Pharmacy:

Bachelor in Pharmacy - 166 credit hours.

Higher Diploma in Pharmacy - 94 credit hours.

Physiotherapy:

Bachelor in Physiotherapy - 138 credit hours.

Higher Diploma in physiotherapy - 109 credit hours.

Radiography & Medical Imaging:

Bachelor in Medical Imaging - 137 credit hours.

Higher Diploma in Radiography - 100 credit hours

Emergency Health (Paramedics):

Bachelor in Emergency Health (Paramedic) - 133 credit hours.

Higher Diploma in Emergency Health (Paramedic) - 110 credit hours.

Diploma in Emergency Health (Paramedic) - 72 credit hours.

Psychology:

Bachelor's in Psychology - 125 credit hours.

Health Care assistant:

Diploma in Health Care Assistant – 90 credit hours.

Admissions

Fatima College of Health Sciences (FCHS) is committed to graduate healthcare professionals with the highest standards of knowledge, skills, and professionalism and who are competitive both locally and internationally. It, therefore, sets high standards in its admission criteria in order to attract, train and graduate the best candidates. FCHS admissions policy is based on the core principles of fairness, transparency and consistency. Application shall be open for UAE nationals and other nationalities in all FCHS campuses. All students applying for undergraduate admission to the College need to have one of the secondary school certificates recognized below. Applicants shall be accepted in one major according to the student's preference, secondary school score and depending on the

capacity of the college and/or the program. Applicants shall satisfy the following basic admission requirements:

High School Certificate:

- Applicants should have graduated from high school no later than (three years for nationals and two years for expats) prior to the current year.
- Applicants maximum age is 25 years old.
- Applicants must hold a UAE High School Certificate with the following minimum averages for all bachelor's degrees (not including pharmacy):
 - 75% ATHS ASP
 - 80% ATHS Advanced
 - 85% ATHS General
 - 75% ESE Elite
 - 80% ESE Advanced
 - 85% ESE General
 - 80% or its equivalent, from all other curricula
- For Pharmacy:
 - 80% ATHS ASP
 - 85% ATHS Advanced
 - 80% ESE Elite
 - 85% ESE Advanced
 - 85% or its equivalent, from all other curricula
- A minimum score of achievement in each of the following EMSAT subjects (Validity of EmSAT scores: 18 months), or, the below indicated new EmSAT alternatives/replacements:
 - EmSAT English 1100.
 - OR, IELTS (Academic): 5.0 OR TOEFL score of 500 (or 61 in TOEFL iBT or 173 in TOEFL CBT) (Note: TOEFL and IELTS scores are valid for two calendar years).
 - EmSAT Math 900.
 - One science subject in EmSAT Physics 900 OR EmSAT Chemistry 900 OR EmSAT Biology 900.
 - For Pharmacy 900 in two science EmSAT subjects (Physics, Chemistry or Biology)
 - EmSAT Arabic 600 (For non-Arabic speakers, EmSAT Arabic can be waived).

Conditional admission: applicants who meet the admission English requirements but do not meet the required admission EmSAT scores for Mathematics and one science subject (Biology, Chemistry, Physics) can be considered for conditional admission if they score ≥ 700 in Math, and/or in any 1 science subjects, or an 80% high school score in (Math, and one science subject) or its equivalent. They might also be required to take preparatory zero credit courses (remedial courses) in these subjects.

Conditional admission (for Pharmacy): applicants who meet the admission English requirements but do not meet the required admission EmSAT scores for Mathematics and two science subjects (Biology, Chemistry, Physics) can be considered for

conditional admission if they score ≥ 700 in Math, and/or in any 2 science subjects, or an 80% high school score in (Math, and two science subject) or its equivalent. They might also be required to take preparatory zero credit courses (remedial courses) in these subjects.

For NQC Diploma/Higher Diploma Programs only for UAE nationals:

- High School Certificate:
 - Applicants should have graduated from high school no later than (six years) prior to the current year.
 - Applicants maximum age is 26 years old.
 - Applicants must hold a UAE High School Certificate (with a passing grade).
- A minimum score of achievement in each of the following EMSAT subjects (Validity of EmSAT scores: 18 months), or, the below indicated new EmSAT alternatives/replacements:
 - EmSAT English 800 or its equivalent.
 - EmSAT Math 700 (or Highschool Math score 70%).
 - EmSAT Arabic 600 (For non-Arabic speakers, EmSAT Arabic can be waived).

Conditional admission: applicants who meet the admission English requirements but do not meet the required admission EmSAT scores for Mathematics can be considered for a conditional admission if they score ≥ 600 in Math EmSAT. They will also be required to take preparatory zero credit courses (remedial courses).

Direct Admission Criteria High School Requirement:

High School Certificate:		
FCHS Programs	Track/Curriculum	Requirement
Bachelor Programs (except Pharmacy)	ATHS – ASP	Minimum 75%
	ATHS – Advanced	Minimum 80%
	ATHS – General	Minimum 85%
	ESE – Elite	Minimum 75%
	ESE – Advanced	Minimum 80%
	ESE – General	Minimum 85%
	IB	Minimum 24 points, Math is mandatory with minimum score of 4
	IGES, GCES, GCE	Minimum C Grade in 3 courses (or A Grade in 2 courses) A level – Math mandatory
	All other curricula	Minimum 80% or its equivalent
Bachelor of Pharmacy	ATHS – ASP	Minimum 80%
	ATHS – Advanced	Minimum 85%
	ESE – Elite	Minimum 80%
	ESE – Advanced	Minimum 85%
	IB	Minimum 24 points, Math is mandatory with minimum score of 4

	IGES, GCES, GCE	Minimum C Grade in 3 courses (or A Grade in 2 courses) A level – Math mandatory
	All other curricula	85% or its equivalent
NQC Diploma/Higher Diploma	ATHS – ASP	Passing grade
	ATHS – Advanced	
	ATHS – General	
	ESE – Elite	
	ESE – Advanced	
	ESE – General	
	IB	
	IGES, GCES, GCE	
	All other curricula	

Direct Admission for NQC Diploma/Higher Diploma EmSAT Requirements and/or Alternatives:

EmSAT Requirements	EmSAT Alternatives/Replacements
EmSAT English 800	Or its equivalent
EmSAT Math 700	High school Math score 70%
EmSAT Arabic 600 (For Non-Arabic speakers: EmSAT Arabic can be waived)	Take preparatory zero credit Arabic course

Direct Admission for Bachelor EmSAT Requirements and/or Alternatives:

EmSAT Requirements		EmSAT Alternatives/Replacements
EmSAT English 1100		IELTS (Academic): 5.0. TOEFL score of 500 (or 61 in TOEFL iBT or 173 in TOEFL CBT)
EmSAT Math 1000		High school Math score 85%
One science subject in the form of EmSAT or its alternative Two science subjects in the form of EmSAT or its alternative (for Bachelor of Pharmacy)	EmSAT Physics 1000	High school Physics score 85%
	EmSAT Chemistry 1000	High school Chemistry score 85%
	EmSAT Biology 1000	High school Biology score 85%

EmSAT Arabic 600 (For Non-Arabic speakers: EmSAT Arabic can be waived)	Take preparatory zero credit Arabic course
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Conditional Admission EmSAT Requirements and/or Alternatives:

EmSAT Requirements for Bachelor		EmSAT Alternatives/Replacements
EmSAT English 1100		IELTS (Academic): 5.0. TOEFL score of 500 (or 61 in TOEFL iBT or 173 in TOEFL CBT)
EmSAT Math 700		High school Math score 80%
One science subject in the form of EmSAT or its alternative Two science subjects in the form of EmSAT or its alternative (for Bachelor of Pharmacy)	EmSAT Physics 700	High school Physics score 80%
	EmSAT Chemistry 700	High school Chemistry score 80%
	EmSAT Biology 700	High school Biology score 80%
EmSAT Arabic 600 (For Non-Arabic speakers: EmSAT Arabic can be waived)		Take preparatory zero credit Arabic course
EmSAT Requirements for NQC Diploma/Higher Diploma		
EmSAT English 800		Or its equivalent
EmSAT Math 600		
EmSAT Arabic 600 (For Non-Arabic speakers: EmSAT Arabic can be waived)		Take preparatory zero credit Arabic course

Tuition Fees, Financial Regulations and Scholarships

Tuition Fees structure:

FCHS operates on a credit-based fee system in addition to charging other college related expenses. FCHS reserves the right to adjust fees and associated costs when deemed necessary. The fee structure for the academic year is based on the credit hours taken, with each credit hour costing AED 2,500 per semester. In case a course needs to be repeated, the student will be charged AED 2,500 per credit hour. If a student drops a course during the first semester, the fee will not be refunded but transferred to the next semester. Note that the fee structure for the Al Dhafra campus may be subject to change depending on management approval.

UAE Nationals

UAE national students have access to external sponsorship which are subject to contracts signed between the granting entity, the student, and the college. It is the responsibility of the students to adhere to the terms and conditions set out in these contracts. These entities guarantee employment to students upon completion of their academic degree. Some examples include, but are not limited to, Cleveland Clinic Abu Dhabi and Abu Dhabi Police.

Non-UAE Nationals

All non-UAE national students are financially responsible for their enrollment and are expected to cover any related expenses incurred by the college. However, students must settle all outstanding financial obligations before they can apply for the following semester.

Admission fees for undergraduate programs at FCHS are AED 1,000 payable in cash as a one-time installment upon admission and is included in the overall student fees. In case the application is declined, the balance of AED 1,000 will be refunded.

Tuition fees include books only and exclude any other expenses such as transportation, lab coats, uniforms, laptops, internships, etc.

The following table summarizes of the fees applicable to non-UAE national students at FCHS:

Admission Fees (AED)	Tuition Fees /Crd. (AED)	Other Expenses (AED)
1,000	2,500	Bus Fees (2000 AED in 1 st & 2 nd Sem.) (1,000 AED Summer Sem.)

Procedures for Tuition Payments:

To fulfill their tuition payment obligations, students must complete the following steps:

- Register for tuition fees, transportation, and installment form (if required) within the first week of the academic term.
- Make tuition fee payments through direct deposit or bank transfer to FAB. The account details are to be obtained from the Admissions Office.

- Submit the payment receipt and installment plan (if applicable), along with the tuition fee form, to the IAT Finance Office.
- Return all copies of financial documents to the FCHS Registration Office.
- Upon admission, students have two weeks from the completion of the Add/drop period to pay the full tuition fees. Failure to resolve the due balance may result in suspension of enrollment and ineligibility to attend exam sessions.
- Students may choose to pay their school fees in two installments. However, they need to obtain approval from the student service manager in case an extension is needed.

Scholarships/stipend

UAE National Students

- Fatima College of Health Sciences (FCHS) provides a monthly stipend for all UAE National students enrolled in academic programs to encourage and assist them in their commitment to achieving high-quality education. Students' monthly stipends are awarded based on their previous semester's cGPA and will be deposited into their bank accounts at the end of each calendar month. The stipend is payable for eight calendar months every academic year, starting in September. Students will receive four payments per semester, as per the below schedule:
 - a) First Semester: September, October, November, and December
 - b) Second Semester: February, March, April, and May
 - No stipend is provided during the summer term.
 - New students will receive AED 1,000 per month for their first semester.
 - Students who exit with a Diploma of Higher Diploma and return for a bachelor's degree are not eligible for the stipend.
 - The stipend is typically limited to students who are not sponsored.

To start receiving the stipend, students need to provide their IBAN by the 30th of September (for Semester 1 joiners) or 31st of January (for Semester 2 joiners) of that academic year.

No payment will be made until the IBAN is provided, and the previous months' stipend will be forfeited.

Stipend Amounts

Grade	% Grade	GPA Points	Student Performance	Stipend FCHS Nursing only)	All other FCHS Stipend programs except Nursing
A+	95-100	4.0	Exceptional	5,000	3,000
A	90-94	4.0	Excellent	5,000	3,000
A-	87-89	3.7 - 3.99	Excellent-	4,500	2,600
B+	84-86	3.3 - 3.69	V. Good+	4,000	2,300
B	80-83	3.0-3.29	V. Good	3,500	2,000
B-	77-79	2.7 - 2.99	V. Good-	3,000	1,600
C+	74-76	2.3 - 2.69	Good+	2,500	1,300
C	70-73	2.0 - 2.29	Good	2,000	1,000

The following conditions apply to the stipend:

Students must adhere to the standard study plan and meet the specific criteria below to be eligible:

- passing all courses with no more than one "FA" in the previous semester,
- maintaining a cGPA of 2.0 or higher,
- being a full-time registered student enrolled in at least 12 credit hours per semester (excluding graduating students),
- and graduating within the standard study period.

Deductions from stipends

A deduction will be applied to the stipend for absenteeism, with a maximum of one month deduction per course, as follows:

- 10% absences result in a 2nd warning and AED 500 deducted for each course concerned.
- 15% absences lead to failure due to absenteeism (FA) and AED 1,000 deducted for each course concerned.

Non-UAE National Students

Non-UAE national students can avail one of the two concession options listed below.

However, students cannot avail more than one of the two concessions.

1. Academic concession: FCHS recognizes **academic achievement** for non-UAE national students by awarding tuition concession commensurate with the student's cumulative grade point average (cGPA) in the regular program study years. Scholarships are provided for the total degree credits of the program in which students are enrolled. Credits beyond the total credits of the program will not count towards the concession rates given in the table below.
2. Staff Family concession: children of staff working in IAT, ADVETI, or ACTVET are eligible for a 50% concession.
3. Special concession rates exist for Al Dhafrah campus. (Please contact student services for additional information). Fees for the Al Dhafra campus will be based on college policy, which is subject to change depending on management approval.

Concession Rates		
Academic concession		Staff Family Concession
cGPA \geq 3.6	50%	50%
cGPA (3.0 to 3.59)	30%	

Registration

The process of enrolling in classes is known as registration. Upon admission, students will receive a student handbook and college catalog containing all necessary information for their chosen program. The office of the registrar is responsible for overseeing the registration process, and all students must register for their courses within the designated time frame listed in the academic calendar. Before online registration, students must meet with their academic advisor for educational guidance and to receive recommendations on courses and appropriate education solutions based on their background, competence level, and academic progress. It is crucial to obtain approval from the academic advisor for the registration plan.

FCCHS provides an early enrollment period for students to select their courses in consultation with their academic advisors, as indicated in the academic calendar. Students who have not benefited from early registration or have been warned can register during the registration week, also noted in the academic calendar.

Registration Procedures

- The college academic calendar will indicate the registration dates.
- Prior to registration periods, class schedules will be posted on the College banner system.
- Students must consult with their academic advisors before registering for courses.
- The registration process will be conducted online by the students themselves.
- Students with registration inquiries should direct their questions to the Registrar's Office.
- Academic advisors are available to assist students with their academic pursuits and ensure that they fulfill the requirements in their study plan.
- Students with poor academic achievements require their academic advisor's signature on the registration form to register.
- Unless it is the last semester and determines their graduation status, students must complete the prerequisite for a course before enrolling in it.

Add/Drop Courses

During the drop and add period, the add/drop process allows students to review and evaluate their courses following the regular registration process, as notified by the Registrar's Office. The process permits the addition or removal of courses after the registration week. The

addition of new courses not included in the regular registration is known as "add," while the removal of a course included in the regular registration is known as "drop."

Students may add or drop courses only with the approval of their academic advisors. If courses are added and dropped within the accepted time, students would not lose the fees charged for the cancelled courses. However, students should keep in mind that the minimum credit hours for enrollment are twelve (12) credits per semester and six (6) credit hours in the summer term, to be considered a full-time student.

The academic calendar determines the period in which students can drop classes without impacting their academic record or paying any fees.

The academic calendar also specifies the last date for withdrawal from a class without a refund of tuition. In such cases, the course appears in the transcript with the letter "WW" ("withdrawn late without penalty") without affecting the measurement of the Grade Point Average (GPA) or the Cumulative Grade Point Average (cGPA).

Conditions to add/drop a course and course withdrawal

The following are the conditions for adding/dropping a course and withdrawing from it:

- During the first week of each semester, students can add/drop courses online.
- Students can withdraw from courses without penalty during the period specified in the academic calendar (typically before the 3rd week of the regular semester and the 2nd week of the summer term), with the approval of their academic advisor. The withdrawal will be considered non-punitive and the student's transcript will show "Withdrawn Late without Penalty" (WW).
- If a student withdraws from a course during the 9th week of the regular semester or the penultimate week of the summer term, a financial penalty of 50% of the course fees will be applied, and the transcript will show "Withdrawn with Penalty" (WP). The withdrawal procedure must be initiated with a request to the Student Services Office and the approval of the academic advisor.
- If a student withdraws from a course between week 9 and 11 of the regular semester or last 2 weeks of the summer semester, a financial penalty of 100% of the course fees will be applied, and the transcript will show "Withdrawn with Penalty" (WP). The withdrawal procedure must be initiated with a request to the Student Services Office and the approval of the academic advisor.
- If a student drops a course after week 11 of the regular semester or last week of the summer term, they will receive a grade of "Withdrawn with Fail" (WF).

A student may not be accepted for registration for the following reasons:

- Academic dismissal, which includes academic transfer or having failed a course three times.
- Incomplete admission documents.
- Incomplete fee payment (if applicable).
- Academic misconduct.
- Disciplinary action.
- If all academic and/or administrative requirements have not been fulfilled prior to the start of a semester.

Repeating Courses

The following guidelines apply to students who wish to repeat a course:

- To improve their cGPA or remove a probation status, students may repeat a course they have already passed with an average of no more than C-. Both the original grade and the new grade will appear on the transcript, but only the highest grade will be used in calculating the new cGPA.
- A course may only be repeated once if a student has obtained a passing grade in it.
- Students must repeat all courses in which they received a failing grade.
- All courses taken and grades obtained by a student will be included in the academic record. Courses that are failed or repeated and do not count for calculating the cGPA will be indicated in the academic record with a special mark, either Include (I) or Exclude (E).
- When a course is repeated, the credit hours allocated to it are calculated only once for graduation purposes.
- Students are not allowed to repeat courses after completing the graduation requirements.

Study Load

The study load refers to the number of credit hours a student is enrolled in during a semester. A student is considered to be on a full-time study load if their registration ranges from 12 to 18 credit hours per regular semester. During the summer term, the normal study load ranges from 3 to 6 credit hours.

However, if a student's cGPA is below 2.0 or they are on probation, their study load is limited to 12 credits or less for semesters 1 and 2, and 3 credit hours in the summer term. In special

cases, students may be allowed to increase their study load to a maximum of 21 credit hours in semesters 1 and/or 2, or to 9 credit hours in the summer term, subject to the approval of the Director.

To be eligible for approval, the following criteria must be met:

- The student's cGPA is above 3.7 on a 4.0 scale.
- The registered load will lead to graduation in the same semester of registration.
- Or the student will graduate in the following semester of registration and the required courses are only available in the current semester.
- Part-time students are expected to take no more than 12 credit hours.

Attendance and Punctuality

At FCHS, regular attendance and punctuality are essential for academic success. The responsibility of academic work and progress is placed on students, and absenteeism from class has been found to contribute significantly to low academic performance and failure. Therefore, FCHS requires students to attend all theoretical lectures, laboratory hours, practical training sessions, and exams for the courses in which they are enrolled.

FCHS maintains attendance records and applies specific rules to class attendance and lateness to ensure that students adhere to the attendance policy. Attendance records are maintained on the student information system called Banner.

The following rules are applied to class attendance and lateness at FCHS:

- Students are expected to arrive on time for all classes, lectures, laboratories, tutorials, and clinical training.
- If a student is less than ten minutes late for class, they will be recorded as "late" on the attendance sheet. Three late attendances will be considered as one unexcused absence.
- If a student is more than ten minutes late to a class, they will be considered absent for that class.

The following policy applies to students who miss classes:

- If a student is absent for 5% of the total teaching hours in the semester, they will receive a first warning.
- If a student is absent for more than 10% of the total teaching hours in the semester, they will receive a second warning. For UAE national students, a deduction of 500 AED will be made from the student's stipend.
- If a student's absences reach 15%, the Student Counselor will issue a final warning. UAE national students will also receive a deduction of 1000 AED from their stipend. Furthermore, the student will be barred from sitting for the final examination and will receive the grade of "FA" (failure due to absenteeism) in their record and will have to repeat that course.

If a student is facing personal difficulties that affect their attendance or punctuality, they should seek support from their academic advisor or counselor. Upon returning to the college, students must provide reasons for their absence without delay. Any personal difficulties affecting attendance or punctuality should be addressed promptly with the support of academic

advisors or counselors. In all cases with a legitimate reason, students absent for more than 20% of the credit hours will be asked to withdraw (W) from the course without penalty.

Absence from campus during teaching hours: if a student needs to leave campus during teaching hours, they must obtain written permission from their guardian and seek approval from a Student Services Officer. Leaving campus without permission during teaching hours is not allowed.

Leave of Absence

Students may request a leave of absence from their academic studies provided they have valid reasons supported by documented evidence. Students are permitted to petition for a maximum of three semesters during their course of study, with no more than two consecutive semesters granted at once, excluding summer sessions.

To request a leave of absence, students must approach their advisor, Head of Department, and Student Services Department to obtain the necessary approvals.

To be eligible for a leave of absence, students must meet the following requirements:

- The student must be enrolled in a degree program as a full-time active student.
- The student must have completed at least one semester of studies at FCHS.

Transfers

FCHS permits new students to transfer from an undergraduate degree program in another university, college, or equivalent educational institution in the UAE and/or recognized foreign higher education institution, provided that they meet the transfer criteria. FCHS also allows students to transfer from one FCHS program to another. The criteria for student transfer are specified below.

1. **Transfer from other universities or higher education institutions to FCHS:**

- **Eligibility:** Students from a federal or licensed institution in the UAE or a recognized foreign institution of higher education shall be eligible for admission by transfer.
- **Admission Criteria:** Transfer applicants shall meet the FCHS admissions criteria of the program to which they are transferring.
- **Transcript Submission:** Transfer students shall submit official transcripts of credit(s) earned from all institution(s) of higher education previously attended before admission to FCHS along with a detailed description of the courses attended to the FCHS Office of Admissions.
- **Academic Standing:** Applicants who are in good academic standing (a minimum cGPA average of 2.0 on a 4.0 scale, or equivalent) shall be eligible for transfer to FCHS undergraduate programs.
- **Credit Transfer:** The maximum credit hours that shall be accepted for transfer within the framework of the study plans at the College is 50% of the total program credits. The College shall transfer credits only for courses relevant to the degree that provide equivalent learning outcomes.
- **Transfer applicants should not have been subject to disciplinary dismissal in the previous educational institution; misrepresentation of academic information may lead to application being rejected.**

Procedures:

To transfer from another university or higher education institution to FCHS, the following steps must be taken:

- Complete the FCHS transfer admissions application.
- If accepted, submit the Course Equivalency Form, along with the transcript(s), course description and outline to the Admissions and Registration Office.

- The Admissions Office will determine transfer credit eligibility.
- The documents will be submitted to the FCHS Equivalency Committee.
- The FCHS Equivalency Committee will forward the relevant documentation to the Head of Department, who will respond to the registration office within 3 working days or before the end of the drop/add period.
- Transfer students will be notified in writing by the Students' Services Department regarding the results of their equivalency application and which courses are approved.
- The Registration Office will include the approved transferred credits in the student's academic report.

Guidelines for Credit Transfer/Equivalency

To be considered for credit transfer at FCHS, coursework must meet the following criteria:

- Be at a grade level of C (2.0 on a 4.0 scale or equivalent) or higher and relevant to the degree.
- Bear the same number of credit hours or more as the corresponding FCHS course.
- Course content should be approximately 80% equivalent to the FCHS course.
- FCHS will only accept credit once for any accepted course.
- Grades received in the accepted courses for transfer/equivalency will not be counted towards calculating the student's GPA or cGPA. Transfer credits will be recorded on the student transcript with a grade of "TR".
- Clinical training credits will only be accepted if completed in the UAE in an equivalent program of study.

Transfer between FCHS Programs (Change of Major):

FCHS students are allowed to change major only once between FCHS programs. To do so, the student must meet several requirements:

- Complete at least one semester at FCHS
- Meet the conditions for admission into the new program
- Possess a minimum cGPA of 2.0
- Not be in their third year or above.

To initiate the process, students must submit a change of major form to the Student Services Office before the end of week 2 of the desired semester of transfer. The Student Services

Office will verify eligibility criteria for admission to the new major and forward the application to the respective Head of Department for approval.

Once approved by both the old and new Head of Department and Student Services, the student will be informed of the approved change of major, and the student's status in the student management system will be updated accordingly.

In exceptional circumstances, If the student's cGPA is less than 2.0, additional documents will be required with the application, including a letter to the Head of Department explaining their motivation to change their major and their plan for regaining academic good standing, as well as a letter of recommendation from the current student advisor.

Change of Campus:

Students may apply to transfer to study at another FCHS campus. However, approval is not guaranteed and depends on operational needs from both the academic department and Student Services.

The change of campus procedure involves the following steps:

- Students must submit to the Student Services Office a completed Change of Campus application during week 1 of the semester. Applications outside of this timeframe require authorization from the Director.
- The application needs to be approved by the respective Head of Department and the Manager of Student Services.
- The result will be communicated with student in week 2 of the semester.

Assessments, Grading and Results

Assessments

Most of the courses offered at the undergraduate level contain examinations as part of the assessment requirements. Students should consult relevant course outlines, which will detail the topics, time, date, place, and duration of the examination.

Examination Rules

Exams are subject to FCHS policies which will be communicated with students services every term. Students must show their FCHS student ID to the invigilators, otherwise, they will not be allowed to proceed with the exam.

Exam Arrivals: Students will not be permitted to enter the examination venue after the lapse of 10 minutes from the start of the examination. Extra time will not be given to students arriving late.

Exam Departures: Students will not be allowed to leave the examination venue within the first 50% from the start of the examination.

Electronic devices and all other unauthorized materials (mobile, textbooks, notes, bags, etc), are strictly prohibited while conducting exams.

Materials permitted in an exam will be specified in the examination timetable and on the examination paper.

Illness during an Examination

If a student feels ill during an exam, she can be excused to leave the examination venue and go escorted to the clinic to see the nurse. If the student is unable to return to complete the examination, she will be required to submit a medical report to the instructor, normally within two working days. The proctor in charge will record the circumstances and communicate with the course instructor.

Missing an Exam

Students who miss a final exam and present a legitimate justification will be given an incomplete grade (IG). and will be requested to take the make-up exam in the first week of the following semester.

The following would generally be considered acceptable grounds to approve a deferred

examination:

- Illness provided with a medical report
- Accident
- Temporary disability
- Bereavement
- Sporting or cultural commitment at the emirate, national or international representative level with prior approval.

The student should present an attested report for the unattended exam day. The report must be submitted to the students' service within 48 hours from the exam date. A student who misses the deferred exam or fails to present a legitimate justification will be given a zero grade.

For the midterm exam and other exams during the semester, the student should submit the excuse to the course instructor within 48 hours from the exam date. Thereafter, the student may be granted to sit for a deferred exam only upon the approval of the head of department.

Open Book Examinations

For all "Open Book" examinations, the relevant course instructor should ensure that the students are informed, in writing, of the following:

- The topic of the "Open Book" examination paper.
- The allowed material which can be taken into the examination venue although it is an open book exam, the exam rules and regulations still apply.

Use of Electronic Calculators in Examinations

Students can use calculators unless otherwise specified on the exam booklet.

Assessment Submission

Undergraduate students are required to submit assessment items by the due date, as directed in the course outline. Assessment items submitted after the due date will be subject to a penalty unless an extension of time is awarded by the faculty.

Grading and Results

Grades are awarded by the instructor of each course, discussed and approved by the

relevant course coordinator and department head. The grade signifies the student's overall performance in the course. Students' results in courses are recorded using the FCHS undergraduate grading system. The description that accompanies each grade is given as a guideline to assist comparability across the college, but these descriptions must be interpreted within the context of each course.

Grading Description

A course grade is expressed in letters reflecting academic level descriptors, as indicated in the table below.

Table 1. Distribution of Letter Grades and the calculation of the corresponding GPA

Grade	Grade in %	GPA Points	Student Performance
A+	95-100	4.00	Exceptional
A	90-94	4.00	Excellent
A ⁻	87-89	3.70	Excellent -
B ⁺	84-86	3.30	Very Good +
B	80-83	3.00	Very Good
B ⁻	77-79	2.70	Very Good -
C ⁺	74-76	2.30	Good +
C	70-73	2.00	Good
C ⁻	67-69	1.70	Good -
D ⁺	63-66	1.30	Satisfactory
D	60-62	1.00	Satisfactory
F	<= 59	0.00	Fail
FA			Failure for lack of attendance
WF			Withdrawal Fail
NOT INCLUDED IN CALCULATING THE CGPA			
I or IG			Incomplete Grade
P			Pass Course
NP			Not Pass Course
EX			Exemption
TR			Transfer Credit

W			Withdrawal
WW			Withdrawn without Penalty
WP			Withdrawn with Penalty

Description of Grade

Excellent (A) – has a numerical value of 4.00: Comprehensive understanding of course content; development of relevant skills to a competent level; demonstration of an extremely high level of interpretive and analytical ability; and achievement of the course objectives.

Very Good (B+) – has a numerical value of 3.30: Very high level of understanding of course content; development of relevant skills to a very high level; demonstration of a very high level of interpretive and analytical ability and intellectual initiative; and achievement of all major and minor objectives of the course.

Very Good (B) – has a numerical value of 3.00: High level of understanding of course content; development of relevant skills to a high level; demonstration of a high level of interpretive and analytical ability and achievement of all major objectives of the course; some minor objectives not fully achieved.

Good (C+) – has a numerical value of 2.30: Good understanding of most of the basic course content; development of relevant skills to a good level; good interpretive and analytical ability and achievement of all major objectives of the course; some minor objectives not achieved.

Good (C) – has a numerical value of 2.00: Satisfactory understanding of most of the basic course content; development of some relevant skills to a satisfactory level; adequate interpretive and analytical ability and achievement of all major objectives of the course; some minor objectives not achieved.

Satisfactory (D+) – has a numerical value of 1.30: Unsatisfactory understanding of the basic course content; lack of development of relevant skills to a satisfactory level; inadequate interpretive and analytical ability and achievement of major objectives of the course; most minor objectives not achieved.

Satisfactory (D) – has a numerical value of 1.00: Unsatisfactory understanding of the basic course content; lack of development of some relevant skills to a satisfactory level; inadequate interpretive and analytical ability and achievement of major objectives of the course; most minor objectives not achieved.

Fail (F) – has a numerical value of zero (0.00): Inadequate understanding of the basic course content; failure to develop relevant skills; insufficient evidence of interpretive and analytical ability, and failure to achieve some or all major and minor objectives of the course.

Withdrawal with Failure due to absence (FA) – has a numerical value of zero (0): Reaching 15% absence rate of the total required classes in the semester/trimester or withdrawing from the course after the last day of the withdrawal period (after the 4th week of the beginning of the semester).

Withdrawal with penalty (WP) - No numerical value is assigned – The student can withdraw

from the course before the last day of the withdrawal period (before the 4th week of the beginning of the semester, otherwise a withdrawal with financial penalty is applied).

Incomplete (IG) - No numerical value is assigned, this is a temporary grade until the deferred assessment is completed. This is usually granted when a student misses only the final exam and submits an appropriate justification. The incomplete grade needs to be removed by the second week of the following semester/trimester. It is the student's responsibility to follow up with the instructor concerned and to sit for any required supplementary or deferred assessment.

Transfer credit (TR) - Transfer courses are evaluated and accepted towards degree credit, but are not included in the GPA. Transfer credits are registered on the student's transcript as a summary of credit hours accepted at FCHS as per transfer policy and articulation policy.

Withdrawal without penalty (WW) - No numerical value is assigned – The student can withdraw from the course after the last day of add/drop period and before the end of 4th week of the beginning of the semester without financial penalty).

Withdrawal (W) - No numerical value is assigned – The student can withdraw from the course based on a specific reason approved by the management.

Calculating the GPA and cGPA

The term grade point average (GPA) is calculated by using the formula below:

$$\text{GPA} = \frac{\text{Total (course Grade Point for this semester} \times \text{course credit hour)}}{\text{total Semester Credit hours}}$$

The cumulative grade point average (cGPA) is calculated by using the formula below.

$$\text{cGPA} = \frac{\text{Total (course Grade Point for all courses} \times \text{course credit hour for all courses)}}{\text{total Credit hours for all courses}}$$

*Courses in which a grade of IG or TR are recorded but do not impact the cGPA. The cGPA is rounded to the nearest two decimal digits. For example, a GPA for 3.4331 will be rounded to GPA= 3.45

Student Academic Standing

- The academic standing status of FCHS students shall be evaluated at the end of each semester, excluding the summer term.
- At the end of each academic semester, each student's academic standing status shall be determined on the basis of the student's term and/or Cumulative Grade Point Average (CGPA) as one of the following: Academic Honors, Good Academic Standing, Academic Probation, Academic Dismissal, or Administrative dismissal.
- A student's academic standing status shall determine the student's eligibility to continue enrollment in a subsequent semester and/or to progress within the FCHS program.
- An undergraduate student with a Cumulative Grade Point Average (CGPA) of 2.00 or higher (on a scale of 4) at the end of an academic semester is classified as in *Good Academic Standing* and eligible to graduate. NQC qualifications can be marked and articulated to the CAA accredited programs grades.

The table below indicates the academic level associated with a corresponding cGPA.

Program Grade	Bachelor	Higher Diploma	Diploma
	CGPA	CGPA	CGPA
Honor	3.70 - 4.00	3.70 - 4.00	3.70 - 4.00
Excellent	3.50 - 3.69	3.50 - 3.69	3.50 - 3.69
Very Good	2.80 - 3.49	2.80 - 3.49	2.80 - 3.49
Good	2.00 - 2.79	2.00 - 2.79	2.00 - 2.79
Fail	Less than 2.00	Less than 2.00	Less than 2.00

- A student whose cumulative CGPA falls below 2.0 is placed on Academic Probation and will not be able to graduate.
- Academic honors standing is a recognition for a student and shall be recorded on his/her academic transcript.
- The CGPA is rounded to two decimal places.
- The semester GPA is rounded to two decimal places.
- Decimals are rounded up if the third decimal is 5 or higher and down if the third decimal is 4 or lower.
- The Registrar's Office shall provide to students accurate and timely

information about their academic standing status.

- The Registrar's Office shall update the student's academic standing status after all grades including incomplete grades or grade corrections are posted.
- A student can follow their academic standing at the end of each semester by using the students-self services portal and the student's transcript.
- The first time an undergraduate student ends an academic semester with a CGPA below 2.0 after studying more than 15 credit hours, shall be placed on First Academic Probation.
- A student who receives an academic probation shall meet with his/her academic advisor and the social counselor to discuss the probation and complete a development plan to ensure academic improvement and success. Students placed on academic probation shall be allowed to register in a minimum of nine (9) credit hours and a maximum of twelve (12) credit hours in a regular semester and a maximum of three (3) credit hours in the summer term. Deviation from the stipulated maximum credits requires approval from the student's advisor, head of the academic department (HoD) and the College Director and/or the Senior Manager of the Student Services Department (the Registrar).
- If a student has a CGPA less than 2.0, he/she shall repeat the courses in which his/her final grade is F or D before attempting to register for new courses as advised by his/her academic advisor so that he/she can raise his/her CGPA to 2.0 or higher within the next semester to maintain a good academic standing.
- While on academic probation, a student shall not take any course on Pass/Fail basis.
- A student who is placed on probation may be required to enroll in developmental courses or workshops in subjects including, but not limited to, academic goal setting, study skills, and time management.
- The academic advisor shall monitor the academic progress of his/her advisees during the semester and at the end of each semester to provide proper academic advising so that students maintain a good academic standing.
- If, at the end of the semester, the student has attained a CGPA of 2.0 or above he/she shall return to good academic standing.
- A student whose CGPA is still below 2.0 at the end of the semester following the First Academic Probation, excluding summer term, shall be placed on

Second Academic Probation and shall be advised to transfer to another program within FCHS. The Registrar's Office shall notify the student of the second probation and the risk of the academic dismissal if not maintaining a minimum of CGPA 2.0.

- A student whose CGPA remains below 2.0 at the end of the semester following the second academic probation, excluding summer term, will be academically dismissed.
- If a grade exclusion is applied to a course, the quality points and credit hours attempted and earned will be removed from only the calculation of the College courses and cumulative GPAs. Past semester GPAs will not be recalculated.
- Grade exclusions do not retroactively change the status of the student's semester academic standing or result in a refund of tuition or fees.
- Grade exclusions do not result in a recalculation of a student's academic standing at the end of a previous semester or term.
- If a student receives an academic dismissal with a CGPA not less than 1.80 and expected to finish the graduation requirements within two semesters may be given another chance according to the recommendation from the College Academic Affairs Committee, advisor, Head of Academic Department, the Registrar, and the College Director to raise the CGPA to 2.0; otherwise he/she will be academically dismissed.

Upon recommendation from the academic advisor, head of academic department, the Registrar, and the College Director, an academically dismissed student with a CGPA not less than 1.80 shall be given an exceptional chance for one semester to raise the CGPA to 2.0; otherwise he/she will be academically dismissed with no further exceptions.

- A student who is on second academic probation and obtains a term GPA of 3.00 and above may be given a chance for an extra semester.
- An academic probation and/or dismissal shall be noted on the student's academic records.
- The summer term shall not be counted when evaluating a student's academic probation standing.
- Academic probation decisions shall be officially communicated by the

Registrar's Office to the student who is on academic probation, student's guardian, academic advisor, head of academic department and FCHS Director at the end of each regular semester.

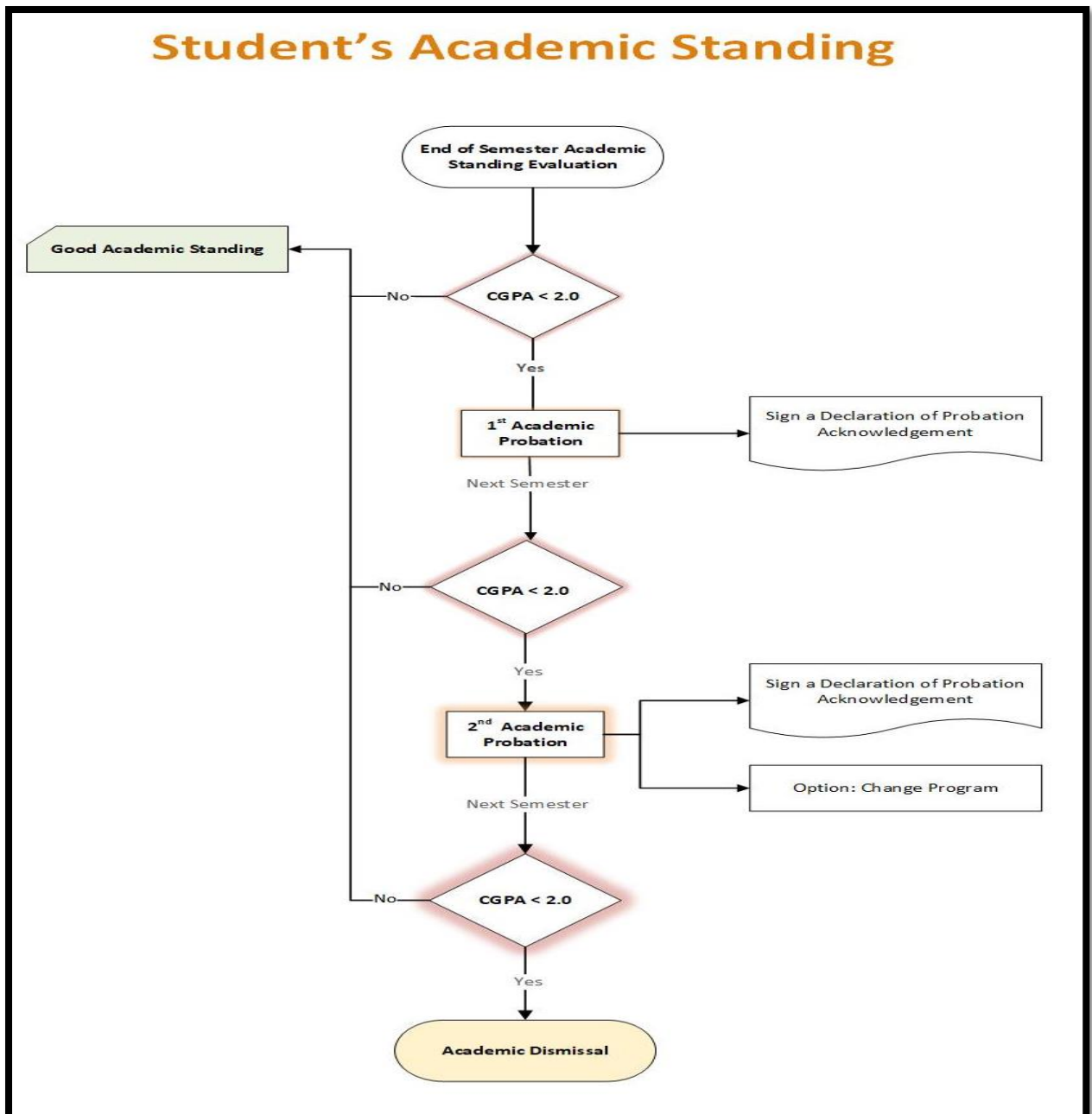
- A student who is on academic probation shall sign a declaration of acknowledgment that he/she understands the consequences of the academic probation status. Without signing the declaration, the student cannot register for courses.
- The Registrar's Office shall register students who are on academic probation for courses. They cannot register by themselves through the student-self services portal.
- A student shall be academically dismissed from FCHS under the following circumstances:
 - Failing a course three times.
 - Failing to achieve the minimum CGPA 2.0 requirement for "Good Standing" by the end of three consecutive semesters (summer term not included) after she/he placed on Second Academic Probation and/or Academic Dismissal.
 - Failing to meet graduation requirements within the appropriate period of study under the following circumstances (*refer to the registration policy*):
 - The maximum period of study for full-time study in the Higher Diploma programs is $N \times 1.5$ years, where N is the number of years needed to complete the program on a regular study plan.
 - The maximum period of study for full-time study in the Bachelor programs is $N \times 1.5$ years, where N is the number of years needed to complete the program on a regular study plan.
 - The semester that a student was registered for zero credit courses (preparatory program) is not counted.
- Academically dismissed students may apply for transfer and/or admitted to another NQC program or CAA diploma/higher diploma in FCHS upon the College Director's approval. Transferred courses that are part of the student's new study plan/degree program shall not be included in the student's CGPA calculation. Courses that are out of the new study plan/degree program shall be excluded.

- A student may appeal the academic dismissal decision to the Registrar's Office within 5 working days of the official notification of the decision.
- A student seeking to appeal an academic dismissal shall submit a signed written appeal form to the Registrar's Office. The appeal shall be reviewed by the academic advisor, head of academic department, Registrar, and FCHS Director within 5 working days from the receipt of the request. Health/family reasons may be considered.
- The Registrar's Office shall inform the student about the final decision within 2 working days from the recipient of the approved decision.
- Once the dismissal is confirmed, the student shall not be readmitted to any FCHS program. Moving from a bachelor's degree to a diploma/higher diploma may be considered.
- The students are administratively dismissed in the following reasons:
 - If the student exceeded the allowed postponing period (two (2) consecutive or three (3) intermittent semesters not including the summer term).
 - Failing to achieve the required EmSAT score in a certain period (one year), after failing the remedial course (*refer to the conditional admission policy*).
 - Any misconduct that harms the reputation of the institution directly or indirectly, as per the list of misconducts/penalties.
 - Failing to meet the conditional admission requirements.

Academic standing procedure

1. The first time a student ends an academic semester with a CGPA below 2.0 after studying fifteen (15) credit hours or more, she/he will be placed on "First Academic Probation".
2. A student on academic probation must raise his/her CGPA to at least 2.0 within a semester following receipt of the academic probation notice (not including the summer term).
3. A student on First Academic Probation whose CGPA is still below 2.0 at the end of the semester following the "First Academic Probation" will be placed on "Second Academic Probation."

4. A student on Second Academic Probation whose CGPA is still below 2.0 at the end of the semester will be dismissed from FCHS.
5. A student may appeal the academic dismissal decision to the Registrar's Office within 5 working days of the official notification of the decision.



Student Records

All records related to academic integrity shall be kept in a confidential file in a secure area and kept with the Head of Department. The records shall be kept for a minimum of 7 years after the student leaves the college. After this time period all records will be archived electronically, protected by ACTVET cyber security measures.

All grades of students shall be kept at the Registrar's Office indefinitely. The files shall be kept in a secure place and updated regularly. The College Director and Head of Departments may have read-only access to the records.

Students hard copy assignments are kept only for one semester or one academic year and then they are disposed of confidentially.

Access to Student Record

Upon admission to FCHS, the student is required to submit personal and academic data. The student has the right to notify the Registrar in case of any incorrect information recorded. The student alone has access to her respective records. Without students consent the student record will not be provided to anyone.

Transcript of Academic Record

Copies of the student official transcript will be issued at the student's request by the Registrar's office. An unofficial transcript can also be available to the student from the student self-service portal.

Duration of Study

The maximum period of study for full time study in the Higher Diploma, Bachelor degree and the bridging programs is equivalent to $N \times 1.5$ years, where N is the number of years needed to complete the program on regular study plan. Postponing semesters are not included in the calculation of duration of study.

Extension

The students may request an extension by submitting the Extension Request Form to the registrar's office. The Academic Committee might recommend extension and forward it to the Director. The Director in turn may grant an extension of the maximum period for completing the program where he or she is satisfied that exceptional circumstances have

affected the student's progress, and that the student has an expectation of completing the program within one or two additional semesters. The period of extension must be specified in each case.

Degree Requirements for Graduation

FCHS is committed to graduate healthcare professionals with the highest standards of knowledge, skills and professionalism, and who are competitive both locally and internationally.

In order to be eligible for graduation, student will have to fulfil the below requirements:

- Community Service: Students have completed 100 hours of volunteering.
- The student must be registered at FCHS during his/her graduation semester.
- EmSAT English score of 1400 or its equivalent score in Academic IELTS, band 6.0.
- Minimum cGPA of 2.0.
- Completion of required credits for Bachelor, Higher Diploma and Diploma degree (as specified by each program study plan).

Continuation of Study

Those students who graduate and exit the college after completing their Diploma but wish to return to the college can complete their studies on a part time basis. However, these students need to show that their work experience and job role is commensurate with the level of study to which they are progressing. Further, the student needs to provide evidence that they have achieved IELTS Academic band 6.0 or EMSAT equivalent as per the admission requirements.

The student can continue their study upon the Head of Department's recommendation which is based on reviewing the student's academic record. This is followed by the approval of the student's services manager.

Readmission

Students who opt to stop their education for personal reasons after studying one semester or more can request for readmission by filing the appropriate request form, in which they will need to explain the reason(s) for quitting the college and why they are requesting for readmission. Students service manager may approve the request after checking the

student's record and ensuring that he/she was in a good academic standing previously. The student can only be readmitted in the same program where accepted in previously. Request for readmission can occur only once.

Student Affairs and Support Services

This section deals with the various aspects of support services provided to FCHS students by the academic and support staff. The college is committed to facilitating the needs of the students and providing them with the complete support required to achieve excellence. Student Services department strives to help students stay committed to their education and provide assistance in their academic well-being. Orientation is provided to all new students enrolling into FCHS.

Office Hours

FCHS operates on an 8:00 a.m. – 4:00 p.m. Monday to Thursday, and Friday 7:30 a.m. – 12:00 p.m. schedule. Students may access faculty and student services staff during usual business hours by making an appointment or dropping in during posted office hours. Staff contact will be shared with students during orientation week.

Library

FCHS operates an on-campus library from an 8:00 a.m. – 4:00 p.m. Monday to Thursday, and Friday 7:30 a.m. – 12:00 p.m. schedule. Students may access services and librarian staff during usual business hours. An option to access electronic resources is available 24 hours off campus. Students receive introduction to the library during orientation week. The list of collections is available from the librarian and is composed of textbooks, E-books, multimedia collections, online databases including research journals and learning tools.

IT Support

FCHS IT is under the regulations and policies of Abu Dhabi Center for Technical and Vocational Education and Training (ACTVET). All students are given orientation on IT and are expected to abide by the regulations and policies of ACTVET. IT support is available on each campus and by emailing IT.Support@fchs.ac.ae.

Academic Advising

Student services staff and academic advisors work together to provide the required advise in the students' educational process. Academic advisor can be contacted by email

or during office hours on campus. Student Services refer the student to advisors who provide academic advising. Academic advisors also advise on learning support for students who may be at academic risk.

Every student joining FCHS is assigned an academic advisor from the first year. The student is assigned a departmental academic advisor whose role is to assist the students with choosing the right courses, adapting to the FCHS environment and student work culture, as well as guidance on the completion of required courses as per the program study plan. In addition, students can obtain academic advice from their course instructors. In the first year, students enroll in a program called the first-year seminar where a group of students meet in group sessions and discuss issues related to academic writing, exam preparation, time management, and other academic skills. This seminar is offered to help students develop strategies to navigate the transition to college and to learn how to manage their study.

Personal Counselling

FCHS academic advisors provide the opportunity for students to discuss issues and concerns related to personal development, stress and time management as well as other needs to achieve their fullest academic potential. Student Services have students' counselors whose primary focus is to help students overcome their academic and social problems and to be aware of other programs at FCHS. Counseling may be offered to students who have academic or personal problems that might interfere with their classroom performance or social functioning. Counselors will be able to help students find solutions to their problems and enhance their development at the academic and/or personal level.

Career Guidance

Career guidance can help in smoothing out the important transition from education to employment. Career counselors will help students to achieve the objectives of their career plans, such as choosing the right career, helping pursue the right courses, and deciding on the right specialization at FCHS.

FCHS Career Guidance services include:

1. Vocational orientation and career information
2. Job interviews (brochure)
3. Curriculum Vitae (CV) (examples)
4. Alumni Career Day
5. Workshops

Extracurricular Facilities, Activities and Groups

FCHS campuses possess state-of-the-art gymnasiums and workout facilities. Gymnasiums and other recreational facilities have been purpose-built throughout the system to enrich FCHS students' experience. Student Centers provide a facility for recreation. Varieties of physical, social, and cultural activities are planned during the academic year. Students may organize events through the faculty and student services staff. Other activities can also be organized through the student council (see below). Activities are planned to complement classroom activities and develop leadership skills and teamwork.

Currently there is no student run media, students maybe submit photos or videos of events to the Student Services department which will upload them on the official college social media platforms.

Student Council

The Student Council is an officially recognized organization in which students run for office. It is a self-governed advisory committee that advises FCHS administration on the enhancement of student facilities and activities to enhance the student experience in terms of both teaching & learning, and cultural enrichment. In addition, it facilitates students to work with staff in providing athletic, cultural, and organizational activities. The Student Council also addresses and manages student issues pertaining to resources and the learning environment. All recommendations are submitted to the FCHS Director's Executive Committee or other relevant committees for comments/approvals.

All students are encouraged to participate in the election of their representatives to the Student Council. Elections are normally monitored by FCHS Student Services. Positions to be run for are:

- President
- Vice President
- Secretary
- Treasurer
- Public Relations Officer
- Council Members, one per specialization.

Students wanting to run for Student Council must have the following minimum qualifications and attributes:

- A minimum cGPA of 2.5
- An outgoing personality
- Good communication skills
- Ability to think flexibly
- A creative mind.

Student Council responsibilities include:

- Working with the staff and management in the College
- Communicating and consulting with all the students in the College
- Involving as many students as possible in the activities
- Planning and organizing activities for the year with approval of management
- Approve new student clubs and oversee their sub-budget
- Oversight of all student clubs under the direction of Student Services staff
- Request budget for events

Students are encouraged to form and join clubs recognized by the Student Council such as professional and scientific societies, clubs, and sports, etc., depending on the student's interest. If a student or faculty is interested in starting a club such as Photography, English, or Art, they are encouraged to approach a Student Council member to begin the discussions.

Dining

FCHS offers a wide range of food to students and staff that fit each individual lifestyle, schedule, budget, and dietary need. Each campus has a modern student lounging area, a cafe, and a cafeteria.

Health Services

FCHS provides medical care for students and staff during the day. Minor complaints are attended to by the FCHS nurse. Injuries and major complaints are sent to a nearby hospital, under the supervision of the campus nurse.

Transportation

Transportation is provided from the students' residence to the college and back to the residence, as well as from the college to the clinical placements and back to the college, if available.

Non-UAE national students requesting college transportation are required to pay an additional fee of 2000 AED for the first and second semester and 1,000 AED for the third semester during the time of admission.

Prayer Rooms

FCHS provides prayer rooms on campus for students during the day.

Privacy and Confidentiality

Student information and academic performance is confidential material and will only be disclosed to staff on a need-to-know basis. In addition, a student's academic performance will only be discussed with the student concerned.

Mobile Phones and Electronic Devices

FCHS expects students to behave in such a way as to optimize learning. Mobile phones and other personal electronic devices are not to be used in the classroom unless requested from the instructor. Otherwise, students are to turn their mobile phones off and store them out of sight.

Health and Safety of Students

FCHS campuses are equipped with fire extinguishers, first aid kits and other safety equipment, and proper signs noting evacuation routes and assembly points are in every classroom and hallway. Regular evacuation drills are duly performed and a crisis

management plan is updated as per the college health and safety policy.

Each laboratory has a health and safety manual that students must read and sign before participating in experiments and/or lectures. The manual outlines the disposal of lab materials, safe techniques and procedures and the response to emergencies amongst other topics. Faculty and/or laboratory specialists will give an induction for health & safety prior to all laboratory sessions.

Computer Labs

FCHS has number of computer laboratories available for students in class and out of class. Computer labs are to be used strictly for academic purposes. Any student that misuses the computer will expose herself to a penalty.

Student Access of Information through the FCHS Website

Students may access their class schedule, transcript, final grades, attendance, and absenteeism percentages through the FCHS website.

To access any student information, students can use the directions below:

1. Go to www.fchs.ac.ae
2. Click on [Fatima College of Health Sciences - Home](#)
3. Click on “e-services”
4. Click on Faculty and Student Self Service
5. Click on Fatima College of Health Science English
6. Click on “Enter secure area”
5. Enter your user windows login username & password Click on Student and Financial Aid
6. Click on Registration to view or print your Schedule
7. Click on Student Records to view Transcript or Final Grades
8. Click on Student Attendance Action to view Absenteeism Percentage
9. Click on Student Attendance Tracking Details to view the Attendance and Absence Daily Recording for each class.

Work Experience

Work Experience is the term used to describe work that has to be carried out by students in order to complete the requirements of the course in which they are enrolled. Work experience could include activities such, field studies, clinical placements, laboratory work, internship in a health institute, or other related setting.

Personal Behaviors

Students of FCHS, undertaking a period of work experience, are required to be aware of their personal responsibility to:

- obey the lawful and reasonable instructions of the organization with which they are undertaking the work experience program;
- respect the security and confidentiality of any information that they may receive from that organization in the course of the work experience program; and
- Maintain a standard of conduct benefiting a student of the FCHS.

Public Liability

Students are indemnified for their legal liability in respect of third party claims for damages to property or injury to persons while undertaking approved work experience.

Personal Property

A student's personal property is not covered by FCHS insurance at any time. If a student wishes to arrange coverage for personal items, they must do so at their own expense.

Personal Health and Accidents

FCHS does not provide any medical insurance coverage.

Student Services Contact Information



Abu Dhabi Campus – Phone: +971 2 5078765

Al Ain Campus – Phone: +971 3 7035500

Ajman Campus – Phone: +971 6 7017200

Al Dhafra Campus – Phone: +971 2 8986914

Website: www.fchs.ac.ae

Student Services email: Student.Services@fchs.ac.ae

Registration Office email: Student.Registration@fchs.ac.ae

Students Rights and Responsibilities

Student's Rights

All FCHS students, potential students, and former students, have the right to:

1. Express their individual opinion regarding teaching performances through the process of course teaching and evaluations through feedback and surveys that are conducted every semester.
2. Convey individual concerns and grievances in a fair way.
3. Experience freedom from discrimination based on disability.
4. Experience personal security on FCHS campuses.
5. Experience confidentiality concerning their academic records, personal and disciplinary records expressed during instruction, advising, or counselling, unless disclosure is authorized by a written consent.
6. Exemption from disciplinary action that affects their status as students except for academic discipline, and discipline under rules and regulations that shall be fully and clearly disclosed in advance of alleged violations.

Students' Expectations of FCHS

1. A high quality, engaging and supportive teaching, learning and research environment.
2. A clear and timely statement about course and program requirements.
3. An admission system that is fair and equitable and in accordance with published criteria.
4. Assistance in their orientation and transition to college life.
5. Fair assessment and helpful and timely feedback on their academic work.
6. Provide regular feedback on their courses, and the ability to inquire about the outcomes of such reviews.
7. Not to be disadvantaged by changes to programs and courses, made during the normal period of enrolment.
8. Reasonable access to academic, general and support staff (via email, in person or by telephone).
9. Reasonable and equitable access to library, laboratory, internet, computing and general course resources.
10. Treatment with courtesy during interactions with College staff and visitors.

11. To be respectfully addressed, regardless of gender, ethnicity, religion, age, background, or disability.
12. To be able to participate fully in the College's activities free from harassment and discrimination.
13. Free access to the College's support mechanisms and policies.
14. A safe and healthy study environment.

FCHS Expectations of students

FCHS expects students to:

1. Work to the best of their ability.
2. Participate actively and positively in teaching, learning and research activities and provide constructive feedback on these activities.
3. Respect and comply appropriately with academic and professional standards in courses and programs.
4. Treat college staff and visitors with courtesy at all times.
5. Commit themselves to the deadlines of the academic calendar with respect to admission and registration rules.
6. Respect and conserve university facilities.
7. Refrain from harassment or discrimination against other students and staff including any form of sexual harassment or assault.
8. Adhere to the highest ethical academic standards including abstaining from cheating, plagiarizing, fabricating or falsifying data or infringing copyrights.
9. Abide by the conditions of FCHS Student Handbook and policies, and accept sanctions applied for failing to do so.
10. Follow the proper lines of communication in the College with regard to complaints and appeals.
11. Abstain from any activity that may harm the College's reputation.
12. Act as role models at all times.

Misconduct

1. Academic Misconduct

Below is a list of what is considered academic misconduct/cheating:

- ❖ Present copied, falsified or improperly obtained data as if it were the result of

laboratory work, field trips or other investigatory work.

- ❖ Plagiarize (knowingly presenting the work (wholly or partially) or property of another person as if it were one's own).
- ❖ Include in the student's individual work material, which is the result of significant assistance from another person if that assistance was unacceptable according to the instructions or guidelines for that work.
- ❖ Assist another student in the presentation of that student's individual work in a way that is unacceptable according to the instructions or guidelines for that work.
- ❖ Cheat in exams, quizzes, or any form of assessment.
- ❖ Submit work which has been produced by someone else on the student's behalf as if it was the work of the student.

Cheating and plagiarism can occur in a number of situations listed below:

1. In a homework assignment
2. As part of an individual or group project assignment, students are to report instances in group work by others
3. In an informal assessment activity
4. In a formal testing situation.

1.1 Plagiarism

Plagiarism is defined as the act of deliberately presenting another person's work as your own without acknowledgement. A student should therefore ensure that they acknowledge and appropriately reference all sources of information presented in their homework, presentations or projects. Students are expected to ask their instructor if there are any questions regarding what is or is not considered plagiarism.

Examples of Plagiarism include:

- ❖ Word for word copying of sentences or paragraphs from one or more sources which are the work or data of other persons (including books, articles, thesis, unpublished works, working papers, seminar and conference papers, internal reports, lecture notes or tapes) without clearly identifying their origin by appropriate referencing. Even with adding the reference, in these cases where words were copied exactly, quotation marks must be placed on the beginning and the end of the copied

sentence.

- ❖ Closely paraphrasing sentences or paragraphs from one or more sources without appropriate acknowledgment in the form of a reference to the original work or works.
- ❖ Using another person's ideas, work or research data without appropriate acknowledgment.
- ❖ Copying electronic resources in whole or in part without indicating their origin.
- ❖ Resubmitting own work already submitted during a previous semester or course
(self-plagiarism)

Detection of Plagiarism

Plagiarism is easily detected by electronic plagiarism detection tools. Experienced teachers are ever vigilant to this activity.

1.2 Exam Misconduct

Examples of exam misconduct include the following behaviors:

- ❖ Using any unauthorized items such as mobiles, electronic devices, books, manuscripts, papers or other articles during a test or examination.
- ❖ Giving or obtaining directly, or indirectly, assistance in their work.
- ❖ Impersonating another student or allowing themselves to be impersonated by someone else.
- ❖ Writing on any paper other than the answer booklet or question papers provided.
- ❖ Leaking exam questions or participating in the leaking of exam questions in any way.
- ❖ Communicating or share any information with each other in the examination room.
- ❖ Bringing food or drinks to the examination room. Water is considered as acceptable.
- ❖ Indulging in any behavior which, in the opinion of the proctor, may disturb other students.

Procedure if student is suspected of misconduct during examination

1. Where a proctor suspects that a student is not following the examination rules and regulations, they should:

- ❖ Ask the student to stop the misbehavior. If the student does so, no further action will be taken. However, if the student keeps violating the exam rules and regulations, the senior proctor will be informed.
- 2. The student should not be physically touched by the staff.
- 3. If the senior proctor shares the suspicion of the proctor, they shall:
 - ❖ Confiscate and retain any unauthorized material
 - ❖ Expel the student from the examination room if necessary.
- 4. The student under suspicion could appeal by submitting a petition to the students services.
- 5. At the conclusion of the examination, the proctor should prepare a joint report of all the incidents and forward this report to the Student Disciplinary Committee (SDC)
- 6. Based on the report, students services shall notify the student of the penalty.

Behavioral Misconduct.

Examples of behavioral misconduct include:

1. threatening or abusing other students, staff or college property;
2. possessing or carrying any weapon or explosive on FCHS campus or disturbing the college environment by false alarm;
3. engaging in behavior that may be considered as sexual harassment of another or others, whether or not of the same sex;
4. knowingly and without proper consent or authorization having in his possession the property of the FCHS, another student or staff member;
5. knowingly and without proper consent or authorization removing, using, misappropriating, or selling the property of the FCHS, another student, a staff member, or other persons;
6. Misusing, damaging or altering any firefighting or other safety equipment on FCHS campus;
7. Entering the facilities or uses the property of the FCHS or property of another person without proper consent or authorization;
8. Committing theft of electronic information, or gaining or attempting to gain unauthorized access to computer and other electronic resources.
9. Intentionally causing or attempting to cause disruption or obstruction of teaching or other activities.
10. Knowingly furnishing false or misleading information.

11. Forging, altering, falsifying, fabricating, misrepresenting or misusing documents, recording of the FCHS or instruments of identification of the FCHS.
12. Interfering with, attempting to or improperly influencing the student discipline.
13. Engaging in activities to propagate political, religious or cultural views in any manner or medium that are incompatible with the values of the UAE.

Dealing with Additional Complaints of Academic Misconduct

During the course of consideration of a complaint of academic misconduct, if an additional complaint of academic misconduct is received, that complaint shall be dealt with along with the previous one.

Student Disciplinary Committee (SDC)

FCHS students' services manager will convene and chair a committee to investigate allegations of behavioral misconduct. The committee shall consist of:

- Manager of Student Services / Registrar (Chair)
 - Supervisor Student Services
 - Counsellor (Secretary)
 - Two Faculty Members
7. The committee shall investigate all minor and major non-academic offenses including recommendation for dismissal. The timescale from allegation to committee hearings shall not exceed 10 working days. The Chair may request the presence of any relevant witnesses or faculty member who may provide evidence as required. The Misconduct penalty is decided based on the FCHS student misconduct list and penalties (Appendix 1). The Manager of Student Services will inform the student in writing of the decision and their right to appeal. All decisions for dismissal will be approved by FCHS Director.

Dress Code

Students are expected to wear clothes that are appropriate for the activities they undertake and dress modestly at all times. Clothing must be clean, neat and tidy.

The following are considered as inappropriate clothing/appearance (not exclusive):

- The national dress of any other country than GCC
- Excessive use of strong perfume, make-up and jewelry
- Visible religious symbols
- Jeans or cropped/capri pants
- Any clothing that reveals the form i.e. tight fitting or transparent
- Low cut or cropped tops
- Uncovered tattoos
- Niqab or any facial cover
- Poor grooming
- Dirty or un-ironed clothing
- Obvious absence of undergarments
- High heels

General Guidelines of Proper Attire

Name Badge

- ✓ The official Fatima College name badge should bear the first and last name of the student/faculty. It should also identify the person with picture ID. The name badge should be worn at all times and in clear view.

Basic Uniform

- The uniform style is specified by each FCHS department and communicated with the student at the start of the academic year.
- The basic uniform consists of a uniform top with the FCHS logo permanently affixed above the heart (upper left quadrant of the shirt). Students may choose to wear a skirt rather than trousers. Skirts must be 3 inches off the floor and must not restrict stride or movement.
- Uniforms should be clean, pressed, hemmed, and properly fitted and maintained.
- The color of the shayla will be determined by the approved uniform specifications

and or clinical site if necessary.

Shoes

- Shoes with heels should not make a noise at heel strike.
- Stockings, socks, knee highs or nylons must be worn at all times.

Jewelry

- Any jewelry that would present a hygiene or safety hazard is not to be worn.
- A plain watch is required.
- Wedding bands may be worn.
- Other jewelry including ornate hair accessories or jewelry for body piercing should not be visible or distracting. Earrings must be small and one per ear.
- No tongue, nose, or eyebrow jewelry allowed.

General Appearance / Grooming

- Appropriate, adult hygiene is expected of students in order to present a professional image to the community and avoid patient discomfort.
- No cleavage, midriff, lower back, or buttocks should be visible upon bending or other position changes.
- A plain, long sleeved, white crew or turtleneck shirt may be worn underneath the uniform top, dependent on academic program.
- Shayla are to be clean and firmly secured so they do not fall forward.
- Hair is to be clean and secured so that it will not fall forward.
- Make-up should be minimal.
- Fingernails must be short, natural, and well groomed. No nail polish or artificial nails are to be worn.
- Strongly scented body products must not be worn due to potential patient allergic reaction or other physical responses.

Dress Code for Laboratories

- a. For health and safety matters, lab coats are to be worn inside the labs only and not on other college premises.
- b. The students should wear laboratory coats.

- c. Protective footwear, covering the toes, the upper surface of the foot and heel must be worn (thongs, sandals or high-heeled shoes are not permitted)
- d. Safety glasses and gloves must be used when you are instructed to do so.
- e. Long hair must be contained or tied back.
- f. Headscarves - where a scarf or a veil is worn as part of religious observance, students must ensure that the flow of the garment does not interfere with work practice. Therefore, the Shayla, hijabs, and any garment worn over the head must be tucked into another piece of clothing or pinned back.
- g. Shoes must have enclosed toe and heel. Open toe shoes are not allowed.
- h. Shoes with non-slip soles and flat heels are recommended; however low heels may be allowed if appropriate.
- i. **NO**: Lab coats outside the laboratories; nail varnish, acrylic nails or long nails; heavy perfumes; heavy make-up; jewelry other than a plain wedding band and ear studs; mobile phone; shoes with lace, net or heels.

Dress Code for Clinical Placement

Students must be professionally dressed in full uniform whilst in Clinical Labs and on Clinical Placement. A student who is improperly dressed/groomed may be asked to leave clinical setting. Any questions regarding approved variations of appropriate attire for a profession in particular hospital departments or other UAE facilities should be addressed to the immediate supervisor or manager of the hospital department or facility. As representatives of FCHS in outside facilities, all have a responsibility to maintain a uniform standard that projects professionalism and creates a positive image in the community.

Students enrolled in the FCHS programs are required to dress in uniform for:

- **All Clinical Laboratory Sessions**
- **All Clinical Placements**

Students are required to:

- Obtain two full uniforms (contact student services in your campus for details about obtaining a uniform)
- Wear approved uniform without alteration or addition.
 - Approved uniform top and trousers (or skirt in approved areas)
 - White skivvy
 - White Sheila/scarf

- Black, white, flat & fully enclosed shoes
- Fob watch
- Plain wedding band and ear studs as the only jewelry
- Light makeup only
- Wear and display FCHS student ID badge
- Wear a clean uniform every day (top, bottom & Shayla)
- Acquire the following equipment:
 - Black and red pens
 - Fob watch
 - Pen torch
 - Stethoscope
 - Pocket notebook
- Ensure that uniforms are not worn in public areas on the way home, e.g. shopping centers

Dress Code Violation Penalty

Any student deemed to be inappropriately presented either in dress or hygiene will be sent to the Students Services' Officer to remedy the issue. Repeated offenders will be dealt with under disciplinary procedures.

- Students who are in violation of this policy with no justification shall be subject to the following penalties procedure by Student Services Department:
- Verbal warning for the first violation and student shall sign a commitment to comply with the approved dress code.
- Written warning for the second time violation and parents will be informed and shall sign an acknowledgment of the warning.
- Final warning and dismissal for one semester or more based on each case for the third time violation. Fees shall not be refundable if the student is not UAE national.
- Repeating the violation more than three times shall lead to dismissal from the college.

Appeals and Grievances

An appeal is a students' written request seeking an exception to a college grade, exclusion, dismissal, or penalty. Any appeal is submitted to student services.

Appeals against Award of Grade

Students are encouraged to discuss their performance in assessment items during a course with the teaching staff. Where a student believes that an error has been made or an injustice done in respect of the grade awarded for a course, the student may request a review of the grade.

- ❖ The appeal process starts with a student filling out the appropriate grade review form and submitting it to the Student Services Office. The student must state on the form the particular part of the grade they wish to be reviewed.
- ❖ The application will be sent to the relative department.
- ❖ The Head of Department shall send the request to the departmental examination committee where review of the grade will be done by two faculty members. The committee shall submit its recommendation within one week of its decision and the decision shall be considered final.
- ❖ According to the grade status after the appeal, the academic status of the student will be reconsidered if any change occurs on the student grade, i.e. academic probation or dismissal may be adjusted accordingly.

Appeal against Exclusion/Dismissal

A student who is dismissed from FCHS may appeal against dismissal. The appeal must be submitted in writing to student services who forward it to the registrar and director with supporting documentation where relevant. The appeal must be sent no later than 2 weeks after the decision of dismissal. The Director shall interview the student along with the Head of Department and give his/her decision within 14 days of the appeal.

Appeal Against Penalty Due to Academic Misconduct

Where any penalty for academic misconduct is imposed as provided in the FCHS List of Misconduct and Penalties, a student may appeal to the Director within 5 working days of being given notice of the decision. The appeal will be heard by the Misconduct Appeal

Committee, which is appointed by the Director, FCHS. After the committee has reached a decision, a written communication will be sent to Director and the student.

Appeal Against Penalty Due to Behavioral Misconduct

When any warning for behavioral misconduct is imposed, a student may appeal to the Director within 5 working days of being given notice of the decision. The appeal will be heard by the Misconduct Appeal Committee, which is appointed by the Director, FCHS. After the committee has reached a decision, a written communication will be sent to Director and the student.

Student Grievance

A grievance is the lodging of a complaint originating from a perceived injustice. Student grievances can be academic or non-academic. If a student considers that a decision of the College or one of its staff or a situation experienced by the student is not in accordance with the expectations set down in the Student Charter or the College's rules and policies, a grievance may be filed. The Student Services Manager will advise the student(s) on the procedures associated with the formal written grievance.

Informal Resolution

Before initiating a formal grievance, the student should discuss the matter in dispute with the person against whom the student has a grievance and seek a mutual resolution of concerns. Should it not be possible to resolve the grievance between the parties, either parties can approach student services to have an arbitrator nominated to assist. The arbitrator will assist both parties to resolve the grievance amicably. It is the College's belief that most grievances can be resolved at this level.

Initiation of Complaint/Formal Grievance

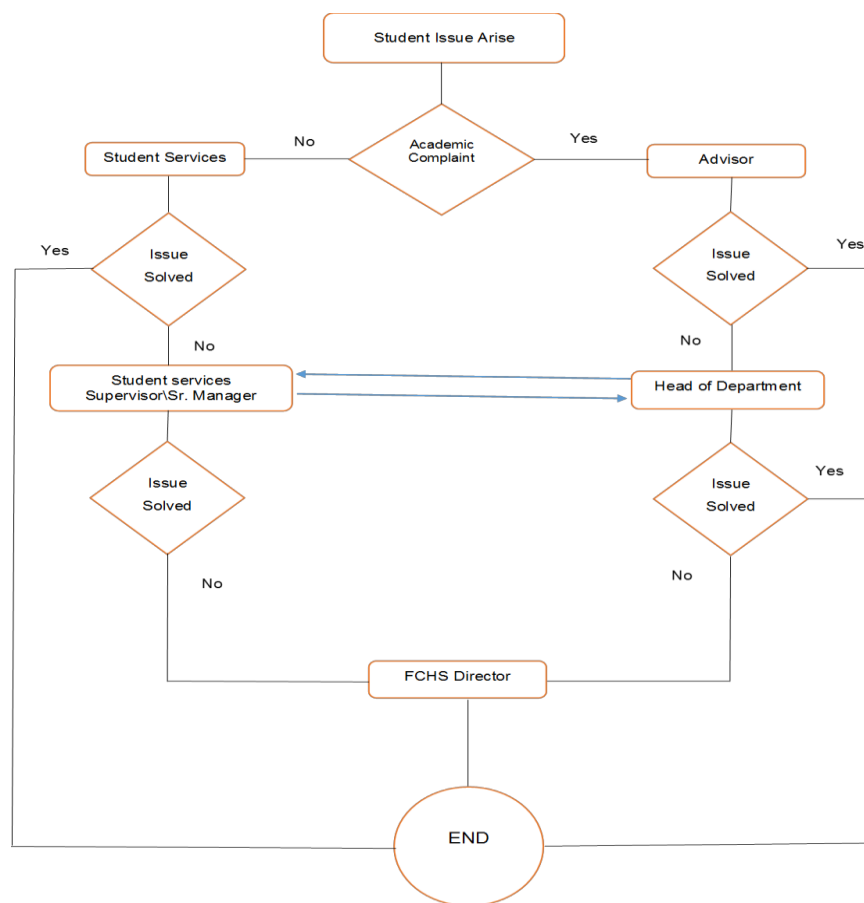
If the informal resolution process is not successful, the student may submit a complaint to the Student Services Manager, to initiate a formal grievance within a week. The grievance must be in writing before any review or other action takes place. The written grievance should include details and results of the attempted informal resolution, and any relevant documentation. The grievance must be emailed to Student Services Manager who will communicate with the respective parties if necessary.

The Student Services Manager shall read the grievance and make one of three determinations:

- A. Allegations not subject to Grievance Policy
- B. Allegations are concerning staff member misconduct (refer to HR)
- C. Allegations warrant further investigation

A written notification of the decision will be given to the student.

The below flow chart provides guidance to seek a resolution to grievances.



Appendix (1)

FCHS list of misconduct and penalties.