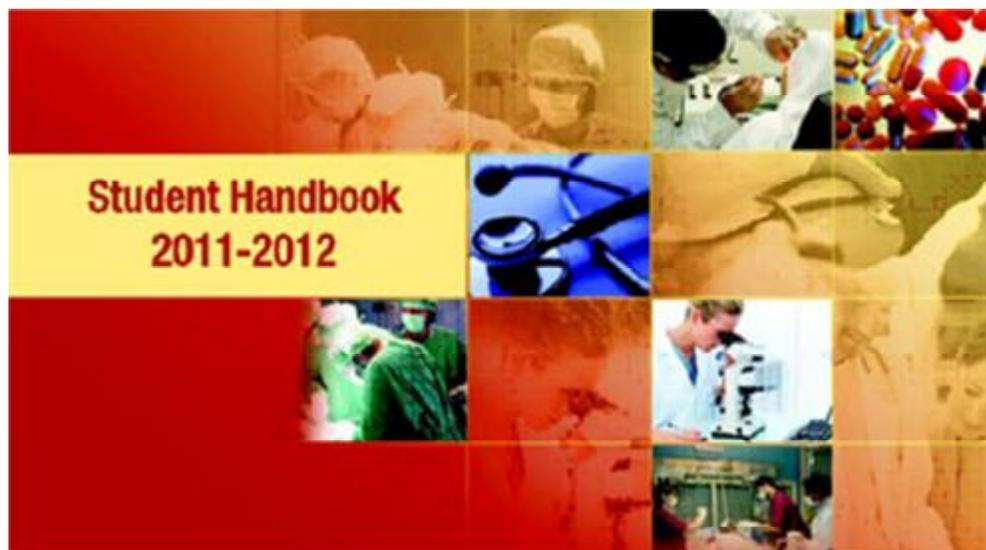




RAK Medical and Health Sciences University

Ras Al Khaimah, UAE

Master of Science (MS)



Master of Science in Pharmacy Practice
Master of Science in Pharmaceutical Chemistry

Master of Science in Nursing

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Message from the Vice Chancellor



Dear Students:

Congratulations and welcome to the new students entering the five-year young but vibrant RAK Medical and Health Sciences University (RAKMHSU). I also welcome our students returning to continue their studies in their respective semesters in the constituent colleges. This year is very special to us as our first batch of MBBS Students is graduating!

Ras Al Khaimah is progressing quite fast, so also RAKMHSU, thanks to the vision and guidance of His Highness Sheikh Saud Bin Saqr Al Qasimi, Ruler of Ras Al Khaimah and Chancellor of RAKMHSU.

The MBBS program was introduced in the academic year 2006 and other programs such as the Bachelor of Dental Surgery (BDS), Bachelor of Pharmacy (B Pharm) and, Bachelor of Science in Nursing (BSN) were added in the year 2007. The RN-BSN Bridge Program has been added to our list from the academic year 2008-09. All programs have Accreditation from the Commission for Academic Accreditation under the Ministry of Higher Education, UAE. Now, yet another milestone has been achieved by getting the accreditation for the Masters Programs in both Pharmacy and Nursing.

With the completion of the new building with all the state of the art facilities in a record time, RAKMHSU is aiming to provide a favorable ambience for learning and in the process establish the legacy of academic quality. While efforts are being made to provide maximum learning opportunities, it is the responsibility of every student to utilize all the academic and other physical facilities in a way that brings pride to the teachers and parents as well.

Any University will be known not by its buildings alone but by the achievements of its students and quality of the faculty. Hence, RAKMHSU strives to kindle in each student the lifelong desire and expertise of seeking and utilizing new information in the pursuit of solutions to health problems and educating those in need of health care. We hope that every student who is a part of the larger health care team, practices every skill with empathy and effective utilization of health care resources for the benefit of the society. In this regard, it is heartening to note that our students have brought laurels by bagging several prestigious awards by participating in several competitions within UAE.

Every student should be well versed with all the guidelines incorporated in the handbook and we look forward to facilitating your endeavor to become outstanding leaders in health care services.

Welcome to RAKMHSU – your new alma mater.

Dr S Gurumadhva Rao

HISTORY AND BACKGROUND

1.1 RAK Medical and Health Sciences University

RAK-MHSU has been setup by Ras Al Khaimah Human Development Foundation (RAK-HDF) under the visionary leadership of His Highness Sheikh Saud Bin Saqr Al Qasimi, Ruler of Ras Al Khaimah and Chancellor of RAKMHSU. RAK-HDF is a joint venture of RAK Government, Al Ghurair Investments and Emirates Trading Agency and Associated Constructions & Investments (ETA Ascon).

RAK-MHSU is offering the Bachelor of Medicine and Bachelor of Surgery (MBBS) program from the academic year 2006-2007 and has added Bachelor of Dental Surgery (BDS), Bachelor of Pharmacy (BPharm) and BSN programs in the year 2007, after obtaining initial accreditation from the Ministry of Higher Education and Scientific Research, UAE. RN-BSN Bridge Program has been added from the academic year 2008. Now yet another milestone has been achieved by obtaining initial accreditation for Masters programs in both Pharmacy and Nursing.

1.2 Present Campus

RAK-MHSU has commenced its operations from the campus at Burairat but from February 2009 it has moved to its newly constructed campus adjoining Sheikh Saqr Hospital in Ras Al Khaimah, with state-of-the-art facilities including lecture halls, faculty rooms, multipurpose laboratories, skills laboratories, anatomy dissection hall, library, students center and administrative offices.

RAK College of Dental Sciences, FZC, Ras Al Khaimah, in collaboration with RIPAH International, Pakistan, has sponsored RAK College of Dental Sciences, and operates from the same RAKMHSU Campus, but will move to its independent premises within six months.

2. University Vision, Mission and Goals

2.1 Vision

To be a leading medical and health sciences University in the UAE dedicated to the pursuit of academic excellence by fostering, disseminating and applying knowledge and intellectual values to ensure an enriching future for the student community and preparing them to join the medical and health sciences field of the 21st century.

2.2 Mission

RAK Medical and Health Sciences University is committed, through its offering of academic programs in the medical and health sciences fields, to prepare graduates who are able to develop critical skills in their practice and application of knowledge, equipping them with practical and clinical skills and knowledge and enabling them to make a valuable contribution to patient and health care as individuals and as responsible members of society. The University is also committed to contributing to the advancement of knowledge through its support for research conducted by its faculty and students, and the promotion of lifelong learning bound by ethical clinical practice.

2.3 Goals and Objectives

Goal 1:

To ensure that it offers academic programs in medical and health sciences at high quality which is recognized locally, regionally, and internationally.

Objectives:

§ To design, develop and offer undergraduate programs:

- a) Medical Program (MBBS) - accomplished
- b) Dentistry (BDS) - accomplished
- c) Pharmacy (B. Pharm) - accomplished
- d) Nursing (BSN) - accomplished
- e) Nursing (RN – BSN Bridge Program) - accomplished

§ To design, develop and offer graduate programs after the accreditation process is completed for the respective undergraduate program;

- Master of Science in Pharmacy Practice - accomplished
- Master of Science in Pharmaceutical Chemistry - accomplished
- Master of Science in Nursing - accomplished

§ To recruit and retain academic fraternity committed to creation and application of knowledge;

- § To develop diploma and other contemporary educational curricula to meet local and international standards;
- § To develop clinical skills and training in cutting edge technologies to be acclaimed internationally by competent healthcare professionals;
- § To provide required infrastructure facilities,
- § To develop an evaluation system to monitor the outcome of all courses, infrastructure facilities and actions taken for improvement in each College and clinical setting and to ensure the key results are entered into the annual strategic plan for action and review; and
- § To recruit students committed to acquiring knowledge, skills and appropriate attitudes towards patient care.

Goal 2:

To promote openness, diversity, fairness and academic freedom.

Objectives:

- § To demonstrate the ability to organize, record, research, present, critique and manage health science related information.
- § To demonstrate the ability to work effectively as part of a health care team with appreciation for the multiple contributions of other health care professionals to the health of the individual and the health of the community.
- § To monitor the access students, faculty and administrative staff have to records, faculty development and seminars.
- § To evaluate coordinators, supervisors, students and patients in relation to openness, diversity and fairness and to ensure the key results are entered into the annual strategic plan for action and review.
- § To promote interdisciplinary opportunity for students and staff.

Goal 3:

To ensure that its graduates are equipped with knowledge and skills which allow them to enter the medical and health sciences fields as self learners, critical thinkers, team players, ethically oriented, and to contribute to the development of the society they live in.

Objectives:

- § To develop strategies to support lifelong learning via both print and electronic sources and to remain current with the advances in medical and health sciences knowledge, skills and practice.

- § To demonstrate the ability to acquire new information and data and to critically appraise its validity and applicability to one's professional decision.
- § To demonstrate the ability to communicate compassionately and effectively, both verbally and in writing with colleagues, patients and their families.
- § To display the personal attributes of compassion, honesty and integrity in relationships with patients, colleagues and communities.
- § To exhibit a capacity for self evaluation, moral reflection and ethical reasoning to form the basis for a self directed, lifelong engagement and involvement in the medical and health sciences profession; and
- § To monitor the outcomes of the strategies to support lifelong learning for students, academic faculty and admin staff and to ensure the key results are entered into the annual strategic plan for action and review.
- § To develop an alumni association to support graduates in their life after RAK-MHSU.

Goal 4:

To contribute to the advancement of medical and health sciences knowledge and practice through its support of research activities conducted by its faculty and students.

Objectives:

- § To encourage faculty to participate in scholarly activities by attending conferences, seminars and enabling them to publish research papers in scientific journals.
- § To facilitate the faculty to write for research projects and receive research grants.
- § To facilitate the utilization of intellectual property of the University for the betterment of the humanity at large.
- § To monitor budgetary support of and access to conferences, external seminars, research and to ensure the key results are entered into the annual strategic plan for action and review.

Goal 5:

To render ethical healthcare and service to the deserving patients with highest degree of accountability to self and community.

Objectives:

- § To be able to describe and discuss the implications of basic ethical principles including confidentiality, informed consent, truth telling and justice for the care of the patient.
- § To demonstrate the ability to educate the patients and community about various health problems and to motivate them to adopt health promoting behaviors.
- § To monitor student and faculty access to continuing education programs, speakers bureaus, clinical training and to carry out patient and community surveys and to ensure the key results are entered into the annual strategic plan for action and review.

Goal 6:

To accentuate the growth of the University by promoting various academic activities, by establishing inter-institutional alliance with premier health Universities and organizations.

Objectives:

- § To foster interaction with industries, to promote research, infrastructure development and student placement.
- § To establish consortia agreements with other premier health institutions and Universities to foster academic research collaboration including faculty and student exchange.
- § To monitor the development of outreach programs, internships, collaboration with other universities/institutions and to ensure the key results are entered into the annual strategic plan for action and review.
- § To monitor the development of a career planning unit and to ensure the key results are entered into the annual strategic plan for action and review.

3. COLLEGES AND DEPARTMENTS

The University offers all its programs through the following constituent colleges:

- RAK College of Medical Sciences – MBBS program
- RAK College of Dental Sciences – BDS program
- RAK College of Pharmaceutical Sciences – B Pharm, MS Pharmacy Practice and MS Pharmaceutical Chemistry
- RAK College of Nursing – BSN, RN–BSN Bridge Program and MSN

The other colleges share courses in basic medical sciences with various departments of the Medical College. In addition, there will be departments which are specific to the programs in dentistry, pharmacy and nursing, which will be taught by the respective faculty of dentistry, pharmacy and nursing.

The General Education Program (common for the students of all health sciences) enables students to develop academic skills, acquire liberal knowledge, shape individual values, and apply skills, knowledge, and values in their academic, professional, personal and social lives.

The General Education Program includes the language skills of reading, writing, speaking and listening in both English and Arabic, thinking skills, mathematical and statistical skills, information technology skills, humanities and ethics, physical sciences and research skills.

These areas of study make it possible for students to acquire and create knowledge, and consequently, they enable students to assess existing values and develop new values.

4. STUDENTS' RIGHTS AND RESPONSIBILITIES

Students' Rights and Responsibilities

For the University to function as a harmonious unit, certain guidelines will be established to coordinate and facilitate internal interaction. This handbook outlines the rights, freedoms and responsibilities of all students at RAK-MHSU.



Besides clarifying these special rights and responsibilities, this handbook sets out the means by which violation of these rights and responsibilities will be treated by the University.

4.1 Academic Freedom

Intellectual development is best fostered in an atmosphere of active engagement in the educational process, and therefore, free discussion, free inquiry and free expression regarding issues within the domain of the course or program are encouraged.

4.2 Evaluation

§ Students are evaluated on the basis of their academic and clinical performance.

§ Use of information not related to the standards of evaluation is inappropriate. Students may appeal an evaluation that they allege is not based on these criteria. The appeal should take place through the appeal process of the University.

4.3 Protection against improper disclosure

Ordinarily, information obtained from students in the course of counseling, teaching or advisory meetings shall be treated as confidential. Under certain circumstances it may not be possible to maintain confidentiality of such information. Such circumstances include situations where a student's communication indicates potential harm to another student, or to another party, or where maintaining the confidentiality would prevent a faculty member from fulfilling his/her responsibility to protect society and the reputation and integrity of the College/University. In such situations the faculty member or the Advisor has the obligation to take appropriate follow-up action, safeguarding to the extent possible, the confidential nature of the information. In instances of doctor-patient, religious or other privileged interactions, the guidelines controlling those special situations shall prevail.

4.4 Freedom of speech and expression

Students may discuss all questions of interest to them and may support causes, so long as these activities do not violate laws of the country, rules, policies and procedures of the University, or adversely affect the operation of the University.

The right of free speech and expression does not include activity that may endanger the safety of any member of this University community, or damage any of the University community's physical facilities. It does not include any activity that disrupts or obstructs the functioning of the University or threatens such disruption or obstruction.

Moreover, modes of expression, including, electronic transmissions, that are unlawful or indecent, or that are grossly offensive on matters such as race, color, national and ethnic origin, religion, sexual orientation, sex, age and disability, are inconsistent with accepted norms of conduct of the University and will not be acceptable.

4.5 Student Publications

4.5.1 Publications of Student Council

Publications that are written or distributed by Student Council, have editorial freedom, but shall be subject to review by the organization's Faculty Advisor. The University retains the right to impose discipline for good cause on the managers, editors and writers of student publications. Any information given by the Student Council or students to electronic media/press/web shall be vetted by the Faculty Advisor.

4.5.2 Distribution of Handbills, Posters, Pamphlets and other written material

Posters and other similar written notices must be registered with the Office of the Student Affairs, before it is to be distributed or displayed. Such notices shall be displayed only in locations designated for that purpose.

Distribution of handbills and pamphlets in classrooms or offices is prohibited. Organizations that are not formally recognized by the University shall not distribute such material anywhere within the University premises or in any University event.

4.5.3 Misuse of Cyberspace including Blogging

Students should refrain from misusing or abusing web based technologies including internet, blogging etc to adversely comment or malign the reputation of the University or faculty or staff or anything related to the University. Any genuine issue concerning student body should always be discussed through available channels with the University authorities.

4.5.4 Student participation in university governance

The students are encouraged to express their views through established channels, on issues of College/University policy and on matters of general interest to the student body.

4.6 Student Records

Official student records are held by the University in the Office of Admissions. The records of the students are held in trust by the University, and are maintained in a confidential manner under the safe custody.

Students have access to their records by submitting a written request to the Admissions Office, with approval of the Dean. Student records are available to the Faculty Advisor, Dean, and Department Chairperson on request. If a student wants a copy of his/her record, he/she shall submit a written request. No record will be released to any person other than the authorized persons without the consent of the student.

5. POLICIES GOVERNING STUDENT AFFAIRS

5.1 Identification Cards

Photo identification cards are issued to all new students during orientation week. Identification cards must be worn at all times and shown on request to university authorities. Students can report lost cards and obtain a replacement from the Office of the Finance and Administration.

The initial ID card is provided free of charge. A fee will be charged for replacement cards.

5.2 Dress Code

All health science professionals shall be groomed and dressed in a manner which will help them to attract respect from their patients. The faculty shall encourage its students, early in their professional career to establish habits of demeanor, grooming, and dress which will assist them throughout their professional lives in their relationships with their patients.

An attending academic supervisor has the right to refuse to allow any of his/her patients to be seen by a student if he/she feels that the patient may be disturbed by the student's appearance. Students should recognize that unclean dress, disheveled hair, or an unkempt beard will be offensive to many patients, and that a patient has the absolute prerogative to refuse to be examined by a student who offends him/her.

The students are expected to wear clean and pressed white coats whenever they are in laboratories and at clinicals. Coverage of long hair is required in certain areas, such as operating suites, as a precaution against the dissemination of infection.

Detailed dress code for female and male students is presented below:

Female Students	Dos	Don'ts
Attire	<ul style="list-style-type: none"> • Formal, clean and well pressed. • Blouse with at least knee-length skirt or knee-length dress. • Long pants. • Tops with sleeves. • ID tag to be worn at all times. 	<ul style="list-style-type: none"> • Plunging neckline/clinging shirts, sweaters or blouses. • Spaghetti string blouses. • Jeans. • T-shirts. • Blouse, skirt, dress and trousers not made up of denim material. • Three-quarter pants. • Short top showing midriff. • Transparent clothing which makes undergarments visible.
Footwear	<ul style="list-style-type: none"> • Well-kept formal shoes and socks. 	<ul style="list-style-type: none"> • Sports shoes, running shoes, sandals, flip-flops and sneakers.
Hair	<ul style="list-style-type: none"> • Well-combed hair, tied or pinned to avoid hair falling all over the face. 	<ul style="list-style-type: none"> • Dyeing of hair in unnatural color.

Jewelry	<ul style="list-style-type: none"> • Only 1 pair of earrings. • Lean and short fingernails • Light make-up 	<ul style="list-style-type: none"> • Multiple pairs of earrings or other visible piercing jewelry. • Excessive jewelry.
Male Students	Dos	Don'ts
Attire	<ul style="list-style-type: none"> • Formal, clean and well pressed. • Collared shirt, fully buttoned preferably with a tie on and shirt tucked in. • Long trousers • ID tag to be worn at all times. 	<ul style="list-style-type: none"> • Jeans/stretch/athletic pants. • T-shirts. • Clothing made up of denim material • Ripped, torn or excessively loose attire. • Dress with text/offensive language/graphic art work other than manufacturers' logo.
Footwear	<ul style="list-style-type: none"> • Well-kept formal shoes and socks. 	<ul style="list-style-type: none"> • Sports shoes, running shoes, sandals, flip-flops and sneakers.
Hair	<ul style="list-style-type: none"> • Short hair length and above top collar line. • Well-combed hair. 	<ul style="list-style-type: none"> • Long hair and pony tails. • Dyeing of hair in unnatural color.
Jewelry	<ul style="list-style-type: none"> • Clean and short fingernails. 	<ul style="list-style-type: none"> • Earrings or other visible piercing jewelry. • Other similar adornment.

Students who are doing clinical postings, electives and teaching activities outside RAK-MHSU are required to follow the above dress code regulations in a strict manner.

Students who do not conform to RAKMHSU dress code will be denied entry to any teaching or learning activities, examination halls, library and other academic activities, including the clinical postings, and shall be subjected to disciplinary action.

5.3 Laboratory Coats

All the students of RAK Medical and Health Sciences University are recommended that clean lab coats be worn during practicals and clinics. Full-length and wraparound gowns are the most suitable. Students may wish to purchase a vinyl-coated or rubberized cloth apron for added protection of their clothing. Lab coat should be worn only in teaching environment including hospitals and laboratories. It must not be worn out of RAK-MHSU and in eating places.

5.4 University policy on research

The University recognizes that scholarly achievements from its faculty and students form an extremely important element in the University's academic reputation and hence its ability to attract and retain the best faculty and students. The following guidelines have been adopted to help or promote faculty/student research while ensuring that the University's own integrity is preserved.

- The University encourages both sponsored and non-sponsored research. The involvement of faculty and undergraduate students in research is strongly encouraged and recommended.

- The University does not support research that involves the destruction of human life or the impairment of human capacities, and abides by government regulations concerning the protection of human subjects in all research, both sponsored and non-sponsored, whether conducted primarily by faculty or by students.
- The academic research program of any student working towards any degree may not be classified or restricted from access by other members of the academic community.
- The development and execution of a sponsored project, once approved by the sponsoring agency, is the responsibility of the principal investigator. It is understood that this may also involve the University in contractual obligations with the sponsoring agency. University policy does not allow the faculty/students to pursue research projects that restrict the freedom of the investigator to reveal the purpose, scope or findings of the research. The University does not engage in classified research.
- The outcome/findings of any research carried out at RAKMHSU, either by the faculty or by the student, shall remain with the university.

5.5 Policy on Students' participation in conferences

As a part of the University mission, RAK MHSU has been continuously encouraging students to develop and share their knowledge, ideas and experience through active participation in professional meetings, workshops, seminars and conferences within UAE and abroad.

In order to encourage conference participation by students at national and international levels, RAKMHSU will extend suitable financial support to students as per the following policy:

A. Participation in University activities :

- All students are urged to attend and participate in the professional development activities, including CME programs and Career development activities organized by the University.
- Active attendance in these activities and programs will be considered as a main criterion for selecting students for participation in National and international conferences.
- In the event, the University is organizing any of the CME professional development programs, in association with an external agencies, and any registration amount is required to be paid for participation, the university will bear the expenditure on behalf of the students selected for participation. However, the number of such sponsored students for each program will be decided by the concerned Dean for every such program.

- In the event, the University holds a conference along with an external agency outside the University premises, transportation will be provided for these University sponsored students.

B. Participation by students in Conferences/Workshops/Seminars within UAE as delegates

University will sponsor students to attend professional development activities including seminars/conferences/workshops (Duration: not exceeding 2 days) as delegates only based on the following criteria:

- Each student will be eligible to participate as a delegate in maximum 2 Conferences per year within the UAE (Maximum duration of 3 days).
- The University will meet the registration expenses to a maximum extent of Dhs. 150 per student per conference. If the registration fee is higher, students will have to bear the balance amount.
- Students will bear the cost of food and any other expenditure associated with the participation in the conference.
- The Dean concerned will decide upon number of students to be sponsored for a Conference/Workshop/ Seminar depending upon the merits of each such activity.
- The number of students being sponsored by the University for any Conference/Workshop/Seminar will depend on the availability of the funds.
- Based on the Dean's recommendations, respective Colleges will coordinate the students' participation in conferences at national level.

C. Participation by the students in Conferences / Workshops / Seminars within UAE as presenters of Paper/Poster presentation

During the course of study of a program in the University, a student is eligible to participate in Conferences/Workshops/Seminars and present papers/Posters subject to the following conditions:

- Each student will be eligible to participate and present paper / poster in a conference/Workshop/seminar within the UAE once in an academic year.
- The scientific content of the paper/poster shall be pre approved by the university and Research and Ethical Committee clearance must be obtained before sending the paper/poster to the conference organizers.
- The student shall produce specific evidence of the paper/poster presentation being accepted by the organizers along with an invitation to present the paper/poster at a specific date.

- If a team of students worked together in preparation of a Paper/Poster, only the first author / presenter will be sponsored by the university.
- The university will provide financial support to a maximum extent of Dhs 200 per student sponsored by the university which shall include expenditure towards registration, cost of preparing a paper/poster and any other expenses related to the conference.
- This sponsorship offered by the university for presentation of paper/poster within the UAE depends upon the availability of funds and may not be claimed as a right.
- Based on the Dean's recommendations, respective Colleges will coordinate the student's participation for presenting papers/posters in Conferences / Workshops / Seminars.

D. Participation by students in International Conferences / Workshops / Seminars

University will sponsor students selected for presentation of paper/poster in International Conferences/Seminars/Workshops based on the following conditions:

- During the course of study of a program in the University, a student is eligible to participate in international conferences / Workshops / Seminars to present papers/Posters for maximum of 2 times and not more than once in one year.
- The scientific content of the paper/poster shall be pre approved by the university and Research and Ethical Committee clearance must be obtained one month before last date defined for sending poster/ paper.
- The student shall produce specific evidence of the paper/poster presentation being accepted by the organizers along with an invitation to present the paper/poster at a specific date.
- If a team of students worked together in preparation of a Paper/Poster, only the first author/ presenter will be sponsored by the University
- The university will provide funds for Conferences / Workshops / Seminars subject to a maximum extent of DHS 2500 for within the Asia & Africa region and DHS 10,000 for other regions in the world for the sponsored student which includes Air Ticket, Accommodation, registration fee etc. The students will have to bear any additional expenditure associated with the participation in the conference.
- The sponsorship provided by the University for any International Conferences/Workshops/Seminars will depend upon the availability of funds for that particular academic year and this can't be claimed as a right.

- The university will not sponsor students for participating as delegates at International level conferences. It will sponsor students only for the presentation of the paper/poster.
- Conference participants supported by RAKMHSU should actively promote RAKMHSU by distributing and displaying brochures and other material at the conference.

General Conditions:

University will sponsor students for participating in Conferences / Workshops / Seminars at National and International level subject to the following conditions:

1. For presentation of paper/poster only for the students who maintain consistent CGPA of 3.0 and above and maintain a good track record of excellent conduct and behavior including 75% attendance in the current year/ semester.
2. Any student who have faced disciplinary action will not be sponsored
3. Students participating in national and international level to present papers/posters sponsored by the university will be given attendance for the days they are permitted to attend the conferences / seminars / workshops by the concerned Dean. Any examination missed during the period of the conferences/seminars/workshops will not be repeated or compensated except under regulations that apply to all other students.
4. Students who are keen to attend conferences/workshops/seminars at national and international level, but are not sponsored by the university as per this policy will be eligible for attendance provided that their participation is approved by the Dean in advance and upon submission of certificate of attendance by the organizers. However, such students will not be eligible for any financial support.
5. Upon returning from the Conferences/Seminars/Workshops, the sponsored students must submit a detailed report on highlights of the conferences/Seminars/Workshops within 2 weeks to the respective Dean.

5.6 Students' participation in University activities

Students of RAKMHSU are encouraged to participate in various developmental activities. Students will be nominated for various committees such as Library Committee, Academic Advising Committee, IT Services Committee, Grievance Redressal Committee, Sports and Cultural Activities Committee, etc.

6. STUDENT COUNSELING AND CAREER SERVICES

6.1 Counseling Services

College life offers students tremendous opportunities for personal intellectual growth. To assist the students in taking advantage of the opportunities, the University provides counseling services which help the students to develop effective tools to be used in overcoming obstacles to academic progress, to examine personal and intellectual strengths and weaknesses, and to learn skills which promote personal and intellectual development.

The Counseling Center's psychological services are designed to provide accessible individual counseling and referral services which enable the students to function effectively at RAK-MHSU.

The Counseling Centre offers:

- § Group counseling opportunities that enable students to learn about themselves as individuals interacting with others.
- § Personal development workshops that assist students to learn about themselves and to develop skills which will enhance academic and professional success.
- § Consultation services to the students in providing psychological support when needed.

6.1.1 Individual and Group Counseling

Individual and Group Counseling allow students to address issues such as educational and academic goals, academic adjustments, family and relationship concerns, traumatic experiences, managing feelings, substance abuse, and sexual identity issues. These services are confidential.

6.1.2 Personality Development Workshop

Personality development workshops provide students with opportunities to develop personal management skills to enable them to succeed academically as well as personally. Programs include topics such as managing procrastination, performance anxiety, stress management, communication skills, assertiveness, anger management and building healthy relationships.

6.1.3 Crisis Intervention Assistance

The counseling center provides crisis intervention assistance to the students who are experiencing crises which affect their ability to function in the community

6.2 Career Planning

RAK-MHSU provides career services to undergraduates and contributes towards making RAKMHSU graduates develop clarity of purpose and appropriate decision-making abilities, so that students will be confident, selective and competitive in managing their careers and further academic pursuits. The University assists undergraduates to develop educational and career goals, and provide opportunities for job search and sharing strategies needed to manage their professional and academic pursuits.

The following services will be available for students:

- § Career counselors to discuss career interests and concerns.
- § Links to assessment tools as a guide for career interests.
- § Guides and pointers for creating resumes.
- § Information about creating cover letters.
- § Resources on the web designed to give the insider's scoop on various colleges/ hospitals/industry and general job search information.
- § Guides to interviews.
- § Links with the main educational institutions / industries in the country.
- § Organize career oriented workshops.
- § Work with the student on one-to-one basis.
- § Host on-campus job fairs.
- § Promote on-campus interviews; and
- § Provide a job posting facility.

6.2.1 Working with Employers, the University will

- § Invite relevant employers to post their job listings for possible access to students.
- § Invite reputed educational institutions/companies and organizations to participate in the job fairs organized by the Center.
- § Open the door for information sessions given by employers to RAKMHSU students.
- § Schedule on-campus interviews for educational institutions / hospitals / companies to interview RAK-MHSU students; and
- § Encourage employers to post their openings of full-time positions.

7. STUDENT SUPPORT SERVICES

7.1 Learning Skills and Tutorial Programs

This service is designed to help students adjust to the demands of university-level work. Such programs help students develop and improve their reading, writing, listening, note-taking and problem-solving abilities. The Office of Student Affairs organizes workshops on personality management, time management, test-taking, vocabulary development and stress management. Tutorials can be arranged within the academic timetable for individual students by contacting their academic advisor directly.

7.2 Food Services

The cafeteria is located at the students' center to provide hygienic and cost effective meals and refreshments to the students throughout the weekdays. Regular surveys and checkups are conducted to improve the service quality according to the views collected from the students. Some vending machines are also provided within the University premises. Vending machines containing snacks and beverages are also located in students' lounge.

7.3 Hostel Facilities

Government of Ras Al Khaimah has built state-of-the-art Student Residence facility in American University of Ras Al Khaimah (AURAK) Campus, for the benefit of students pursuing higher education in various institutions located in Ras Al Khaimah including RAKMHSU.

7.4 Student Center

RAKMHSU provides the students with state-of-the-art Student Center. The center includes Table Tennis Hall; and well equipped gymnasium halls. These facilities have been made available separately for male and female students. Moreover the university provided students with an activity center, which accommodates some activity-based clubs, e.g. Painting, Music, Photography, Toastmaster, Movies, Chess, and Literary works. More clubs for more activities are planned for the future.

A new, spacious (2520 sq ft) Students' Lounge was inaugurated on 26th March 2011 to serve as a common room, where students can meet and spend their leisure time. It can also be utilized as an exhibition area for students' posters, activities and talents. Students can also use this Lounge for their celebrations and social gatherings.



7.5 Social and Cultural Activities

The Office of the Student Affairs organizes implements and supervises all social, cultural and entertainment programs relating to the students. Its main objective is to help the students to develop their interests and abilities, and to practice their hobbies through a variety of programs and activities. The University places great emphasis on extracurricular activities.



The Office of the Student Affairs, seeks to help students to develop their abilities and make good use of their leisure time. The University also encourages students to meet each other in a friendly atmosphere of the university surroundings. The Student Council aims to unite students and have them participate in accomplishing a set of academic objectives that enrich student life. These aims will be achieved through organized lectures,

celebration of national events, and intramural sports activities. Students are encouraged to contact the Office of the Student Affairs, for participation in any of the social or cultural activities.

7.6 Spiritual Facilities

The University offers separate prayer rooms for men and women.

7.7 Library

The Library is located in the main building of the University. The Library has books and journals related to medical, dental, pharmacy, nursing and general education programs, apart from books of general interest.

The Library plays a proactive role to ensure that information resources are updated and the needs of the students are met. It utilizes information technology extensively to ensure resources are accessible at all times.

The Library has a hybrid collection of printed as well as electronic resources which include books, online journals, databases, audio-visuals, CDs/DVDs, e-books, and e-journals. For more details refer to the Catalog.

Rules for the Users:

- Silence must be observed at all times inside the Library.
- Bags and personal things must be placed on the shelves outside the Library.
- To borrow any library resources, students should provide their University Identity card.
- Eating/Drinking in the library is prohibited.
- The computers may be used only by a single user at a time.



7.8 Information Technology

The Information Technology Department is a key support center with its main focus on providing an optimal technology infrastructure oriented towards addressing the IT related needs for the administration of the University also supporting and enabling academic activities. The IT Department explores new solutions to address the technology-aided teaching and learning needs of University.

IT Department provides following IT resources and supports:

- It is responsible for providing multimedia solutions and technical support to the classrooms in order to offer new teaching methodology and improve the academic use of technology.
- Corporate email ID, accessible from anywhere.
- Fully WI-FI and LAN based network campus.
- Dedicated Internet center in the library.
- RAKMHSU knowledge base Intranet portal to download lecturers and knowledge-base articles from anywhere.
- Dedicated computer lab with internet connectivity.
- Video conference facility for scientific and academic purposes

7.9 University Website

RAKMHSU website (www.rakmhsu.com) is developed by latest technology. It provides latest news, events, newsletter, forms, brochure and other information. It provides detailed information about the University and its constituent colleges. There is a provision for online applications form for admission.

RAKMHSU has developed a dedicated premiere mobile website (www.rakmhsu.mobi), where this technology caters the requirements to access university website from any smart phone device and supports most of the languages.

7.10 Copy Center

The copying facility is located in the Library. It serves faculty, staff and students by providing a variety of quality and cost effective document reproduction services on payment basis.

Printing and photocopying charges:

- Printing and photocopying on an A4 page costs 25 fils and A3 page costs 50 fils.
- Cost will be charged from Student's Multi Purpose ID Card. This card can be recharged through University's Account Office with minimum amount of AED 50/-

7.11 Lost and Found

The Office of the Students Affairs facilitates identification and the return of items lost/found within the University. Proper proof of identity and acknowledgment of receipt are needed for the returned property.

7.12 Parking and Transportation

The University provides free car parking slots to the students subject to availability. Students should register his/her vehicle at Office of the Student Affairs. Valid parking sticker will be issued for registered vehicles.

RAKMHSU provides transportation in air-conditioned shuttle buses to all students from different locations subject to adequate numbers. These locations include Dubai, Sharjah, and Ajman. For detailed information on transportation, students are advised to contact the Office of the Student Affairs.

7.13 Banking Services

Ras Al Khaimah has following banks within 2 - 3 kilometers from the University.

RAS AL KHAIMAH – BANKS				
S. No	Bank	PO. Box	Phone	FAX
1	National Bank of Ras Al Khaimah (Nakheel)	5300	2281127	2272787
2	National Bank of Ras Al Khaimah (RAK)	164	2333744	2333932
3	National Bank of Ras Al Khaimah (Shaam)	6868	2668333	2667335
4	Commercial Bank International	793	2227555	2227444
5	National Bank of Abu Dhabi (Nakheel)	5744	2281753	2281305
6	National Bank of Abu Dhabi (RAK)	350	2333633	2330950
7	Arab Bank (PLC)	4972	2282432	2282337
8	HSBC Middle East Bank	9	2333544	2330200
9	Banque Du Caire (SAE)		2333544	2334202
10	Middle East Bank	5198	2221366	2222467
11	Bank of Baroda	5294	2229293	2229155
12	Banque Ubanese Pourle Commerce (France)	771	2333822	2335067
13	Mashreq Bank (RAK)	700	2361644	2363620
14	Mashreq Bank (Nakheel)	5279	2361695	2281880
15	Union National Bank (RAK)		2337346	2337386
16	Union National Bank (Oman Street)		2286600	2286500
17	Abu Dhabi Commercial Bank	1633	2332200	2332020
18	Dubai Islamic Bank	1522	2284888	2284788
19	HSBC Middle East Finance Co	1828	2333957	2353121
20	Osool Finance Co (RAK)		2351855	2352150
21	Emirates Bank (Al Muntasir)	12132	2272800	2273395

7.14 Security

The University provides on campus security, regulates the campus traffic and parking system, and is authorized to enforce all related security regulations. It provides 24 hour vigilance on the campus.

7.15 Student Health Services

Students are eligible for health services through the health insurance scheme in designated hospitals and clinics. For any health related services, students are encouraged to contact the Office of the Student Affairs. The students can have access to the list of designated hospitals and clinics from the Office of the Students Affairs. As a part of the registration procedure during admission, every student must enroll for health Insurance if they are not covered by any other insurance as required by the university.

7.16 Pharmacy

Ras Al Khaimah has many pharmacy outlets which offer a full range of medication for health insurance holders.

8. UNIVERSITY GUIDE TO STUDENT BEHAVIOR

8.1 Introduction

RAKMHSU stands for the human dignity and worth of every person and believes therefore, in values that foster the human respect needed for people to live, work, study and recreate together as a community.

These values require that everyone at the University make an effort towards building a community that will be known for love of truth, active care and concern for the common good and selfless sacrifice towards others.

Good order is a sign that a community is working to achieve the goals it has set for itself. When order is absent or disrupted, not only are individuals harmed, but the community suffers too. To achieve these goals, RAKMHSU has a code of conduct which promotes the well being of individuals and groups who make up the community. This is to facilitate fostering community in two ways. These are:

- § First, it encourages a sense of the common good among members of the community by setting standards of behavior that appropriately reflect the character and purpose of RAKMHSU.
- § Second, it establishes a system to be used when someone compromises those standards in any way that undermines the common good.

Rules and regulations provide the basis for a reasonably ordered life. The mere observance of rules, however, without the cooperation and personal appropriation of the values they protect, falls short of what RAKMHSU hopes for everyone who is part of the community.

Honesty, integrity, responsibility, and respect for persons and property, especially property belonging to the University, characterize members of the RAK-MHSU community. Acting against these values diminishes the understanding of community. Such action, because of the injury it does to the community, shall be taken seriously and handled fairly yet firmly.

8.2 Student Academic Integrity

RAKMHSU is an academic community devoted to the pursuit of knowledge. Academic integrity is fundamental to this endeavor.

All members of the RAKMHSU community share the responsibility for maintaining the academic standards and reputation of the University. As a member of the University community, academic honesty is a condition for continued membership which prohibits lying, cheating, fabricating, vandalism or stealing.

All members of the University community have a responsibility to ensure that they themselves, and others, are familiar with generally accepted standards and requirements of academic integrity.

The following guidelines outline the University guide to student behavior.

- § No student of the University community shall be deprived of academic freedom, personal rights and liberties without due and fair processes of the applicable University regulation.
- § No disciplinary sanctions may be imposed upon any student without following fair and due process.
- § Each student has a duty to understand the rules and regulations set forth by the University. Ignorance of a rule or regulation shall not be an acceptable defense.
- § Students shall maintain a record of good conduct and behavior at all times.
- § Students shall respect all religions and beliefs and refrain from acting in any manner offensive to the religious and cultural sentiments of others.
- § Students shall treat the faculty and staff of the University with due respect and maintain cordial and friendly relations with their colleagues and expect the same from others.
- § Students should not use any audio and communication devices including radios, CD players and mobile phones in the classrooms.
- § Consumption of food items in the classrooms/clinics/ labs/library is not allowed.
- § Littering on the premises of the University, including classrooms and washrooms is prohibited.
- § Students shall refrain from doing anything that may be harmful to their/others' safety, health or security. Fire extinguishers, hoses etc. should not be touched unreasonably. Bursting of crackers is not allowed at any time.
- § Students shall be properly dressed during any academic, cultural, social or sport activities. Indecent or revealing clothes should not be worn.
- § Sexually intimate behavior, sexual harassment, insulting or suggestive remarks are prohibited on the campus premises and inside the buses.
- § Students must not possess, make or consume alcohol or any prohibited drugs/substances, fire arms or any other harmful tools.
- § Students must not smoke anywhere in the University premises including labs, library, hospitals, and hostels or in the RAK-MHSU buses.
- § Students shall regularly attend lectures, tutorials, clinics, examinations and all forms of academic activities in accordance with the University regulations.
- § Students shall maintain good conduct inside lecture halls, library, labs, hospitals, activity rooms, common areas and other places.

- § Students shall not misuse the computer/internet facilities in the university premises including hostels. They should not use web-based technologies including blogging to spread adverse information about the university, its faculty, staff and other students, which may bring down the reputation of the university.
- § While constructive dialogue between students and faculty is integral to the educative process, a student shall not argue unnecessarily with the faculty or use any profanity.
- § Ragging is strictly prohibited anywhere in the campus, library, buses and elsewhere.
- § Abuse of any equipment of the University including computers is strictly prohibited. This includes obtaining/or disseminating materials infringing copyrights such as software, pornography materials and accessing other prohibited sites.
- § Student Identity Cards (IDs) issued by the University will be worn at all times and must be clearly visible.
- § Student shall follow the rules/regulations of the federal hospitals they are visiting for training, in line with the policies and procedures of that of the organization.

8.3 Academic Honesty

The policy for academic honesty is outlined below:

- § All academic work and materials submitted for assessment must be the work of the student.
- § Cheating is not only limited to copying from the work of others and providing unauthorized assistance, but also include the use of devices or other surreptitious means for the purpose of obtaining falsely-derived passing scores on examinations.
- § Students are prohibited from submitting any material prepared by or purchased from another person or company.
- § All students are expected to take the process of education seriously and act responsibly. Students who violate University examination rules are subject to disciplinary action.
- § If a student is found to be cheating, the following penalties apply:
 - The students will fail the course in which they were found to be cheating.
 - A disciplinary warning will be added to their file.
 - Subsequent episodes of cheating or academic dishonesty will result in dismissal from the University.

8.4 Student Disciplinary Policies and Procedures

The student disciplinary policies and procedures emphasize the University's obligation to promote personal freedom, maturity, and responsibility of students. RAK-MHSU has a special set of interests and purposes essential to its effective functioning.

These include:

- § The opportunity for students to attain their educational objectives;
- § The creation and maintenance of an intellectual and educational atmosphere throughout the University; and
- § The protection of health, safety, welfare, and property of all members of the University, and the property of the University itself.

The student disciplinary policies and procedures set forth those acts which constitute unacceptable conduct for students of the University. All alleged violations of the student disciplinary policies and procedures may result in referral to the Disciplinary Committee constituted by the Vice Chancellor as and when the need arises.

The University reserves the rights, to review any action taken by civil authorities regarding students. It also has the obligation to introduce counseling and/or disciplinary action if the student's conduct has interfered with the University's exercise of its educational objectives or responsibilities to its members.

A student admitted to RAK-MHSU accepts the responsibility to conform to all University rules and regulations. Proven failure to meet this obligation will justify appropriate disciplinary actions including, but not limited to, reprimand, disciplinary probation, suspension or expulsion, refer 9.4.7 in this book.

8.4.1 Disciplinary Code

The following acts are defined by the University to be unacceptable.

8.4.2 Violation of Academic Integrity

Any violation of the academic honesty code mentioned above in section 9.3 is usually reported to the Disciplinary Committee which has the authority to investigate, analyze, decide and finally impose the proper penalty.

8.4.3 Offences which can result in disciplinary action including warning, reprimand, suspension and dismissal.

a) Disruption/Obstruction:

- § Obstructing or interfering with University functions or any University activity.
- § Disturbing the peace and good order of the University by, among other things, fighting, quarreling, disruptive behavior or excessive noise.

b) Mental or bodily harm:

- § Intentionally inflicting mental or bodily harm upon any person;
- § Taking any action for the purpose of inflicting mental or bodily harm upon any person;
- § Taking any reckless, but not accidental action from which mental or bodily harm could result to any person; and
- § Any act which demeans, degrades, or disgraces any person.

c) Discrimination: Intentional discrimination against a person on the basis of race, color, religion, nationality, sex, age and disability.

d) Destruction of property: Intentionally or recklessly damaging, destroying, defacing, or tampering with University property or the property of any person or business in the campus.

e) Theft: Theft or attempted theft, of property or services, from any person or any business in the campus, hostel or in the university buses.

f) Possession of stolen property: Possessing property known to the possessor to be stolen and that may be identified as property of the University or any other person or business.

g) Forcible entry or trespass: Forcible or unauthorized entry to any building, structure, or facility and/or unauthorized entry to or use of University premises.

h) Unauthorized use of property or service: Unauthorized use of property or services or unauthorized possession of University property or the property of any other person or business.

i) Unauthorized use of university keys: Unauthorized use, distribution, duplication, or possession of any key(s) issued for any building, laboratory, facility, room, or other University property.

j) False report of emergency: Causing, making, or circulating a false report or warning of a fire, explosion, crime, or other catastrophe.

k) Misuse of safety equipment: Unauthorized use or alteration of fire fighting equipment, safety devices, or other emergency equipment.

l) Possession of dangerous weapons: Unauthorized possession of firearms, weapons, dangerous chemicals, illegal knives, or any dangerous device at the University premises, in hostels or in the university buses.

m) Possession of controlled substances: Possession or distribution of any type of drugs, except personal drugs prescribed by a physician, on the University premises, buses and hostels.

n) Use of alcoholic beverages: Possession, distribution, or consumption of alcoholic beverages on the University premises, university buses and in hostels.

o) Misuse of IT and web technologies: Misuse of computer, IT and internet facilities of the university and usage of web based technologies including blogging and spreading adverse information about the university, its faculty, staff and students, which may harm the reputation of the university.

p) Misuse of media: Misuse of press or electronic media to spread adverse and false information regarding the university, its faculty, staff and students.

q) Failure to appear: Failing to appear at the request of any hearing authorities or failure to schedule an appearance with a hearing authority as directed by University police or any other University official.

r) Aiding and Abetting: Assisting, hiring, or encouraging another person to engage in violation of the established policies and procedures.

8.4.4 Disciplinary Action Initiated

Any person may bring charges under the established University policies and procedures, and that person will be required to supply verifiable information pertinent to the case.

8.4.5 Notification and Procedural Interview

A procedural interview will be scheduled by the Office of the Student Affairs, or any disciplinary committee constituted by the Dean, within three days after the respondent is notified in writing of an alleged violation of the policy.

§ Failure to appear at the procedural interview shall constitute a separate violation of this code and may result in further disciplinary action.

§ Within five days of the procedural interview, the student is required to appear before the Disciplinary Committee. The Office of the Student Affairs or the Chairperson of the Disciplinary Committee shall notify the student of the time, date, and place of that appearance.

§ The student's academic advisor shall attend the meeting in an advisory capacity and address the Committee only upon permission from the Chair.

8.4.6 Disciplinary Committee

The Disciplinary Committee is formed by the Vice-Chancellor at the beginning of each academic year. It consists of three faculty members and In-charge, Student Affairs, in addition to the Dean, General Education, who chairs the Committee.

The Committee convenes as required, when a case is referred to it. The Committee Chairperson notifies the student in question to attend a hearing session and after reviewing the case and hearing the student in question, the Committee, forwards its recommendations to the Vice-Chancellor for his approval.

8.4.7 Sanctions

Factors to be taken into consideration when issuing sanctions include, but are not limited to:

- § The respondent's motivation for displaying the behavior;
- § The respondent's disciplinary history; and
- § The extent to which the behavior jeopardizes the safety and security of RAK-MHSU community, and, the likelihood of the behavior occurring again.

One or more of the following sanctions may be imposed:

- § Verbal reprimand which is used to advise/counsel a student about his/her behavior;
- § Reprimand which is an official written notification to the student that his/her behavior has been unacceptable;
- § Suspension, which prohibits the student from attending the University and from being present without permission on University premises for the duration of the sanction, which shall not exceed a period of more than one semester following its effective date;
- § Other sanctions may include, but are not limited to:
 - Restrictions from participating in sports;
 - Restitution;
 - Monetary fines , and
 - Expulsion/dismissal, which prohibits the student from ever attending the University and from being present without permission on University premises. Expulsion will be noted on the student's permanent record.

8.4.8 Appeals

- § Respondents may appeal the decision of the Disciplinary Committee. The appeal should be made within five working days of the Committee's decision to the Vice Chancellor.
- § The Vice Chancellor reviews the case and informs the student of his/her decision.

8.5 Student Grievance Policy

RAKMHSU seeks to create and maintain a healthy and enjoyable study environment, and one that will enhance personal development.

In instances where grievances occur, it is the aim of the University to resolve them amicably and promptly, in a manner that is both fair and equitable to all concerned.

Complaints or appeals by students to the Office of the Student Affairs, shall be made responsibly

8.5.1 Student Grievances Procedure

To maintain a grievance, the complaining party must allege that he or she has suffered a substantial injury resulting from violation of rights or privileges concerning academic freedom, research or other activities, arising from:

- § Acts of discrimination prohibited by the University;
- § Failure to comply with rules, regulations, and procedures established by the University;
- § Arbitrary and capricious actions on behalf of the University; and
- § Retaliation for exercise of protected rights.

2.3.2 Procedures for implementation of grievance redressal

8.5.2.1 Informal Resolution

Before instituting a formal grievance, the aggrieved party shall make all reasonable efforts to achieve a resolution of the situation through informal consultation with the appropriate faculty advisor/mentor and administrative officers.

8.5.2.2 Preliminary Proceedings

If informal consultation fails to resolve the matter, or if the aggrieved student concludes that such consultation is not feasible or would be futile, the aggrieved student shall refer the dispute to the Grievance Redressal Committee, by means of a letter addressed to the Chair on behalf of the University. The letter shall identify the general nature and circumstances of the grievance.

8.5.2.3 The Student Grievance Redressal Committee

The Grievance Redressal Committee consists of three faculty members with full-time teaching appointments who are nominated by the Vice Chancellor based on the recommendations from the respective Deans. In addition, one student representative (President or any office bearer of the Student Council) will also be included.

The Chairperson, who is appointed by the Vice Chancellor will convene the Committee upon receipt of a request of an appeal against disciplinary action from a student, and will forward its recommendation to the Dean.

A student may appeal against the Grievance Redressal Committee's decision to the Vice-Chancellor whose decision is final.

8.5.2.4 Formal Proceedings

Commencement of Proceedings:

- § The aggrieved party may commence formal proceedings by means of a grievance sent to the Chairperson of the Grievance Redressal Committee with a copy to the Dean, Registration on behalf of the University.

- § The grievance shall identify the aggrieved party as the “Grievant” and shall name the University as the “Respondent.”
- § Within five working days of receipt of the grievance, the Chairperson shall reply in writing, sending copies of the reply to the Dean, Registration and the Grievant. The reply shall set forth with particularity the position of the University with respect to each allegation of the grievance.
- § If majority members of the Grievance Redressal Committee, after an opportunity for argument by the parties, agrees that for any of the reasons set out in this section a hearing is not warranted, the grievance shall be dismissed, in whole or in part, and the matters dismissed shall be deemed closed.
- § On the determination that a hearing is warranted, the Chairperson shall establish a schedule for the hearing. Grievances shall be heard and decided with reasonable dispatch, and ordinarily shall be completed within five working days after the determination that a hearing is warranted. However, due consideration shall be given to the University’s normal academic calendar.
- § A grievance procedure is not a formal judicial proceeding. Its purpose is to provide a fair evaluation of an allegation that a right or privilege has been violated. In order to achieve that end, the Grievance Redressal Committee shall have authority to call any material witness who is a member of the University faculty, administration, or staff and any other student who is willing to testify; to question parties and witnesses; to exclude matters it deems irrelevant; to place reasonable limits on arguments, the presentation of evidence, and the questioning of witnesses by the parties.
- § The University will make a reasonable effort to facilitate the appearance of all faculty, administration, staff and students reasonably called to testify.
- § The procedure at the hearings shall be informal but shall comply with the requirements of fairness to the parties.
- § A party shall be entitled to inspect and copy, in advance of the hearing, all relevant documents in the control of the other party and not privileged, and may offer such documents or excerpts there from in evidence.
- § The parties shall be entitled to present opening and closing statements.
- § If necessary, a tape recording of the hearing shall be made and one copy shall be kept on file by the University.
- § At the conclusion of the presentation of evidence and argument from both sides, the Committee shall convene a closed session to deliberate and reach a decision.
- § In rendering its decision, the Grievance Redressal Committee shall determine whether the Grievant has established by clear and convincing evidence that he or she has suffered a substantial injury.
- § The Grievance Redressal Committee shall render its findings and recommendations in a written opinion that shall state the number of members subscribing to the opinion, and shall include dissenting opinions, if any. This opinion shall be submitted to the Chair of the Grievance Redressal Committee, and copies shall be transmitted to the parties and to the Dean of the College.

8.5.2.5 Final Disposition

The Grievance Redressal Committee shall discuss its findings with the Vice Chancellor and the final decision shall be implemented by the University upon discussion with the Vice Chancellor.

8.5.2.6 Dismissal of a student for adequate cause

Apart from Academic Dismissal, which is explained in detail in the Catalog, the student may be dismissed from the university on his/her misconduct either with his/her fellow students/staff, or on any other ground which the university deems necessary. A formal proceeding shall be initiated before such dismissal.

8.5.2.7 Commencement of Proceedings

- § Proceedings to dismiss a student for adequate cause may be commenced by a complaint, addressed to the Chairperson of the Grievance Redressal Committee. During the proceeding the student shall be suspended from attending the classes, library or any other academic activity. A copy of the complaint shall be delivered in hand to the student concerned, sends a copy through email and/or shall also be sent by courier to the student's residence.
- § Within five working days of the receipt of the complaint, the student concerned shall reply in writing, sending copies of the reply to the Chairperson of the Grievance Redressal Committee and to the Dean of the College. The reply shall set forth with particularity the responding student's position with respect to each allegation of the complaint.
- § Upon receipt of the complaint, the Grievance Redressal Committee shall deliberate the issue and take a final decision in consultation with the Vice Chancellor.

8.5.3 Policy on Sexual Harassment

RAKMHSU reaffirms its commitment to maintaining a positive climate for study and work, where individuals are judged solely by relevant factors, such as ability and performance and are free to pursue their academic and work activities in an atmosphere free from coercion and abuse.

Sexual harassment of students by faculty or administrators or of employees by those in a position to affect their employment conditions or by other employees in the work unit is inimical to such an atmosphere and will not be tolerated. Sexual harassment is defined as:

- § Unwelcome sexual advances;
- § Requests for sexual favors;
- § Verbal or physical conduct of a sexual nature when:
 - Submission to such conduct is made explicitly or implicitly a term or condition of academic advancement or employment;
 - Submission to or rejection of such conduct by an individual is used as the basis for decisions relating to the academic advancement or employment of the individual;

- Such conduct has the purpose or effect of substantially interfering with an individual's academic work performance or limiting participation in University programs; or
- The intent or effect of such conduct is to create an abusive, hostile, or offensive academic or work environment.

Violation of this policy may lead to disciplinary action such as suspension or termination.

Any complaint regarding sexual harassment shall be addressed to the Office of the Student Affairs and the same procedure which is adopted for other complaints shall be followed.

8.5.4 General Welfare

Where grievances concern matters of administration, financial matters, or services available to students, students should initiate a discussion with the appropriate member(s) of staff. Discussion will be within the context of the rules and regulations as set out in this Student Handbook and other publications. The following procedure will then be followed:

- § Grievance proceedings shall be commenced by way of the student presenting the grievance orally to the relevant authority who shall act on the grievance accordingly.
- § If the oral response does not satisfy the student, s/he shall submit a written grievance to the Office of the Student Affairs. The Office will set up a meeting between the relevant parties.
- § If the matter remains unresolved, then a written grievance with all supporting documentation shall be submitted to the Vice Chancellor, who will convene a meeting between all the parties involved where arguments and/or witnesses in support of the grievance shall be presented. A final administrative decision shall then be made and communicated to all parties involved.
- § The student is advised to consult his/her Academic Advisor during this procedure.

9. TUITION AND OTHER FEES

The Board of Trustees of the University fixes the fee and reserves the right to amend or add to the regulations concerning fees and the method of their payment, and to make such changes applicable to present, as well as to future students. The following schedule gives the fee structure for various programs at RAKMHSU:

i) Payments to be made at the time of admission :

a) Application Fee	AED 250/-
b) Admission Fee (including Registration Fee)	AED 2,000/-
c) Late Registration Fee	AED 500/-
d) Lab Caution Deposit (refundable)	AED 2,000/-
e) Library Deposit (refundable)	AED 1,000/-
f) Alumni Association Life Member Fee (one time)	AED 100/-
g) Examination Fee (per course, per appearance)	AED 200/-

ii) Tuition Fee (payable semester wise) :

(Fees shown are per semester)*

a) Master of Science in Pharmacy Practice	AED 30,000/-
b) Master of Science in Pharmacy Practice	AED 30,000/-
c) Master of Science in Nursing	AED 30,000/-

* Fee concession will be available for the pioneer batches of each program

iii) Examination Fees (per course)	AED 200/-
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iv) Other Fees :

a) Issue of Duplicate Hall Ticket	AED 50/-
b) Additional Transcript Copy	AED 25/-
c) Replacement of Identity Card	AED 100/-
d) Certificate "To Whom It May Concern"	AED 25/-
e) Certificate of Status Fee	AED 25/-
f) Health Insurance Fee	AED 1,600/-
i) Uniform fee for MSN Program	AED 200/-

v) Library

a) Library Book Fine	AED 1/- per day
b) Library Text Book Fine	AED 2/- per day
c) Library Recalled Items	AED 2/- per day

vi) Hostel Fees :

Students of RAKMHSU are provided hostel facilities in the new Student Residence Facility the Government of Ras Al Khaimah has built in the American University of Ras Al Khaimah (AURAK) Campus. Administration of the hostels is not under the University. However, current information on hostel facilities will be available at the Office of Admissions and Office of Student Affairs.

The current fee structure is shown below (hostel fees are not under the purview of RAKMHSU).

Fall Semester/ Spring Semester

Sharing Occupancy Small Studio – per person per semester, inclusive of rental and utilities* charges	AED 5000
Sharing Occupancy Large Studio – per person per semester, inclusive of rental and utilities* charges	AED 6000
Single Occupancy Small Studio – per person per semester, inclusive of rental and utilities* charges	AED 8000
Single Occupancy Large Studio – per person per semester, inclusive of rental and utilities* charges	AED 9000
Reservation fee, Non Refundable – per person*	AED 2500
Security Deposit, Refundable – per person	AED 1000

Summer Session / Monthly Rental Charges

Sharing Occupancy Small Studio – per person per month, inclusive of rental and utilities* charges	AED 1200
Sharing Occupancy Large Studio – per person per month, inclusive of rental and utilities* charges	AED 1400
Single Occupancy Small Studio – per person per month, inclusive of rental and utilities* charges	AED 1800
Single Occupancy Large Studio – per person per month, inclusive of rental and utilities* charges	AED 2000
Security Deposit, Refundable – per person	AED 1000

Daily Rental Charges (Short Stay) for Students Referred by University / Institution

Sharing Occupancy Small Studio – per person per day, inclusive of rental and utilities* charges	AED 75
Single Occupancy Small Studio – per person per day, inclusive of rental and utilities* charges	AED 150
Security Deposit, Refundable – per person	AED 1000

* Internet, Basement Car Parking, Electricity, Water and Cleaning

For Parents/Visitors/Faculty & Staff Referred by University/Institution

10. CONTACT INFORMATION

The following are the local contact numbers (within the campus) for various RAKMHSU Offices.

S No	University Offices	Ext
1	Vice Chancellor	101
2	Office of the Vice Chancellor	102
	Finance & Administration	
3	Director, Finance & Administration	103
4	Manager, Finance & Administration	137
5	Manager, Facilities & Construction	143
6	Executive, Accounts & Administration	136
7	Executive, Administration (visa/immigration)	139
8	Cashier	134
	Academic Affairs	
9	Chief Academic Officer	126
	Examinations	
10	Dean, Examinations	123
11	Manager, Examinations	108
	Institutional Research	
12	Dean, Institutional Effectiveness	110
13	Asst Dean, Institutional Research	111
	CEDAR	
14	Chairperson, CEDAR	252
	Student Affairs	
15	Assistant Dean, Student Affairs	141
16	Coordinator, Student Affairs	150
	Admissions	
17	Manager, Admissions	112
18	Executive – Admissions	114
	RAK College of Medical Sciences	

19	Dean	105
20	Secretary to Dean	106
21	Associate Dean	250
22	Chairperson, Anatomy	253
23	Chairperson, Physiology	249
24	Chairperson, Biochemistry	239
25	Chairperson, Pathology	254
26	Chairperson, Microbiology	250
27	Chairperson, Pharmacology	255
28	Chairperson, Community Medicine	110
RAK College of Dental Sciences		
29	Dean	127
30	Secretary to Dean	128
31	Chairperson, Oral Biology	207
32	General Manager	07-2222593
33	Manager, Marketing & Administration	07-2222593
34	Asst Manager, Admission	07-2222593
RAK College of Pharmacy		
35	Dean	119
36	Secretary to Dean	120
37	Associate Dean	263
38	Chairperson, Pharma Chemistry	266
39	Chairperson, Pharmaceuticals	265
40	Chairperson, Pharmacy Practice	263
RAK College of Nursing		
41	Dean	121
42	Secretary to Dean	122
43	Associate Dean	269

General Education		
44	Dean	252
45	English Language Centre	125
46	Mathematics/Computers	134
47	Arabic/Islamic Culture and Medicine	178
48	English	228/231
Others		
49	Librarian	322
50	Executives – IT Department	129
51	Reception and Enquiry	100
52	Fax	07-2269997

Note: The contact directory will be updated from time to time.