



الجامعة العربية المفتوحة
Arab Open University

Student Guide

Arab Open University
Kingdom of Bahrain

2021-2022



His Royal Highness Prince
Salman bin Hamad Al Khalifa

*the Crown Prince and
Prime Minister*



His Majesty King
Hamad bin Isa Al Khalifa

*the King of Kingdom
of Bahrain*



H.H. Shaikh
Isa Bin Salman Al Khalifa



His Royal Highness Prince
Abdulaziz bin Talal Bin Abdulaziz Al Saud
*Chairman of the Board of the Trustees of the
Arab Open University and President of the
Arab Gulf Program for Development (AGFUND)*

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Message from
University Director

Dr. Ghurmallh bin Abdulla Al-Ghamdi



Dear students of the Arab Open University in the Kingdom of Bahrain

Peace and God's mercy and blessing be upon you.

It gives me great pleasure to welcome you to AOU-Bahrain.

The Student Handbook provides general information that will help you make the most of the opportunities on offer at AOU-Bahrain, which is deeply committed to fostering a welcoming community where students' experience becomes one of tremendous learning, and personal and professional development. This Handbook also gives you formal notification and explanation of the University's regulations, policies, and procedures. It includes details about admission, registration, assessments, and specialization requirements, in addition to the University general requirements which enhance your language and computer skills and deepen and enrich your knowledge about Arabic and Islamic civilization.

This Handbook in addition helps orient you to AOU-Bahrain, its origin, mission, goals, different programmes and its unique educational system. It's intended to supplement the more detailed

information you need to obtain the University degree you aspire to, through which you can contribute to the common good of your local community, nation, and the world.

It is worth noting that in addition to this Handbook, your academic advisor plays a vital role in providing you with timely and accurate advising on academic matters; familiarizing you with AOU policies and regulations related to academic requirements, assessments system, grades distribution; and responding to your inquiries. Your academic advisor is the liaison between you and the University; so do not hesitate to consult him/her whenever needed as your academic advisor will spare no effort in assisting you and directing you to the right path.

We want to help you live our values, uphold community standards, and become a responsible and committed member of AOU-Bahrain family. May Allah grant your success in all your future endeavors.

Dr. Ghurmallh bin Abdulla Al-Ghamdi

Director, Arab Open University

Kingdom of Bahrain

1 Introduction

The Arab Open University is a non-profit Arab educational and developmental project that aims to provide all members of all segments of the society who hold a secondary education certificate, regardless of their age and gender, the opportunity to continue their education, improve their skills, and enrich the labour market with graduates that enjoy outstanding scientific abilities.

The foundation of the University was given to His Royal Highness Prince Talal Bin Abdulaziz Al-Saud (God rest his soul), where he provided financial and moral support to the University since it was a mere idea until it became a reality in October 2002. In the first phase, the University opened three different branches located in the State of Kuwait, the Republic of Lebanon and the Hashemite Kingdom of Jordan. In the second phase, in February 2003, three other branches were opened in the Kingdom of Bahrain, the Arab Republic of Egypt and Saudi Arabia, followed by a seventh branch in the Sultanate of Oman in February 2008, and an eighth branch in Sudan in September 2013. The ninth branch was opened in Palestine in 2017. All this represents the embodiment of the national dimension of the University, which aims at having branches in regional centers in all Arab countries.

Though the University was launched not long ago, it has achieved many successes in applying most of its vision, fulfilling its goals and opening new and pioneering horizons for many segments of the Arab community whose conditions have hindered them from enrolling in the traditional universities, especially those who are working, and those with low income. Moreover, the university pays a special

attention to the people with special needs, to whom all support and assistance are provided along with the distinguished students and the needy ones through the student fund.

In addition, the University has succeeded in establishing a unique experience in integrated education, which is based on high-quality open education, traditional education, and self-learning. The University has also succeeded in meeting the requirements of the official accreditation bodies in the countries hosting its nine branches as well as the conditions and requirements of the British Accreditation Authority, the entity responsible for the accreditation of the programs and certificates of the University graduates. All this is based on the partnership agreement that was settled between the AOU and the Open University of the United Kingdom.



01

Arab Open
University in
Brief

1.1 Vision

A pioneering Arab Open University dedicated to building the science and knowledge society.

1.2 Mission

Develop and disseminate knowledge, and build expertise according to international quality standards without time or geographical barriers for the sake of contributing and preparing manpower for development needs, and to build science and knowledge society in the Arab countries.

1.3 Values

- Caring for students seeking knowledge
- Community services and social responsibility
- Lifelong learning
- Commitment to total quality standards
- Encourage creativity
- Commitment to professionalism
- Belonging/Affiliation
- Team work
- Taking care of Human Resources
- Equity and equal opportunities
- Freedom of research and thinking
- Accountability, integrity, and transparency



02

Admission and Registration

2.1 Preamble

The Admission and Registration and Examination Department is the first point of communication with the targeted applicants. The relationship with the department starts with the announcements of the admission process and continues till the end of the academic journey. The graduated students receive attested certificate from the Higher Education Council (HEC) in the Kingdom of Bahrain. The department complies with the academic rules and regulations, as well as, HEC regulations.

2.2 Admission Criteria

To be admitted to any BA programme, the student should meet the following requirements:

- Have a general secondary school certificate or its equivalent, which must be recognized by the Ministry of Education in Kingdom of Bahrain.
- The candidate should complete the English Placement Test of Arab Open University or submitting internationally accredited English language examination results, if available. The minimum scores required for the internationally accredited English language examination mentioned below at point (2.3) Placement test.
- The candidate who wishes to apply for faculty of Information Technology and Computing should not obtain a high secondary school in literature field.
- Fulfil any other conditions determined by the AOU or competent bodies of the Kingdom of Bahrain.
- The candidate who meets the admission requirements but is not accepted due to competition reasons may re-apply at any subsequent opportunity (The admission mechanism is available on the admission policy bylaw at AOU website).

2.3 Placement Test

- All newly admitted students in any of the University's undergraduate programs must take an English language placement test.
- Students who scored not less than (477) in a TOEFL paper-based test or its equivalent in the computer version, or has an equivalent score in the IELTS exam shall be exempted from taking the English language placement test, according to the below table:

Exam	TOFEL			IELTS
Type	Paper based	Computer based	Internet based	-
Minimum Level	477	153	53	4.5

- Note that the scores for these tests are expired in two (2) years. Expired scores cannot be accepted.
- If the student doesn't have any of the above-mentioned test scores, he/she will have to take the English placement test provided by AOU and must attain the minimum score specify in AOU bylaw to be admitted in the chosen program directly. Otherwise, students will have to take the English Orientation course to improve their language proficiency before starting the program.

2.4 Academic Year

- The academic year consists of two terms and each one lasts for sixteen (16) weeks, but the summer term is optional and lasts for only eight (8) weeks.
- The students' attendance is compulsory and the absenteeism should not exceed 25% of the scheduled classes, with the exception of the cases mentioned in the "Attendance and Absenteeism's" bylaw.
- The student will fail the course if he/she exceeded the given absenteeism rate.
- The files of all admitted students shall be approved by the Higher Education Council, and accordingly the students shall be provided with (HEC) ID number once approved.

2.5 Study Duration

- The minimum period to get a bachelor degree is six semesters (3 years).
- The maximum period to get a bachelor degree is sixteen semesters (8 years).

2.6 Academic Load and Registration

- The student must register the courses that are included in the approved academic plan and according to the sequence of the plan imposed by the concerned Deanship to obtain the required degree.

- The student's minimum academic load shall be (12) credit hours in the regular semester.
- The student's maximum academic load is (19) credit hours in the regular semester.
- Those with a cumulative GPA below 2.0 are not allowed to register more than (16) credit hours per semester.
- The student may register in any course offered by the University that is not included in the program's academic plan in which he/she is studying, provided that the credit hours for that course are not counted within the credit hours required for graduation, and are not included in the quarterly or cumulative GPA.
- The student who is enrolled in one of the university's branches may study courses within his/her academic plan in another branch after the approval of the two branches' managers.
- The student is not allowed to register in any course unless he/she has studied and succeeded in the pre-requisite course, or has achieved at least (30 out of 100) of the total marks.

2.7 Course Equivalency

- New students only shall apply for courses equivalency and only during the first two semesters of their admission to the university, including the summer semester.
- Courses equivalency requests must be submitted within the time period specified in the university calendar and no applications are accepted outside this period.
- The equivalency of the courses studied by the student at another higher education institution that is recognised in the Kingdom of Bahrain is possible in accordance with the rules and procedures approved by the University Council.

- The courses that have been approved for equivalency for the student shall be included with their codes and credit hours in the student's academic records and the symbol (T) (Transferred) is allocated for each of these courses, after getting the approval of equivalency by the Higher Education Council in the Kingdom of Bahrain. However, the total credit hours of those courses shall not be computed within his/her GPA.

2.8 Drop and Add

- The student may drop and add some courses in the study plan within the statutory Drop and Add period declared in the University Calendar in a way that does not contradict with the university Bylaws.
- The symbol (W) (withdrawal) shall be entered in the student's academic record upon withdrawal from any course after the Drop and Add period up to one week prior to the final examinations date, provided that such withdrawn course credit hours are not included in the student's semester and cumulative GPA.

2.9 Postponement of Study/ Dropping Out

The continuing student (non-freshmen) may postpone his/her study within a period not exceeding two weeks from the commencement of the semester, provided that such postponement does not exceed six consecutive or interrupted semesters.

The student shall be considered a dropout if he/she doesn't enrol in any course during any semester. When the student submits a force-majeure excuse that is approved by the Branch Director, the student shall be considered to have postponed his/her studies for the relevant semester. These semesters shall be included within the maximum study duration limit allowed for completion of graduation requirements.

2.10 Cancellation of Enrolment

Student registration shall be cancelled in the following cases:

- Upon personally filing an application of withdrawal from the University.
- If he/she fails to register for any course during the first semester following admission at the University.
- If he/she discontinue his/her studies for four consecutive semesters without valid excuse.

A student, whose enrolment is cancelled due to the discontinued studies, may apply for re-enrolment in the same program that he had discontinued his study in or any other program that meets the admission requirements.

2.11 Warning and Dismissal

- A warning is given to any student whose cumulative GPA is less than (2) points at the end of any semester excluding the Summer Semester.
- The student shall be dismissed from the University if he/she gets five warnings within five consecutive semesters not including the summer semester.

- A student who exceeds the number of academic warnings allowed is transferred to the status (under observation) and remains under the influence of warning provided that he has successfully completed 80 credit hours, and he must not exceed the maximum number of academic years allowed to obtain a bachelor's degree.
- The student, who is dismissed from the University for Academic Reasons related to the cumulative GPA, may re-apply for enrolment in any of the University's programs excluding the program from which he/she was dismissed.

2.12 Repeating Courses

A. General rules for repeating courses:

1. A student may not re-study any of the Arab Open University courses in which he/she got a (B) grade or more.
2. A student may not re-study any course derived from the Open University in the United Kingdom of the second and third level, in which he/she got a (C) grade or more.

B. Repeating an elective course:

1. A student who fails in an elective course may re-study the same course, or any other elective course, to complete the requirements of the approved study plan for the program.
2. If the student passes the course, the grade obtained after the repetition shall be counted in the semester and cumulative GPA.
3. If the student fails the course, the grade of the repeated course shall not affect the semester and cumulative GPA.

C. Repeating a Compulsory Course:

1. A student who fails in a compulsory course shall be required to re-study the course itself in the coming semesters. The grade obtained after the repetition shall be recorded in the student's transcript.
1. If the student passes the course, the grade obtained after the repetition shall be counted in the semester and cumulative GPA.
1. If the student fails the course, the grade of the repeated course shall not affect the semester and cumulative GPA.

D. Repeating a course for the purpose of raising the GPA to the required limit for graduation (2.00):

1. A student may re-study any course in his or her academic plan, provided that it is not a second or third level course which is derived from the Open University in the United Kingdom.
2. The student may re-study any course of the second and third level which is derived from the Open University in the United Kingdom and which is included in his/her study plan and in accordance with item "A" part 2 of that article, given that the new grade shall not exceed (C).
3. In both cases above, the new grade shall be counted in the cumulative GPA, whether it is higher or lower than the previous grade. The number of points obtained at the first time and the number of credit hours shall not be counted after re-calculating the GPA.

2.13 Transfers between Academic Programs

- The student is eligible to transfer from the programme in which he/she is enrolled to another one, in accordance with the standards and procedures approved by the University Council.
- The student is eligible to transfer from the programme in which he/she is enrolled to another one, in accordance with the standards and procedures approved by the University Council.
- When a student is transferred from one programme to another, the number of course credit hours which do not belong to the study plan of the programme to which the student has transferred, as well as the points he/she has got in such courses, shall be excluded from his/her cumulative GPA.

If the student had received academic warnings, transferring to another programme would not cancel the warnings already received.

2.14 Transfers between Branches

- The student may be transferred from the branch where he/she studies to any other branch, in accordance with the standards and procedures of the University Council.
- The student registered in any of university branches, allowed to registered courses within her/his study plan in another branch, depending on the approval of directors in both branches and, in accordance with the standards and procedures of the University Council.
- The courses must be register and paid at the host branch.

2.15 Study Plans

- The study plans of the academic programs shall be based on the credit hour system.
- The total of the credit hours required to obtain a Bachelor award in any University programme shall not be less than:
 - (132) credit hours for the Business Studies (Systems Practice) programme.
 - (131) credit hours for the Information Technology and Computing programme.
 - (132) credit hours for the English Language and Literature programme.

2.16 Bachelor Degree Award

- The Bachelor degree is awarded to the student after succeeding in all courses included in his/her programme study plan provided that the cumulative GPA is not less than two points.
- The grades estimate for the graduated students shall be in accordance to the cumulative GPA of all study plan courses plan are as follows:

Grade	Excellent	Very good	Good	Pass
GPA	3.67 – 4	3 - 3.66	2.33 - 2.99	2 - 2.32



03

Academic
Programme

3.1 BA Programme in Business Studies with Systems Practice



3.1.1 Welcome Message from Local Dean

Dear Students,

It gives me great pleasure to welcome you to the Faculty of Business Studies (FBS), on behalf of myself and my colleagues, and we wish you a successful academic life.

The Arab Open University is considered a pioneered university which has an important role in preparing students with competencies required for the national development.

The faculty offers comprehensive and high-level academic programme in-line with the university's vision and mission, in which theoretical studies are combined with practical applications to prepare a distinguished graduate who can compete for job opportunities locally, regionally and internationally. The faculty is taught by a distinguished group of faculty members who dedicate their effort to serve the students, not only in scientific aspects, but also in all matters of academic and social life.

In addition to the academic life, the university provides various social activities that allow the students to participate and communicate with various faculty members in an environment that fosters leadership skills.

Nowadays we are in an important phase of building our national society; therefore, it's our collective responsibility to demonstrate our communication, commitment, determination and leadership skills to positively contribute in this development.

We assure the students that by joining (FBS), they will become a member of a cohesive community that will provide them with the needed support from the first day. In addition, the students will be supported by the academic advising and guidance in accordance with the highest quality standards.

Wishing you all the best.

Dr. Mohamed Redha Al-Kashami

Local Dean, Faculty of Business Studies

3.1.2 Preamble

The Faculty of Business Studies (FBS) at Open Arab University (AOU) offers a Bachelor degree of Business Studies (Systems Practice). The programme is appealing to students as it has practice-oriented curricula, creative vision and a unique perspective. The Business Studies (Systems Practice) Programme is the first choice for students as to it helps them launch their dream business, unlock the entrepreneur inside them, and gain highly marketable knowledge and skills.

Moreover, there is exceptionally a focus on technical concepts as a basis for building the operational system in Business Management.

The graduate of the Bachelor degree of Business Studies (Systems Practice). receives two degrees: one from OU-UK and the other from AOU certified by the Higher Education Council (HEC) in the Kingdom of Bahrain.

3.1.3 Aims and Objectives

The Business Studies (Systems Practice) Programme aims to:

- Improve the students' abilities and build their self-confidence in order to deal with the multiple, administrative and financial tasks.
- Provide the students with the knowledge and skills needed for the labour market, such as problem-solving skills, decision-making, communication skills, teamwork and leadership.
- Enable the students to understand the dynamics of power that affect the business.

- Teach the students how to apply the latest theories in critical thinking and problem solving on Information Systems, Organizational Change in institutions, and professional practice.
- Provide the students with the knowledge and skills to deal with work problems
- Provide opportunities for continuing education and professional growth for university students and graduates.

3.1.4 Career Fields

The Business Studies (Systems Practice) Programme qualifies the graduates to join the labour market and occupy many jobs, including the following:

- Project Management
- Administrative Systems Analysis
- Administrative Consultancy

Other Administrative jobs include:

- Employee/ Customer Services Management
- Employee/ Public Relations Management
- Employee / Purchasing Management
- Investment
- Entrepreneurship

3.1.5 Programme Requirements

The programme includes university requirements or mandatory requirements, elective requirements and specialization requirements.

Mandatory University Requirements (18 Credit Hours)			
Course Code	Course Description	Credit Hours	Pre-Requisites
AR111	Arabic Communication Skills (I)	3	
AR112	Arabic Communication Skills (II)	3	AR111
EL098	English Orientation Programme (level 2)	0	
EL099	English Orientation Programme (level 3)	0	EL098
EL111	English Communication Skills (I)	3	EL099
EL112	English Communication Skills (II)	3	EL111
GR101	Self – Learning Skills	3	
TU170	Computing Essentials	3	

Elective University Requirements (5 Credit Hours)

Course Code	Course Description	Credit Hours	Pre-Requisites
CH101	Chinese for Beginners (I)	3	
CH102	Chinese for Beginners (II)	3	CH101
EL118	Reading	4	EL111
FR101	French for Beginners(I)	3	
FR102	French for Beginners(II)	3	FR101
GR111	Arab Islamic Civilization	3	
GR112	Issues and Problems of the Development in the Arab World	3	
GR115	Current International Issues and Problems	3	
GR116	Youth Empowerment	3	
GR117	Empowerment of Women	3	
GR118	Life Skills and Coexistence	3	
GR121	Environment and Health	3	
GR131	History and Civilization of Bahrain	3	
LAW107	Human Rights	2	
SL101	Spanish for Beginners(I)	3	
SL102	Spanish for Beginners(II)	3	SL101

Mandatory Specialization Requirements (48 Credit Hours)

Course Code	Course Description	Credit Hours	Pre-Requisites
B123	Management Practice	8	EL112 and B120 or BUS110
SYS210	Managing Technology and Innovation	8	B123
SYS280	Principles and Practice of Systems' Thinking	8	B203B or B207B
B325	Managing Across Organizational and Cultural	8	BUS310
B327	Sustainable Enterprise and Innovation	8	BUS310
SYS380	Managing Systems Complexity	8	SYS280 and BUS310

Mandatory Faculty Requirements (48 Credit Hours)

Course Code	Course Description	Credit Hours	Pre-Requisites
BUS101	Introduction to Math for Business	4	EL099
BUS102	Introduction to Statistics	4	EL111
BUS110	Introduction to Business	8	EL111
LBI70	Professional Communication Skills for Business	8	EL111
B207A	Shaping Business Opportunities - A	8	BUS110 and B120
B207B	Shaping Business Opportunities - B	8	B203A or B207A
BUS310	Strategic Management	8	B203B or B207B

Mandatory University Courses - SP. (1 Credit Hours)

Course Code	Course Description	Credit Hours	Pre-Requisites
INT300	Industrial Training	1	

Electives Faculty Requirements (12 Credit Hours)

Course Code	Course Description	Credit Hours	Pre-Requisites
B122	Introduction to Retail Management and Marketing	8	EL112 and B120 or BUS110
B124	Fundamentals of Accounting	8	EL112 and B120 or BUS110
BUS109	Business Law	4	EL111
BUS115	Small Business Management	4	BUS110 or B120
BUS202	Data Analysis	4	BUS101 and MU123 or BUS102
ECO101	Principle of Microeconomics (1)	4	EL111
ECO102	Principle of Microeconomics (2)	4	EL112 and B120 or BUS110

**** To view the courses description for the above mentioned courses, kindly visit the below link:**

<https://www.aou.org.bh/faculties/business/Pages/course-catalogue.aspx>

3.1.6 Graduation Requirements

To obtain a bachelor degree, it is mandatory to complete successfully the equivalent of (132) credit hours distributed as follows:

- 18 credit hours of university mandatory requirements
- 5 credit hours of university electives requirements
- 48 credit hours of faculty mandatory requirements
- 12 credit hours of faculty elective requirements
- 48 credit hours of specialization mandatory requirements
- 1 credit hour for Industrial Training

The cumulative GPA must be at least two points out of four points, and the student can complete the bachelor degree requirements within four years by completing not less than (32) credit hours per academic year.

3.1.7 Academic Degree

Upon the completion of all programme requirements, the student shall be awarded, and by the Arab Open University Council decision, a Bachelor Degree in Business Administration (Administrative Systems) which is accredited by the Open University U.K in light of the agreement with this University

which has gained a prestigious global status in open education field. The degree awarded by the Arab Open University is recognized as per the special agreements signed with the Ministries of Higher Education of the countries where its branches are located.

3.1.8 Programme Specification

To view the full details of the programme specification, kindly visit the below link:

<https://www.aou.org.bh/faculties/business/Pages/program-details.aspx?degree=1&iid=12>

3.2 BSc Programme in Information Technology and Computing



3.2.1 Welcome Message from Local Dean

Dear Students,

Greetings from the Faculty of Computer Studies at the Arab Open University- Kingdom of Bahrain.

We are committed to provide high-quality education, which is not only recognized nationally and regionally but also internationally as being relevant, updated and recent. We are welcoming partners around the world including reputable institutions and leading companies and have developed programs to provide you with a degree that is useful in the world of business and the community you are living in; and we give you the knowledge of the skills to excel in your career. By studying in the Kingdom of Bahrain you will benefit from the expertise and reputation of The Arab Open University; a leading university of computer studies and technology. Your studies will also encourage you to consider entrepreneurship ideas after graduation. This degree is highly practical in nature keeping in view the market needs of the Kingdom of Bahrain.

The courses you will study at (FCS) is designed to provide you with a strong background in IT fundamentals, an ability to translate knowledge to real life experiences, and a capacity to design,

build and analyze different products, processes and systems. Strong academic system, facilitated by qualified faculty members from premier institutions, supported by ICT and state-of-the-art infrastructure, make the education process an enjoyable journey for you. One major strength of the faculty is its highly industry-oriented curricula and motivated students who understand the dynamics of the industry and upgrade their skills accordingly. The emphasis is not only on the teaching-learning process but also on making you gain vital communication and critical-thinking skills. The faculty provides you with a vital platform to enhance your employability skills through collaborations with various industries.

We are glad that you have chosen (FCS) at AOU-Bahrain, a university that will be proud of you. Furthermore, together we will work extremely hard to allow you to achieve your academic progress as well as your life long ambitions.

We welcome all the students and wish them success in the exciting journey in the wonderful world of Information Technology and Computing.

Dr. Ashraf Ali

Local Dean, Faculty of Computer Studies

3.2.2 Preamble

The Faculty of Computer Studies (FCS) at Arab Open University (AOU) offers a Bachelor's degree in Information Technology and Computing. The programme consists of sub-disciplines related to information and computer technologies, and thus provides a balanced mix of a number of topics related to information technology such as application software, algorithm design, main computing methods, networks, software engineering, and databases.

The graduate of the Bachelor of Information Technology and Computing receives two degrees: one from OU-UK and the other from AOU certified by the Higher Education Council (HEC) in the Kingdom of Bahrain.

3.2.3 Aims and Objectives

The Information Technology and Computing programme aims to:

- Prepare the students to work in the field of information and communication technology.
- Provide the students with the latest principles and concepts pertinent to technologies and systems.
- Provide students with the basic cognitive, practical and professional skills.
- Enable the students to analyse, abstract, solve problems, design, develop and experiment in a wide range of industries and organizations.
- Enhance the students' expertise in communications, time management, analysis, and problem solving related to ICT systems.

- Develop the students' leadership skills to allow them to work in teams in order to lead software development tasks and to conduct projects.
- Provide opportunities for continuing education and professional growth for university students and graduates.

3.2.4 Career Fields

The Information Technology and Computing programme qualifies the graduates to join the labour market and occupy many jobs, including the following:

- Software development.
- Database management.
- Systems and data analysis.
- System designing.
- Information systems operation.
- Technical support.
- Network security

3.2.5 Program Requirements

The programme covers the University mandatory general requirements, the elective requirements and the specialization requirements.

Mandatory University Requirements (18 Credit Hours)			
Course Code	Course Description	Credit Hours	Pre-Requisites
AR111	Arabic Communication Skills (I)	3	
AR112	Arabic Communication Skills (II)	3	AR111
EL098	English Orientation Programme (level 2)	0	
EL099	English Orientation Programme (level 3)	0	EL098
EL111	English Communication Skills (I)	3	EL099
EL112	English Communication Skills (II)	3	EL111
GR101	Self – Learning Skills	3	
TU170	Computing Essentials	3	

Elective University Requirements (5 Credit Hours)

Course Code	Course Description	Credit Hours	Pre-Requisites
CH101	Chinese for Beginners (I)	3	
CH102	Chinese for Beginners (II)	3	CH101
EL118	Reading	4	EL111
FR101	French for Beginners(I)	3	
FR102	French for Beginners(II)	3	FR101
GR111	Arab Islamic Civilization	3	
GR112	Issues and Problems of the Development in the Arab World	3	
GR115	Current International Issues and Problems	3	
GR116	Youth Empowerment	3	
GR117	Empowerment of Women	3	
GR118	Life Skills and Coexistence	3	
GR121	Environment and Health	3	
GR131	History and Civilization of Bahrain	3	
LAW107	Human Rights	2	
SL101	Spanish for Beginners(I)	3	
SL102	Spanish for Beginners(II)	3	SL101

Mandatory Specialization Requirements (96 Credit Hours)

Course Code	Course Description	Credit Hours	Pre-Requisites
M251	Object-Oriented Programming using Java	8	TM105
M269	Algorithms, Data Structures and Computability	8	TM105 and MT131
MT131	Discrete Mathematics	4	EL111
MT132	Linear Algebra	4	EL111
T215A	Communications & information Technologies (1)	8	TM112
T215B	Communications & information Technologies (2)	8	T215A
TM103	Computer Organization and Architecture	4	EL111
TM105	Introduction to Programming	4	EL111
TM111	Introduction to Computing and Information Technology (I)	8	EL111
TM112	Introduction to Computing and Information Technology (II)	8	TM111
TM351	Data Management and Analysis	8	M269 and M251
TM354	Software Engineering	8	M251
TM355	Communications Technology	8	T215B
TM471A	Graduation Project (I)	4	TM351 or TM355 or TM354
TM471B	Graduation Project (II)	4	TM471A

Mandatory Faculty Requirements (8 Credit Hours)

Course Code	Course Description	Credit Hours	Pre-Requisites
MT129	Calculus and Probability	4	EL099
TM260	Security, Ethics & Privacy in IT and Computing	4	TM111

Mandatory University Requirements - SP. (1 Credit Hour)

Course Code	Course Description	Credit Hours	Pre-Requisites
INT300	Industrial Training	1	

Elective Faculty Requirements (3 Credit Hours)

Course Code	Course Description	Credit Hours	Pre-Requisites
M109	.NET Programming	3	EL111
MS102	Physics	3	EL111
MT101	General Mathematics	3	
TM297	Compression Methods for Multimedia	3	TM112 and MT131
MT390	Image Processing	3	MT132 and M251

**** To view the courses description for the above mentioned courses, kindly visit the below link:**

<https://www.aou.org.bh/faculties/computer/Pages/course-catalogue.aspx>

3.2.6 Graduation Requirements

To obtain a bachelor degree, it is mandatory to complete successfully the equivalent of (131) credit hours distributed as follows:

- 18 credit hours of university mandatory requirements
- 5 credit hours of university electives requirements
- 8 credit hours of faculty mandatory requirements
- 3 credit hours of faculty elective requirements
- 96 credit hours of specialization mandatory requirements
- 1 credit hour for Industrial Training

The cumulative GPA must be at least two points out of four points, and the student can complete the bachelor degree requirements within four years by completing not less than (32) credit hours per academic year.

3.2.7 Academic Degree

Upon the completion of all programme requirements, the student shall be awarded, and by the Arab Open University Council decision, a Bachelor Degree in Information Technology and Computing accredited by the Open University U.K in the light of the agreement with this University which has gained a prestigious global status in open education field. The degree awarded by the Arab Open

University is recognized as per the special agreements signed with the Ministries of Higher Education of the countries where its branches are located.

3.2.8 Programme Specification

To view the full details of the programme specification, kindly visit the below link:

<https://www.aou.org.bh/faculties/computer/Pages/program-details.aspx?degree=1&iid=13>



3.3 BA Programme in English Language and Literature

3.3.1 Welcome Message from Local Dean

Dear Students,

Welcome to the Faculty of Language Studies (FLS), Bahrain Branch! Whether you are a new or a continuing student, I am overly excited to welcome you as a valued member of our AOU community. It is my role as the Dean of the faculty to assist you in your academic, personal, and professional development. It is also my duty to focus my leadership on creating a welcoming and inclusive academic atmosphere where you thrive and develop, explore new possibilities, and fully realize your potentials.

At the Faculty of Language Studies, we are committed to AOU values of integrity, respect for diversity, social responsibility, community service, and equity which would help you long into your future wherever you go, beyond your academic and career goals.

At (FLS), we are committed to the principle of lifelong learning, as well as to the notion that every experience is an element of a student's training to be an ethical citizen who strives for the betterment of his/her society.

You will be trained to be the leaders of tomorrow. The dual certificates you earn from OU-UK and AOU will be a proof of your unique education. Indeed, it is a proof that you hold yourselves to high standards of personal and professional conduct.

Lastly, becoming a member of the (FLS) means that you are part of a close-knit community that will support you from day one; and provide you with appropriate and high-quality academic advising, monitoring, and mentoring in order to ensure your academic and personal success. You will be guided by our talented and exceptionally dedicated faculty and staff who are here to help you. So, please do reach out if you need assistance as you navigate this semester.

Always remember that our number one priority is to make your experience at (FLS) powerful and enriching one; and our mission is to help you grow, discover, and realize your aspirations.

Wishing you all the best.

Prof. Ghada Abdel Hafeez

Local Deans, Faculty of Language Studies

3.3.2 Preamble

The Faculty of Language Studies (FLS) was established in 2002, at the very start of the Arab Open University (AOU). At present, it offers a BA Programme (Hons) in English Language and Literature in all AOU branches including Bahrain.

The English Language & Literature (ELL) Programme combines the language, linguistic, and literary components which help students in learning English effectively and develop their critical, analytical, communication and cultural skills.

The graduate of the Bachelor of English Language & Literature receives two degrees: one from OU-UK and the other from AOU certified by the Higher Education Council (HEC) in the Kingdom of Bahrain.

3.3.3 Aims and Objectives

The ELL Programme aims to:

- Raise the level of students in different language skills and also in translation.
- Develop the students' skills in effective oral and written communication in various academic and professional fields.
- Train and qualify students for employment in the fields of English language and translation.
- Improve the students' creative and critical thinking skills to meet their academic and professional needs.

- Prepare students for postgraduate studies.
- Provide students with opportunities for continuing education and professional growth.

3.3.4 Career Fields

The ELL Programme qualifies the graduates to join the labour market and occupy many jobs, including the following:

- Teaching
- Journalism
- Media
- Business
- Translation
- Training
- Creative Writing

3.3.5 Programme Requirements

The programme covers the University mandatory general requirements, the elective requirements and the specialization requirements.

Mandatory University Requirements (18 Credit Hours)			
Course Code	Course Description	Credit Hours	Pre-Requisites
AR111	Arabic Communication Skills (I)	3	
AR112	Arabic Communication Skills (II)	3	AR111
EL098	English Orientation Programme (level 2)	0	
EL099	English Orientation Programme (level 3)	0	EL098
EL111	English Communication Skills (I)	3	EL099
EL112	English Communication Skills (II)	3	EL111
GR101	Self – Learning Skills	3	
TU170	Computing Essentials	3	

Elective University Requirements (5 Credit Hours)

Course Code	Course Description	Credit Hours	Pre-Requisites
CH101	Chinese for Beginners (I)	3	
CH102	Chinese for Beginners (II)	3	CH101
FR101	French for Beginners(I)	3	
FR102	French for Beginners(II)	3	FR101
GR111	Arab Islamic Civilization	3	
GR112	Issues and Problems of the Development in the Arab World	3	
GR115	Current International Issues and Problems	3	
GR116	Youth Empowerment	3	
GR117	Empowerment of Women	3	
GR118	Life Skills and Coexistence	3	
GR121	Environment and Health	3	
GR131	History and Civilization of Bahrain	3	
LAW107	Human Rights	2	
SL101	Spanish for Beginners(I)	3	
SL102	Spanish for Beginners(II)	3	SL101

Mandatory Specialization Requirements (64 Credit Hours)

Course Code	Course Description	Credit Hours	Pre-Requisites
AA100A	Arts of Past & Present (I)	8	EL117
AA100B	Arts of Past & Present (II)	8	AA100A or A123A
EL118	Reading	4	EL111
EL120	English Phonetics and Linguistics	4	EL111
EL121N	Literary Appreciation & Critique	4	EL119 and EL117
EL122	Writing Research	4	EL117
A230A	Reading and Studying Literature (I)	8	EL121N or EL121
A230B	Reading and Studying Literature (II)	8	A230A or A210A
U214A	Worlds of English (I)	8	EL120
U214B	Worlds of English (II)	8	U214A or U210A

Mandatory Faculty Requirements (8 Credit Hours)

Course Code	Course Description	Credit Hours	Pre-Requisites
EL117	Writing	4	EL111
EL119	Oral and Presentation Skills	4	EL111

Mandatory University Requirements - SP. (1 Credit Hour)

Course Code	Course Description	Credit Hours	Pre-Requisites
INT300	Industrial Training	1	

Electives Faculty Requirements (4 Credit Hours)

Course Code	Course Description	Credit Hours	Pre-Requisites
ED256	Methodology of English for Teachers of Elementary	4	EL112
EL123	Discourse Analysis	4	EL120
EL230	American Literature	4	EL121N or EL121
EL240	Drama	4	EL121N or EL121
EL350	Introduction to Literary Theory	4	EL121N or EL121
TR102	Introduction to Translation	4	EL121N or EL121

Electives Specialization Requirements - Language (16 Credit Hours)

Course Code	Course Description	Credit Hours	Pre-Requisites
E302A	Language and Creativity (I)	8	U214B or U210B
E302B	Language and Creativity (II)	8	E300A or E302A or E301A
E304A	Exploring English Grammar (I)	8	U214B or U210B
E304B	Exploring English Grammar (II)	8	E304A or E303A

Electives Specialization Requirements - Literature (16 Credit Hours)

Course Code	Course Description	Credit Hours	Pre-Requisites
A335A	Literature in Transition (I)	8	A230B or A210B
A335B	Literature in Transition (II)	8	A300A or A335A or A319A
EA300A	Children's Literature (I)	8	A230B or A210B
EA300B	Children's Literature (II)	8	EA300A or A319A

**** To view the courses description for the above mentioned courses, kindly visit the below link:**

<https://www.aou.org.bh/faculties/language/Pages/course-catalogue.aspx>

3.3.6 Graduation Requirements

To obtain the bachelor degree, it is mandatory to complete successfully the equivalent of (132) credit hours which are distributed as follows:

- 18 credit hours of university mandatory requirements
- 5 credit hours of university electives requirements
- 8 credit hours of faculty mandatory requirements
- 4 credit hours of faculty elective requirements
- 64 credit hours of specialization mandatory requirements
- 32 credit hours of specialization electives requirements
- 1 credit hour for Industrial Training

The cumulative GPA must be at least two points out of four points, and the student can complete the bachelor degree requirements within four years by completing not less than 32 credit hours per academic year.

3.3.7 Academic Degree

Based on the Arab Open University Council decision, a student will be awarded a Bachelor Degree in English Language and Literature upon the completion of all programme requirements.

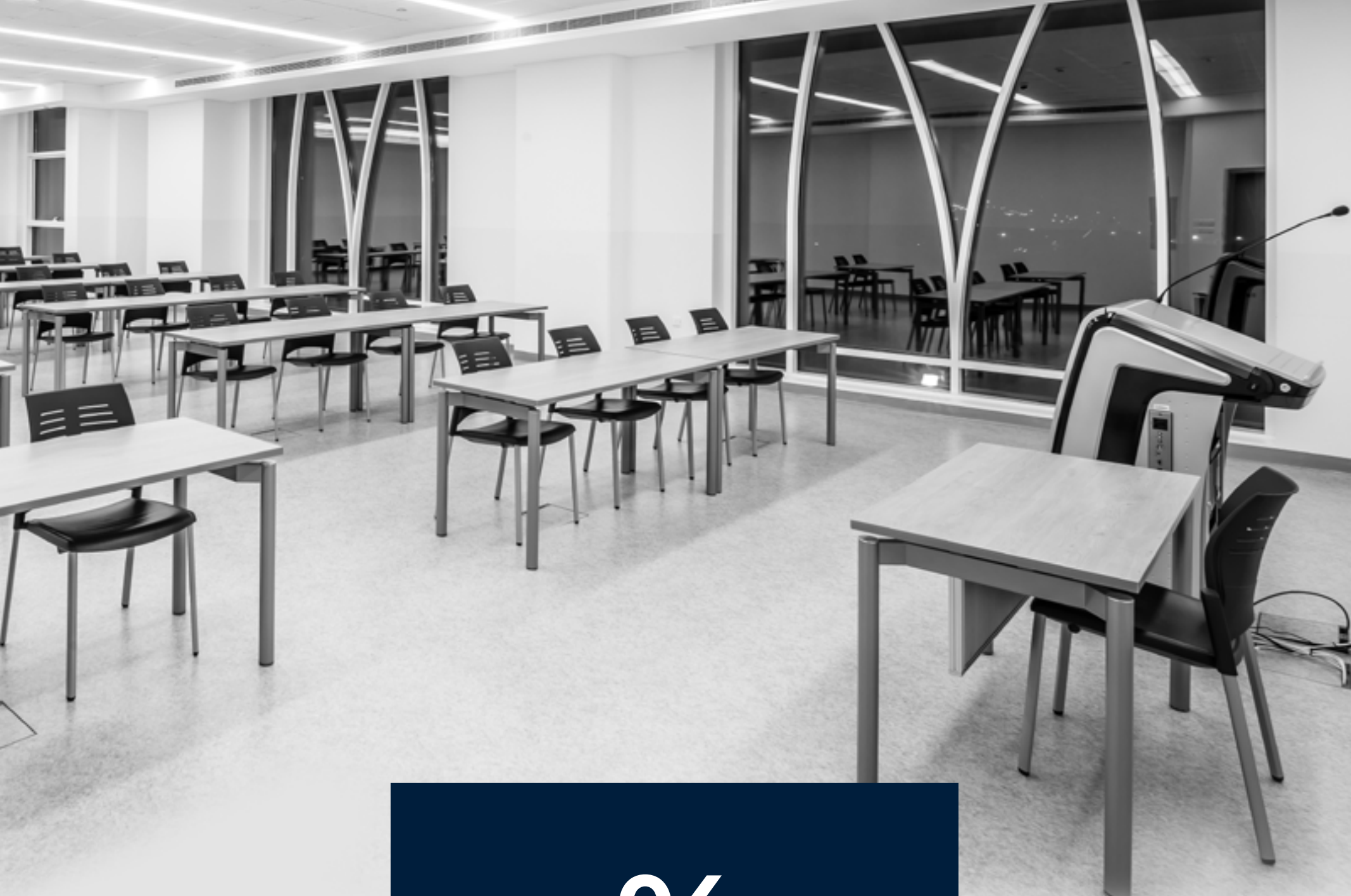
The bachelor degree is accredited by the Open University UK, and therefore has a prestigious global status in the open education field.

The degree awarded by the Arab Open University is recognized as per the agreements signed with the Ministries of Higher Education of the countries where its branches are located.

3.3.8 Programme Specification

To view the full details of the programme specification, kindly visit the below link:

<https://www.aou.org.bh/faculties/language/Pages/program-details.aspx?degree=1&iid=16>



04

Academic
Affairs

4.1 Educational Materials

Every course contains a set of required and reference books and the students should use the course guide to familiarize themselves of how to use these resources.

4.2 Educational Tutorials

1. The Bachelor of Business Studies with Systems Practice and the Bachelor of Information Technology Programmes follow the blended learning system in which the students are required to attend 25% of the course credit hours.
2. The English Languages & Literature Programme follows the traditional approach in which the students are required to fully attend classes according to the credit hours of the course.
3. The additional tutorials might be added wherever necessary to assure the delivery of the learning outcomes.
4. The students' attendance is compulsory and the absenteeism should not exceed 25% of the scheduled classes, with the exception of the cases mentioned in the "Attendance and Absenteeism's" bylaw.

4.3 Tutor and Student Responsibilities

Tutors at Arab Open University are the direct contact point with the students, and hence they have one of the most important responsibilities in the University. It is important that both tutors and students have a clear and definite understanding of roles played by the other party in the blended learning system at AOU. The roles and responsibilities include:

Tutors' Responsibilities

- Facilitate student learning process.
- Maintain academic integrity.
- Maintain office hours.
- Contribute to the preparation of MTA and final exam questions.
- Compliance to AOU policies on teaching and assessment.
- Utilization of LMS.
- Monitor student attendance.
- Compliance with the University code of professional conduct.

Students Responsibilities

- Engage in the learning process by actively preparing and participating in the face-to-face sessions.
- Commit to the university code of conduct bylaw.
- Commit to self-learning and utilizing all means of communication with the tutors; including office hours.
- Commit to the academic calendar and submission deadlines.
- Avoid plagiarism and comply with AOU plagiarism bylaw in the submitted TMA and any other relevant documents.
- Utilization of LMS in accordance with the requirements of the course.
- Commit to attend face-to-face sessions.
- Compliance to all AOU rules & regulations.

4.4 Equal Opportunities and Equity

The Arab Open University provides all students with equal educational opportunities without any kind of favouritism or prejudice to personal differences. Please, refer to the Equal Opportunities Bylaws; which is available on the below link:

<https://www.aou.org.bh/about/Pages/regulations.aspx>

4.5 Assessment in Courses

- The total mark allocated for each course is (100) marks and are equally distributed between the Continuous assessment and the Final Examinations. Such mark distribution may be modified by either increasing or decreasing the ratio of each component, and this depends on the course nature, and is contingent upon the approval of the concerned Faculty Council and the Academic Committee.
- The (50) marks allocated to the continuous assessment shall be distributed as follows:
 - A minimum of (20) marks for Tutor Marked Assignments (TMAs), specified in the approved Course Calendar.
 - A maximum of (30) marks for the Mid-Term Assessment.
- The concerned Deanship may exclude any course from the marks distribution stipulated above, and this is contingent upon the approval of the Academic Committee.

- The minimum number of Tutor Marked Assignments (TMAs) required for each course shall be at least one Tutor Marked Assignment (TMA) per course per semester and the concerned Deanship may determine the maximum number of Tutor Marked Assignments (TMAs).
- The maximum of two assessments per course may be held during the semester.
- Each deanship shall be responsible for the preparation of assignments, assessments and final examinations of every course.
- Assignments, midterm and final examinations are unified for all Branches.
- For any other details related to the courses' assessment, kindly view "The Bachelor Award Examinations and Assessment Bylaws" which is available on the below link:
<https://www.aou.org.bh/about/Pages/regulations.aspx>

4.6 Tutor Marked Assignments (TMAs)

- The student shall be committed to submit each assignment before its corresponding deadline as stated in the approved academic calendar for the course.
- The student shall be given a (zero) mark for every non-submitted assignment before the deadline unless he presents a valid excuse. In this case, he/she may be given a grace period not exceeding seven days including the weekend from that date, provided that grades shall be deducted from the total mark allocated for the assignment after the marking. Such deduction is based on the number of days of the submission delay and the prescribed policies in this regard.

4.7 Midterm and Final Exams

- Midterm and final examination is held at the same time and the same date in all Branches.
- The student who is absent from the Final Examinations shall earn a (zero) mark unless he/she submits a force majeure excuse within three days from the Final Examinations convening date. In case the excuse is accepted, symbol (I) –for Incomplete – shall be entered in the student’s academic record, and shall be permitted to re-sit for the examination on its first subsequent session. In such case, the course’s credit hours shall be excluded from the student’s semester and cumulative GPA. If the student fails to submit the examination on its first subsequent session, the symbol (I) shall be replaced by symbol (F) - Fail - in his/her academic record.
- The student may sit for the Final Examinations of the courses in which he/she is enrolled at any other Branch pursuant to the approval of the directors of both concerned branches.
- Student must apply to sit for Examination in other branch at least two weeks before the Examination started period.

4.8 Final Grades of Courses

- The final mark for each course shall be calculated and recorded by the letter and the corresponding points as follows:

Grade	A	B+	B	C+	C	D	F
Mark	4.0	3.5	3.0	2.5	2.0	1.5	0.0

- Grade (D) shall be the minimum passing requirement for the student's successful completion of the course. The student shall fail the course in any of the following cases:
 - If his/her marks in the Continuous Assessment were less than (15) out of (50) marks, an (FC) grade, (Failed in Continuous Assessment) shall be entered in his/her academic record.
 - If the student absent in the Final exam with no valid excuse, an (FA) grade, (Fail due absence in Final exam) shall be entered in his/her academic record.
 - If the student's marks in the Final Examination is less than (20) out of (50) marks, an (FF) grade (Failed in the Final Exam) shall be entered in his/her academic record.
 - If the student's final mark representing the total of the Continuous Assessments and the Final Examination marks are below (50%), an (F) grade (Fail) shall be entered in his/her academic record.
 - The Central Examination Committee shall endorse the final course results pursuant the recommendation of the concerned Faculty Examination Committee and before declaring the official results and including them in the Student Information System (SIS).

4.9 Result Appeals and Modification

- The student may appeal on his/her MTA, TMA and final mark in any course within one week from the date of posting the approved course results.
- The Appeal Committee shall study the student's appeal; make sure there is no error in entering the student's course marks, or the absence of any unmarked questions. The student shall be notified

of the Committee's decision during the second week from the date of posting the approved course results.

- If the student not satisfied with the appeal results, then he/she may re-appeal against the Appeal Committee decision during the third week from the date of posting the approved course results.
- The Re-appeal Committee shall study the student's appeal and review the scientific content of the appeal part and take the decision. The student shall be notified of the re-appeal decision during the fourth week from the date of posting the approved course results.
- The student has no right to appeal or complain on his /her result if he is not committed to the decided time frame for appeal.
- The student result in any course is considered final after one semester and cannot be modified categorically.

4.10 Types of Cheating

Any case of cheating will be raised to the investigation committees and then to the Elementary Disciplinary Council in the branch, which will take the required disciplinary decisions and penalties against the cases as per rules in effect at the AOU. In some cases, penalties may reach the level of definitive dismissal from the University. The following acts fall under the cheating category:

- A student caught in an act of cheating during exams, when trying to cheat from another student or even trying to give another student some answers to the exam.

- Bringing unauthorized materials into the examination room such as a textbook or a dictionary.
- Using the mobile phone
- Copying printed materials and submitting them as part of TMAs, or examination scripts without proper acknowledgement of these works.
- Copying works from the internet without proper acknowledgement, and in this case, cheating includes copying from written articles, tables and even pictures.
- Copying other students' work
- Using works that are prepared by another party either an individual or an institution, like arranging someone else to do the student's own assignment.

4.11 Cheating in Tutor Marked Assignments (TMA's)

Any student suspected of having committed an act of cheating in Tutor Marked Assignments (TMAs), or reports or for committing any kind of verbatim copying of the required materials for the Tutor Marked Assignments (TMA's) and reports from any source, and submitting them without proper academic acknowledgement and documentation; and this includes also using paid or unpaid individuals or firms to prepare the student's material. Here, the concerned tutor shall discuss the case with the Branch Course Coordinator to verify and confirm cheating. If the incident is proven, the tutor may apply the following penalties:

- Grades shall be deducted from the student's assignment mark as per the approved policies in this regard.

- In case of repeated cheating in Tutor Marked Assignments (TMA's), the student shall be referred to the Elementary Disciplinary Council in order to impose one of the following penalties separately or jointly on him/her:
 1. Applying the approved policies of cheating on Tutor Marked Assignments (TMA's).
 2. Failure in the course and the dismissal from the University for one semester being subsequent to the semester in which the violation has occurred.
- Or** submit a recommendation to the Supreme Disciplinary Board to inflict the following penalties:
1. Dismissal from the University for More than One Semester being subsequent to the semester in which the violation has occurred.
 2. Final dismissal from the University.

4.12 Cheating in Exams

Cheating or attempting to cheat in exams or violating regulations of exams in any manner, is considered a cheating act. If any student caught in the act of cheating or attempting to cheat in exams, a report shall be written by the invigilator or the exam proctor and then submitted it to the Head of the Examination Committee in the branch, in which the student's name, number and details of the incident are reported.

Minutes of the incident should be referred to the Head of the Investigation Committee appointed by the Branch Director. If the case of cheating is proved, the following penalties may be inflicted:

1. Failure in the course.

2. Failure in the course and the dismissal from the University for one semester being subsequent to the semester in which the cheating in the final examination has occurred.

In the event of repeated cheating or attempting it, the penalty shall be increased and a recommendation shall be submitted to the Supreme Disciplinary Board to inflict the following penalties:

1. Dismissal from the University for One Semester subsequent to the semester in which the violation occurred.
2. Final dismissal from the University provided that the cheating act has occurred for more than twice.

A student may appeal to the Supreme Disciplinary Council against the decision of the Branch Elementary Disciplinary Council, during fifteen days from the date of notification. The decision of the Supreme Disciplinary Council shall be final and irrevocable.



05

Quality Assurance
and Accreditation

5.1 Preamble

Quality Assurance and Accreditation Department ensures that the quality of education at the university is in line with local, regional and international requirements. This is done by following the quality principles stipulated locally by the General Secretariat of the Higher Education Council in the Kingdom of Bahrain, the Education and Training Quality Authority in the Kingdom of Bahrain, and globally through the partnership with the Open University in the United Kingdom.

5.2 Accreditation and Review

Arab Open University in the Kingdom of Bahrain follows a cycle of institutional accreditation and review to maintain the quality of the process and output. This can be summarized as follow:

1. The university is institutionally accredited by Higher Education Council in the Kingdom of Bahrain every 4 years. The latest accreditation was granted on 14th of January 2021.
2. The university is institutionally reviewed by the Education and Training Quality Authority in the Kingdom of Bahrain every 5 years. The latest review process with a judgment of “Meeting the Requirements of Quality Assurance” was passed on 16th of September 2020.
3. The university is accredited as a partner institution of the Open University in the United Kingdom every 5 years. The latest accreditation period is from 1st of September 2017 to 31st of August 2022.

In addition, AOU-Bahrain programmes are periodically reviewed by the Education and Training Quality Authority in the Kingdom of Bahrain to assure its compliance with the requirements. Furthermore, the programmes are periodically accredited by Open University in United Kingdom to assure its compliance with the Open University Validation Partnerships requirements.

5.3 Graduation Certificate

The graduates of Arab Open University – Kingdom of Bahrain – receive two certificates upon graduation from the university:

1. A certificate issued from Arab Open University and attested by Higher Education Council (HEC).
2. A certificate issued by the Open University in the United Kingdom.

5.4 AOU Bylaw

Students can view AOU Bylaws at any time by utilizing one of the below methods:

- Visiting the link on the Official University Website:
<https://www.aou.org.bh/about/Pages/regulations.aspx>
- Visiting Learning Management System (LMS)
- Communicating with the Quality Assurance and Accreditation Department.
- Communication with the concerned departments.

5.5 Students Representation in Councils

The Students Council is considered as the voice of the student for the communication with the management and concerned departments thorough the Students Affairs and Graduates Department or directly. Nevertheless, a student representative from every faculty has been added to the formation of the Branch Council to communicate any concerns or suggestions directly to the council. In addition, students are added to the formation of the Branch Quality Assurance Committee.

5.6 Communication with the University

The students can communicate with the University through various methods, which include:

5.6.1 Student Information System (SIS)

The students can communicate through one of the following methods:

1. Raising complaints relating to all administrative matters in the university, faculties or departments (this segment does not include appealing against grades)
2. Raising appeals against the mark of MTA, TMA or Final Exam (this must be done during the announced appeal period).
3. Raising a request to postpone the MTA or Final Exam (this must be done during the announced postponement period)

4. Raising a request regarding student services to the concerned department.

Note: For detailed information about appeals and complaints, please visit the official website/LMS.

5.6.2 Students Surveys

which includes surveys that are conducted periodically or whenever needed to gather students' feedback about matters relating to the teaching and learning aspects, as well as, administrative matters. These surveys include –but are not limited to - the following:

- 1. Students Surveys:** it includes a survey about tutors, courses, AOU's services and resources, and a personal development plan survey. These surveys are conducted for each regular semester.
- 2. Extra-Curricular Activities' Survey:** this survey is to collect students' feedback about the extra-curricular activities they are interested to participate in at AOU-Bahrain.
- 3. Exit Survey:** This survey is conducted for the graduates at the end of every academic year to collect their feedback about the learning experience at AOU-Bahrain and the suggestions for improvements.

The participation of students in these surveys is necessary and crucial for collecting information as they are utilized as a source of information that fosters informed decision making at the university.

5.6.3 Communication with Faculty Members

This can be achieved through direct communication with the faculty member during the announced office hours. This communication can be carried out through the following means: visiting the tutors' office, communication through phone, email, Learning Management System (LMS), or any other form of communication agreed between the tutor and students.

5.6.4 Communication with Concerned Departments

In addition to the methods mentioned above, communication with departments can be conducted through the following means: communication with the department through the department group email –which is announced in social media-, communication through the direct email or office number of the concerned employee, or through visiting the concerned department.

Note: The contact details are available in “Staff Directory” page at AOU-Bahrain official website.



06

Financial Affairs

6.1 Preamble

The financial Affairs Department strives to manage the financial affairs and to facilitate the payment process for students in compliance with AOU financial policies and procedures, the legal authorities in the Kingdom of Bahrain, as well as the compliance with the international financial reporting standards (IFRS).

6.2 University Fees

- Admission fees consist of the Application Fees for a newly admitted student at the University, and the Placement Test Fees.
- Education Packages (if available)
- Registration Fees (per semester)
- Value Added Services Fees (per semester)
- Credit Hours Fees
- Learning Management System (LMS) per course
- Other Administrative Fees

Note: The Academic Program quotations are available on the University's official website and at the Financial Affairs Office on the Second floor.

6.3 Tuition Fee Payment Methods

- **Cash**
- **Credit Cards:** Only Visa Card and Master Card are accepted
- **Debit Card:** (ATM card)
- **Benefit Bay Application**
- **Online Payment:** (<https://sisksa.aou.edu.kw/OnlineServicesBAH/>)

The Online Payment is available through the following:

- **Credit Card** (only Visa Card and Master Card are accepted)

6.4 Paying Fees by Instalments

- The student must have completed one academic year (in equivalent to 32 credit hours) with cumulative GPA not less than (2.00 out of 4.00). The credit hours shall be paid in two instalments only.
- Fees for (Education packages, value added service, registration and LMS) cannot be paid by instalments and must be fully paid at the beginning of registration.

6.5 Study Sponsorship

- In case of the availability of a Sponsor to the student, such as a government or a private entity, such sponsor is requested to send an official letter to the University administration indicating the type of sponsorship provided and the agreed proportion to be paid of the student's tuition fees. Moreover, the Sponsor shall indicate any required details or conditions before the Registration and payment period.
- The sponsored students shall refer to the Financial Affairs during the registration period, to confirm and fix their registered course and to ensure the validity of the procedures followed during the registration and the acquisition of the Education packages.

6.6 Scholarships for the Distinguished Students

Scholarships are awarded to distinguished students by percentage of discount on total credit hour per the following criteria:

- Scholarships are allocated to distinguished students Cumulative GPA (from 3.67 – to 4:00).
- The student must complete two semesters and at least (32 Credit Hours).
- The scholarship shall be in the form of exemption from a proportion of the credit hours fees which shall be determined as per the decision of the Student Fund Committee in the branch.
- The availability of scholarships depends on the branch budget.

6.7 Student Fund for Needy Students

Student fund are provided to the needy students in the form of tuition fee exemption and the proportion shall be determined as per the decision of the Student Fund Committee in the branch, in accordance to the case rating scale with the following conditions and criteria:

- An application to obtain a student fund shall be submitted during the application period, which is announced by the Student Affairs Department.
- The student must have completed at least two semesters at the University and studied courses with at least (32 Credit Hours).
- The student shall have a cumulative GPA not less than (2.00 out of 4:00) of the approved grade system.
- The student should demonstrate a good conduct and that no disciplinary measures were imposed on him/her for violating any of the provisions stated in Article four of Students' Conduct and Disciplinary Procedures By-law.
- The student shall not be eligible for the grant if he/she has received a grant or a scholarship from another party, whether from inside or outside the country of study.
- The student shall sign a pledge confirming that all details provided in the Student Fund Application Form for the acquisition of a grant, are correct.
- The availability of scholarships depends on the branch budget.

6.8 Complete Withdrawal and Semester Postponement Regulations

Complete Withdrawal from University

- In case of a complete withdrawal from University, the student is eligible for a partial refund of the tuition fees that he/she has paid and this in accordance with the complete withdrawal date and the dates specified in the academic calendar, which are as follows:

During first and second semester:

- In case of withdrawal from University before the study commencement date, the student is eligible for a refund of (85%) of the total credit hour fees only.
- In case of withdrawal from University during the first week of the study commencement, the student is eligible for a refund of (50%) of the total credit hours only.
- In case of withdrawal from the second week of the study commencement date and onward, the student will not be eligible for any refund of the paid fees.
- If the student sponsored from outside parties, and he wish to completely withdraw from the University, he/she is required to provide an approval letter on withdrawal and pay all the fees from the sponsored side.

During summer semester:

- In case of withdrawal from University before the study commencement date, the student is eligible for a refund of (85%) of the total credit hour fees only.

- In case of withdrawal from University during the first three days of the study commencement, the student is eligible for a refund of (50%) of the total credit hours only.
- In case of withdrawal from fourth day of the study commencement date and onward, the student will not be eligible for any refund of the paid fees

Withdrawal from Courses

- Upon the student's withdrawal from one or more courses, he/she is eligible for a total or partial refund of the paid fees and this in accordance with the withdrawal date and the dates specified in the academic calendar, which are as follows:

During First, Second Semester:

- In case of withdrawal from one course or more before the study commencement date and during the first week of the study commencement date (Add and drop period), the full course fees are credited in the student's account at the University (as Balance) to be used in following semester.
- In case of withdrawal from one course or more during the second and third week of the study commencement, (70%) of the credit hours' fees only shall be credited in the student's account at the University (as Balance) to be used in following semester.
- The student loses all the paid fees in case of withdrawal from one course or more from the fourth week of the study commencement and onward.
- The above course withdrawal bylaws are also applicable on the semester postponement.

- If the student wishes to withdraw while he/she is enrolled into the tuition instalment plan, he/she must first complete the payment of the remaining tuition fees, and then be able to complete the withdrawal procedures, and get a refund proportion of tuition fees as stated in the bylaws above.
- If the student sponsored from outside parties, and he wish to withdraw from one course or more, or postponed the semester, he/she is required to provide an approval letter on withdrawal and pay all the fees from the sponsored side.

During Summer Semester:

- In case of withdrawal from one course or more before the study commencement date and during the first week of the study commencement date (Add and drop period), the full course fees are credited in the student's account at the University (as Balance) to be used in following semester.
- In case of withdrawal from one course or more during the second week of the study commencement, (70%) of the credit hours' fees only shall be credited in the student's account at the University (as Balance) to be used in following semester.
- The student loses all the paid fees in case of withdrawal from one course or more from the third week of the study commencement and onward.
- The above course withdrawal bylaws are also applicable on the semester postponement.
- If the student wishes to withdraw while he/she is enrolled into the tuition instalment plan, he/she must first complete the payment of the remaining tuition fees, and then be able to complete the withdrawal procedures, and get a refund proportion of tuition fees as stated in the bylaws above.

- If the student sponsored from outside parties, and he wish to withdraw from one course or more, or postponed the semester, he/she is required to provide an approval letter on withdrawal and pay all the fees from the sponsored side.

6.9 General Provisions

- The student may pay the tuition fees in two instalments and he/she shall adhere to the payment dates of the instalments.
- Some fees cannot be paid in instalments and the student shall fully pay them, the fees are the Admission fees, Registration fees, Education packages fees, LMS fees, and Value Added Services fees.
- University Admission fees, Registration fees, and Education packages fees are Non-Refundable.
- Credit Hours fees are the only refundable fees in accordance with the University regulations and bylaws.
- In all withdrawal cases, the Education Packages can neither be returned back nor have their fees refunded.
- The student right is fallen in case he didn't collect the educational material on the assigned date by the University management.
- In case of complete withdrawal from the University, the student's admission fees cannot be refunded.

- The original course payment receipts must be brought upon receiving of the education packages (Books).
- It is the student's ultimate responsibility to keep all receipts and the University is not responsible for any claims without such receipts.
- The student is not allowed to attend classes unless the first instalment is paid.
- The University has the right to drop the courses if the student did not pay the First instalment in the agreed date.
- The registration fees are considered as mandatory fees during the first and second semester.
- The registration fees are considered as mandatory fees during the summer semester, in case of registering the semester.
- In the summer semester, if the student registered courses, then drop them during the registration period, he/she is required to pay the mandatory registration fees.
- In case of repeating a course, the student shall pay the course fees again.



07

Student Affairs
and Graduates

7.1 Preamble

The Department of Students Affairs and Graduates' at the Arab Open University is an important component of the University that is dedicated to helping students reach success, and this through involving them in different extracurricular activities, and by helping them establish connections between the classroom experiences with other parts of their lives. The department also supports all students and helps them explore and experience all aspects of the university life. Students are given the opportunities to become active members of the university and the society. In addition, the Department seeks to implement the university's policies and work on providing the appropriate social and psychological environment to promote the students' learning.

7.2 The Department Tasks

7.2.1 Organizing Student Activities and Programs

The department aims, through organizing student activities and programs, to provide an atmosphere that supports the spirit of cooperation and effective communication between university students and its administration, in addition to directing interests, recruiting and refining students' abilities and talents. Among the most prominent tasks are as follows:

- Organizing an induction program (Orientation Day) for the new students, in coordination with

all administrative departments and the faculties at the beginning of each semester, in order to welcome them and introduce them to University blended learning system, and preparing them for the educational environment at the University. As all the new students are communicated and notified about the followed procedures in the relevant semester.

- Organizing student elections, supervising the Student Council and the Student Committees.
- Organizing cultural, scientific and sports competitions and giving the appropriate in-kind and monetary prizes and rewards.
- Coordinating with Universities and institutes and encourage them to take part in the students' events and activities.
- Coordinating with governmental and private bodies to provide the facilities that students need in order to participate in programs and activities and taking advantage of the available services such as health clubs and playgrounds.
- Making use of the students' abilities in order to contribute to the organization of student programs and activities.

7.2.2 Providing Student Services

The Department aims, through student services to provide services that meet the students' needs, and facilitate the study procedures at the university as follows:

- Meeting students and helping them through answering their queries.

- Solving the students' problems raised over the phone, the complaint system, e-mail, the appeal system, and the suggestions box.
- Issuing University cards.
- Providing the necessary services during the examination period through the publication of instructions and guidance, which help students to adapt and reduce stress. The department also works in cooperation with the Admission and Registration and Examination Department to meet the students' needs during the examination period.
- Providing students with any possible assistance and this with the support of the concerned bodies inside and outside the University.
- Providing grants and scholarships to the needy and the distinguished students as stated in the University by-laws.
- Assisting students with disabilities to ensure their access to the appropriate facilities and services while studying at the University.
- Participating in the organization of the graduation ceremony.

Moreover, student's suggestions and observations about the required student services raised during meetings and the suggestion box are taken into consideration to make the required improvements.

7.2.3 Implementing the Code of Conduct

One of the most important tasks that the department adhere to is the implementation of Students' Code of Conduct Bylaw at the University, and making sure that everyone is abiding by them. Any breaching of the University's laws, regulations, and bylaws and any conduct that breaches the university's norms and traditions shall be deemed an offense. Such offenses include the following:

- Any act that is incompatible with honour, dignity, or that breaches good conduct inside or outside the university.
- Actions that result in inflicting harm to the properties of the university.
- Disruption of tutorials, exams, or incitement to do so, or to refrain from performing academic and other related university activities.
- Any attempt to procure or leak exam questions, or cover up those attempting to do so.
- Organizing gatherings or non-academic meetings within the university, without prior approval of the university's concerned authority.
- Distribution of leaflets, or the issuance of bulletins, in any form, or collecting signatures for any purpose without the approval of the administration of the university.
- Any sit-in within the university campus, participation in demonstrations or gatherings that are deemed contrary to public order or public morals in the country of the branch.
- Publication that offends the university's reputation or its employees, or reporting false information to the administrators of the university or the branch.

- Assault by word or action, or both on any of the university's faculty member, employees, students, or guests.
- Any impersonation of others in any matter related to the university and its affairs.
- Carrying or use of licensed or unlicensed firearms and sharp instruments.

In case of verification of any of the offenses listed above concerning students' conduct, one or more of the following penalties shall be applicable:

1. Written notice.
2. Written warning.
3. Final written warning.
4. Failing the course.
5. Dismissal from the university for one semester, subsequent to the semester in which the offense took place.
6. Dismissal from the university for more than one semester subsequent to the semester in which the offense took place.
7. Final dismissal from the university.

A penalty may be inflicted above depending on each case in accordance to the decision of the relevant committees, without abiding by the sequence enlisted.

7.3 The Student Council

7.3.1 Preamble

It is the students' voice and the link between them and the university administration. The Council focuses on students' concerns, takes into consideration the challenges they may face and work on finding the appropriate solutions to them. Furthermore, The Student Council members participate in organizing students' activities in order to further enhance communication and build a spirit of cooperation within and among all relevant parties.

7.3.2 The Council Objectives

- To promote the spirit of participation and cooperation between students, the University administration as well as faculty members.
- To raise the students' awareness of ethics and professional values .
- To promote the spirit of leadership and responsibility among students.
- To promote exercising freedom of speech.
- To enrich the students' scientific, cultural, social, intellectual, sports and artistic activities while supervising them.

- To deploy the students' different skills and abilities, in order to further encourage them to participate in community service and activities.
- To organize and coordinate individual as well as group students activities.
- To have a role in the efforts paid for maximum use of the University facilities.
- To raise the students' awareness in order to urge them to abide by the Universities rules, regulation and policies, and to urge them to achieve better academic outcomes and better behavioural conduct.
- To promote interaction between students of Bahrain branch and students from other branches.

Contact the Student Council members by visiting their office in the second floor (SF-034), or via e-mail communication: sc@aou.org.bh

7.4 The Alumni Club

7.4.1 Preamble

AOU Alumni Club was established in order to enhance relations and to achieve better communication with alumni. AOU Alumni Club functions as the link between the graduates and the University administration. Furthermore, it aims to improve the image of the university while disseminating its educational mission and vision within the communities in which they work. Moreover, it aims to ensure the flow of feedback; pertinent to curriculum development and the practical aspects of training. Last but not least, it aims to ensure the employment of the University graduates.

7.4.2 The Club Objectives

- Building and developing a lifelong relationship between the university and its graduates through the various activities of the club.
- Enhancing the role of graduates in achieving outstanding achievements and providing diverse services to their communities.
- Providing a cultural and social forum and an incubator environment for the distinguished career development of university graduates.

- Building the spirit of giving to the university by its graduates and motivating them to contribute to supporting activities to develop their role in communication with the community and the labor market.
- Defining the local community of the university mission and services. Supporting the positive image of the university in the society and the media.
- Organizing and setting up cultural, scientific, social, sports and voluntary activities aimed at developing relations between the university and Arab societies.
- Benefiting from the graduates' experiences and their potential in developing the university.
- Sustainable development of the skills and abilities of university graduates through the organization of workshops and training courses in cooperation with the Training, Continuous Education and Community Service Center.
- To guide the final year students to the requirements of the labor market by communicating with them, organizing visits and field activities for business sites, and providing training courses that develop the required skills from the labor market in cooperation with the Training, Continuous Education and Community Service Center at the university.
- Raising financial and material donations, and attracting various kinds of financial and moral support for the university and its development projects.

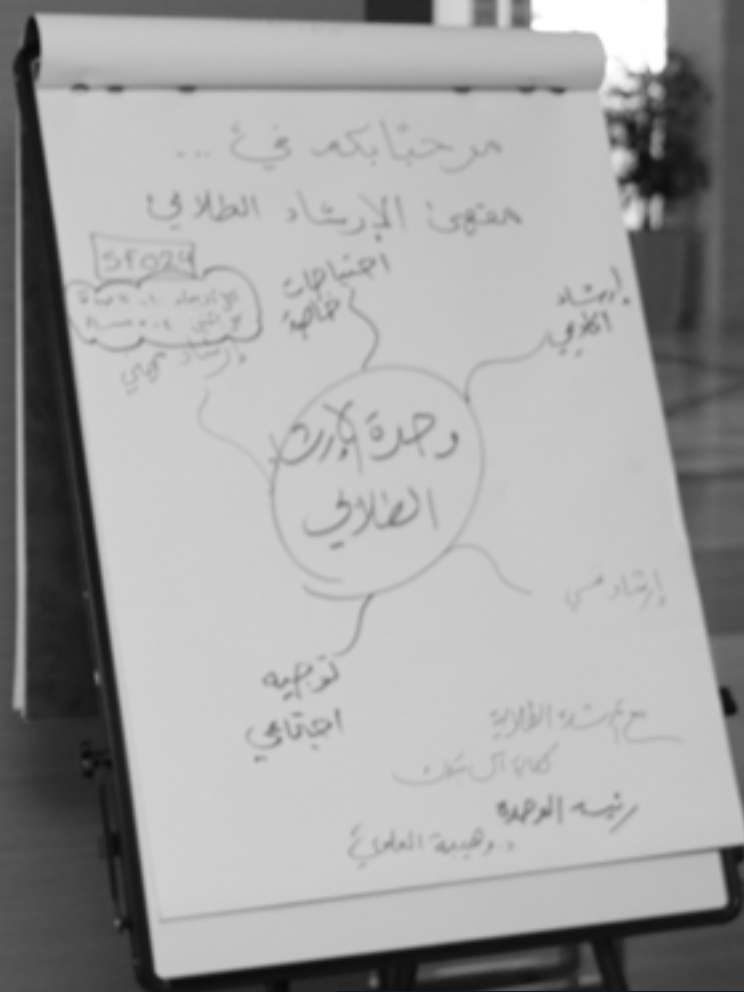
Contact the Alumni Club members by e-mail: alumniclub.bh@aou.org.bh

7.4.3 Alumni Electronic Portal

Based on the university's vision to keep in touch with its graduates and to help them in their career, an electronic website for university graduates is created, so that the graduates can register themselves to follow the university news, to communicate with other graduates, to find out training opportunities and job vacancies, and to participate in various university events and courses or organize such events.

The alumnus can register in the electronic portal by visiting the following link:

<https://alumni.arabou.edu.kw/Bahrain/>



08

Student Counseling

8.1 Preamble

Students' Counseling Unit (SCU) was formed to help the Arab Open University students to overcome any challenges that they may face during the learning process, academic or/and personal. It also provides the students with necessary skills, attitudes, and resources essential for academic growth and success.

Vision

To enable students to competently adapt with the university environment, psychologically, socially, emotionally and academically.

Mission

Provide psychological, social, academic and professional support services to all students to develop their personalities and helps them complete their (Studies). As we all as vide support to faculty and administrative staff at AOU to facilitate their tasks in supporting students through counseling sessions and various educational programs.

8.2 The Unit Tasks

8.2.1 Psychological Guidance

The Students' Counseling Unit (SCU), provides individual and confidential counseling for students (when needed) to effectively help them deal with any problems that may affect their learning progress and continuity at the university. These problems include, but not limited to: depression, anxiety disorders, sadness, phobic disorders and other psychological problems. This support is carried out by a specialized psychological counselor.

SCU organizes public programs and workshops in different aspects such as stress management, self-esteem nurturing, time management, etc. for all students to support and develop their personalities. Psychological counseling is usually provided to students on a short-term basis; but SCU may outsource counseling services or refer students to services offered by the community -whenever needed.

8.2.2 Academic Advising

The Arab Open University recognizes academic advising as an important component to support teaching and learning experience. Academic advising provides necessary tools and information to all students, allowing them to take full responsibility for developing educational and career plans while meeting degree requirements. Academic advising equips the students with the required skills

to enhance their decision making in the academic environment. The skills includes: information gathering and processing, and critical thinking & decision-making.

8.2.3 Social Guidance

The (SCU) aims to help students overcome any problems and challenges they face. Moreover, the unit offers programs and workshops to help students adapt to university life, and provide them with necessary skills to motivate their progress well in their learning.

8.2.4 Career Guidance

The Students' Counseling Unit (SCU) guides students on their career by providing opportunities to learn useful career tactics, and develop required skills in the labor market. These include employability skills and entrepreneurship skills: Employability skills help prepare students to make a smooth transition from studying students to working employees. Entrepreneurships skills encourage and help students and alumni establish their own business and contribute in economic growth. "SCU" is always ready to provide information to students and alumni regarding career opportunities and recruitment.

8.2.5 Supporting Student with Special Needs

The Arab Open University recognizes individual needs of students, and respects the rights of students with special needs (physical and/or learning disabilities). The main aim of the service is to support special need students participate fully in all aspects of the university experience that is inclusive of access and equity in student engagement outcomes. This applies to prospective students at admission and enrolment into study, participation of enrolled students in all subjects and courses, and the use of all facilities and services. The university is committed to providing all students with special needs' opportunities and access that are equitable to those offered to students without a disability.



09

Electronic
Services

9.1 Preamble

Arab Open University utilizes and maintains an information technology infrastructure that supports the university's mission and goals, therefore, the utilized infrastructure is implemented to meet the needs of faculty members, administrative staff, as well as, students in teaching and learning activities, scientific researches and community engagements.

9.2 Student Information System

IT department is focusing on empowering the mission of AOU "Develop and disseminate knowledge, and build expertise according to international quality standards without temporal or geographical barriers". Hence, the university has developed an electronic system that allows university students to complete most of the needed transactions and services online.

Among the most important objectives that the university seeks to achieve through the services provided are the following:

1. Facilitating accomplishing services (24/7).
2. Facilitating the students' access to their academic records.
3. Facilitating the communication with AOU without barriers.

To achieve the above objectives, many services are provided through the Student Information System (SIS) to serve the students.

System link:

<https://sisksa.aou.edu.kw/OnlineServicesBAH/>

The services provided by the student information system (SIS) will be detailed in this section.

9.2.1 Academic Advising

The system allows the student to view the name of the academic advisor assigned to him plus the advising details. In some cases, SIS will oblige the students to consult with the advisor before registering courses (i.e. students with low academic achievement).

9.2.2 Course Registration and Course Schedule

The system allows the students to enrol in the offered courses for a particular semester during the registration period. This allows the students to choose from the courses provided to them according to their plans, as well as deciding on the suitable sections available for the selected course. The service also offers the options to either confirm, drop, or change section.

The system allows students to view and print out their schedule of the enrolled courses in the semester.

9.2.3 View Offered Courses

The system allows the students to view the list of all courses offered in the University during the academic semester including the details of the offered sections for each course.

9.2.4 Exam Schedule

The system allows the students to view the schedule of their exams details for the enrolled courses in the semester.

8.2.5 Graded Details, Transcript and Academic Plan

- The system allows the students to view their marks details for the all the courses studied by the student.
- The system allows the students to view or print unofficial slip of the academic performance (transcript).
- The system allows the students to view or print the academic plan of the student.

9.2.6 Complaint

This service allows the students to complain about any service and this is accomplished by selecting the department in question and directing complaint to it. The complaint will be replied to by the department, the line manager of the department and AOU management. If the students are not satisfied with the result, they can request re-opening the complaint, in which case, the complaint will be directed to Head-Quarter in Kuwait and they will handle the matter.

9.2.7 Appeal

This system allows the students to appeal about assessments, midterms and final exam. The student must submit their appeal within 7 days after the announcement of the term results.

*"For more details about the Appeals, refer to chapter (4) Evaluation and Measurement – Examination."

9.2.8 Exam Postponement

The system allows the students who cannot sit for the midterms or the final examinations due to a force majeure excuse to submit their excuse through the Student Information System (SIS). The student shall be notified either of the approval or the rejection of his excuse after the attestation of the decision by the Branch Examination Committee.

If the submitted excuse for the midterm exam postponement is approved, the student is given another chance for a resit during the semester in which he/she is enrolled. However, in case of the final examination excuses, the exam shall be given to the student in the following semester.

9.2.9 Students Services

The system allows the students to submit a request for a service by selecting it from the available services list and submit the request after entering the necessary details. The concern department will receive and process the request.

9.2.10 Electronic Payment

The system allows the students to view the required tuition fees during the semester as well as allowing them to pay it electronically during the announced course payment period.

9.2.11 Changing Personal Information

The system allows the students to change their contact details, such as: mobile phone number, and E-Mail address.

9.3 Learning Management System

The Learning Management System (LMS) provides the entire students with an innovative and creative learning environment. It is web enabled AOU educational platform officially adopted in the teaching and learning processes. It provides the tutor with interesting educational methods for creating, presenting content, monitoring student participation and evaluating their performance, as per the following functions:

- Submitting the assignments through submission links.
- Provide discussion forum among all users.
- Providing instant messaging service.
- Providing all remote Quizzes/Exams for all relevant courses.
- Providing links to the E-Library in addition to all the official social media accounts and the YouTube channel.
- Enable students to view the announcements of the university and teachers regarding lectures, exams and public announcements.

Note: The learning management system can be accessed through the following link:

<https://mdl.arabou.edu.kw/bahrain/>

9.4 Students Email

Every enrolled student at Arab Open University (AOU) is provided with a University official email account, which will be an official communication channel between staff (Academic & Admin) and students. This email account will enable students to access/attend online classes, get activity notifications from LMS etc. However, the Student accounts will be created after the add/drop period at every new semester, and once the email accounts have been created, IT department will send an SMS to all new enrolled students about their email & password details.

Link to access: <http://mail.std.aou.org.bh>

To enhance the communication and the services, IT Department has been implemented an e-Ticketing Helpdesk system to support AOU stakeholders (Admin, Academic and students). Students can access the e-Helpdesk system via send an email to “support@aou.org.bh”, which will create an e-ticket number automatically, then accordingly send notification to Student & IT Team. The response to any opened ticket excepted to not exceed 24 hours during working days.

Email Password Requirements:

- Password must be eight or more characters long.
- Password must contain characters from two of the following four categories:
 - Uppercase characters A-Z (Latin alphabet)
 - Lowercase characters a-z (Latin alphabet)
 - Digits 0-9.
 - Special characters (!, \$, #, %, etc.)



10

Learning
Recourse

10.1 Preamble

The Learning Resource Centre (LRC) at AOU provides an exceptional opportunity for independent learning, research needs and self-development. The centre supports the teaching and learning process for students, faculty members and administrative staff.

The centre provides physical and digital resources that help students to build and develop their knowledge and skills using self-learning methods.

10.2 The Centre Objectives

- Provide sources of information that serve the academic programmes, as well as, enriching the skills of students and employees.
- Increase awareness about the LRC and the provided services.
- Introduce the students to the various resources of information.
- Equip the students with the skills to search for the needed information.
- Increase awareness about citation and techniques to avoid plagiarism.
- Train students about the utilization of the e-library for assignments and research.
- Train the students about the utilization of the electronic systems that supports the centre.

10.3 LRC's Facilities

The centre is located on the first floor of the campus, and it consists of two halls:

- **The main Library Hall:** The furniture and facilities of this hall are arranged in a manner that promotes individual learning in a quiet and silent area. The hall provides a comfortable and inviting environment for revision, learning, and research. The collection of resources in the hall includes a variety of books and references to support the AOU curricula.
- **Kuwait E-Library Hall:** This hall is designed in a manner that meets the students' needs for group learning, discussion and teamwork.

Both halls are equipped with computers connected to high speed network, and all the necessary software to facilitate users' needs.

10.4 Library Collection

The LRC includes a wide range of permanent references that serves all the disciplines taught at the University, such as dictionaries, encyclopaedias, and government newspapers, as well as a set of titles of refereed journals in administrative studies, economics, business, information and computing technologies, linguistics, literature, etc.

10.5 The Electronic Library

AOU has implemented a digital library that can be accessed 24 hours, 7 days a week from any e-portal to cater to the needs of its students, alumni, and faculty.

The library provides access to thousands of e-journals and e-books through subscriptions to online databases from various publishers. Furthermore, the centre provides periodic training courses to equip students with the necessary skills to use the electronic library.

10.6 Services of the Centre

AOU library supports learning, teaching and research activities at the university. To fulfilled these activities, the centre provides the following services.

- **Reference Services:** library's visitors are guided to the available information sources and how to use and access them, and help researchers search for various sources through the university E-Library system.
- **Internal Reader Service:** In the library, the books and references are organized on open shelves, to encourage students to read and view references inside the library.
- **External borrowing services:** The LRC materials can be lent to students possessing valid AOU ID cards to use outside the library, according to AOU rules and regulations related to the loan system.

- **Reservation Corner service:** Mmaterials are placed in this corner based on faculty members' recommendations to support the specific courses they teach. These materials can be borrowed by students' end of the day and must be returned morning the following day.
- **Awareness sessions:** The LRC arranges periodic awareness sessions on effective utilization of library services, and the classification system used to organize books.
- **Library Sessions:** It covers a wide range of topics needed for the utilization of the library. The sessions includes: accessing E-Library, citing various resources, databases' searching techniques to avoid plagiarism, etc.

The users can benefits or request any of the above services by visiting the Centre in person, through a phone call, or by sending an email in consistence with AOU rules and regulations. The beneficiaries from outside the university can benefit from these services as well based on special conditions specified by the LRC instructions.



11

Facilities

11.1 The University Coffee Shop

The University provides an indoor coffee shop and an outdoor one.

- **The Indoor Coffee Shop:**

Located on the ground floor, and serves snacks, hot and cold drinks throughout the studying day.

- **The Outdoor Coffee Shop:**

Located outside the University building and offers a view of the University playground. It also provides seating and serves light food and cold and hot drinks.

11.2 The Grocery Shop

Located on the ground floor and provides consumables with reasonable prices that suit the budget of the University students.

11.3 The Auditorium

The Arab Open University has an Auditorium that accommodates around (300) people and is equipped with a sound insulation feature plus an interaction smart system. The Auditorium is surrounded by a modern seating area with a Dilmunian style that is inspired by the history of Bahrain.

11.4 A Multi-Purpose Outdoor Playground

The University has a multi-purpose outdoor playground located in the Eastern side of the University building. The playground is (28 meters long and 15 meters wide) with a total area of (420 square meters)

11.5 A Multi-Purpose Hall

Located on the ground floor of the University building, the hall has a distinct view and location and is close to all vital facilities. The total hall area is about (200) square meters and it is equipped with a billiard table, a table tennis table, a foosball table, Playstation4, in addition to the intelligent interaction system.

11.6 Prayer Rooms

Two prayer rooms are available on the first floor of the university building, one for Men (FF-030) and another one for Ladies (FF-031).

11.7 The Clinic Room

The clinic room is available on the ground floor of the university building and is equipped with the necessary medical equipment. There is also a full-time nurse available there.

Work Hours: Sunday to Thursday from 10 A.M. to 7 P.M.

Contact Details: +973-17407547

11.8 The Car Parking

The Arab Open University has a four-level car park building with a total capacity of (200) cars plus an outdoor parking area as well.

11.9 Facilities for Student with Special Needs

The Campus support services provided by the University for the students with special needs are regarded as an essential and indispensable element because they are genuine rights of these students. These services are meant to enable such students acquire the appropriate education as their fellow students. There is no doubt that the students with special needs at the University have needs that require the availability of special services and facilities without which they would not be able to succeed socially and academically at the university. Therefore, the University is working on improving the quality of the services provided to the students with special needs enrolled in it.

Moreover, the University provides facilities that are accessible for the people with special needs for an unencumbered movement throughout the university, and provides special places such as car parks and toilets, in addition to the provision of the students' requirements while studying at the university studies.

11.10 Safety on Campus

The Safety and Security Guidelines at the Arab Open University:

- If you notice fire or smoke in the building, please alert the others by activating the fire alarm system in the building and this by breaking the glass of the device in the corridors and then head to the assembly point (near the playground).
- During the evacuation process, please use the closest stairway and this by following the fire exit signs.
- Do not use the elevators in the event of fire in the building and do not return to the building after leaving it.



12

Appendices



12.1 Opening Hours of the University

The official opening hours are from 8 A.M. to 3 P.M.

The following departments are open from 8 A.M to 8 P.M.:

- The Information Centre (The reception).
- The Learning Resource Centre.

12.2 Student Communication with the University

Students are kindly requested to communicate with the University and its various departments via e-mail and the contact numbers shown below:

Departments	Electronic Mail (E-Mail)	Contact Numbers
Admission and Registration Department	registration@aou.org.bh	+973-17407133 +973-17407137 +973-17407138
Examinations Department	examination@aou.org.bh	+973-17407136 +973-17407139
Student Affairs Department and Graduates	student-affairs@aou.org.bh	+973-17407204 +973-17407190
Students Counselling Unit	scu@aou.org.bh	+973-17407546

Departments	Electronic Mail (E-Mail)	Contact Numbers
E-Learning Department	support @aou.org.bh	+973-17407146
Learning Resource Centre	LRC@aou.org.bh	+973-17407180
Financial Affairs Department	finance@aou.org.bh	+973-17407152 +973-17407153
Quality Assurance and Accreditation Department	quality@aou.org.bh	+973-17407172
Technical Support	support @aou.org.bh	+973-17407146 +973-17407181
Information	info@aou.org.bh	+973-17407077

** To communicate with the Academic Staff members, please refer to the contact page on the official university website:

<https://www.aou.org.bh/directory/Pages/find-by-name.aspx>

As well as to the Learning Management System (LMS) page for the relevant course, which include the details of the office hours for each tutor.

12.3 University Address in the Kingdom of Bahrain

Telephone: (+973) 17407077

Fax: (+973) 17402548

P.O Box: 18211– Kingdom of Bahrain

University Building Address: Building 890, Road 3220, Block 732, A' Ali Area

Electronic-Mail (E-Mail): info@aou.org.bh

Website: www.aou.org.bh

12.4 Glossary of Terms and Abbreviations

	Word /term	Meaning
1	AOU	Arab Open University
2	OU-UK	Open University in the United Kingdom
3	Academic Advisor	The academic advisor, a member from academic staff who is allocated for student to provide the academic advices and monitor student academic progress.
4	TMA	The assignment done by the student in all the courses except the foundation ones.

	Word /term	Meaning
5	MTA	Mid-Term Assessment
6	LMS	Learning Management System
7	Quiz	A short test
8	LRC	Learning Resource Centre
9	Section	The section refers to the offered timing and classes for all the offered courses.
10	Form	A document issued by the university to collect information for a specific purpose
11	Complaint	Any complaint raised by the student against any administrative matters in the university (whether in faculties or departments) and this segment does not include appealing against grades.
12	Appeal	Any appeal raised by the student against the marks received in marked assessment (MTA, TMA, Final). It is restricted to the announced timeframe.
13	Pre-Requisites	Courses that must be taken before any specific course at AOU.
14	Tutorial/ lecture	Scheduled classes between the tutor and the students.
15	Academic Transcript	An official summary of the student's academic performance and progress to date (academic record and grades).
16	Online Services	Electronic services provided to support academic and administrative requirements at AOU

12.5 Important Websites

	Directory	Website
1	The official University website (Kingdom of Bahrain)	www.aou.org.bh
2	Headquarters website (Kuwait)	www.arabou.edu.kw
3	E-Learning administration website	https://mdl.arabou.edu.kw/bahrain/
4	Student support system website	https://siksa.aou.edu.kw/OnlineServicesBAH/
5	Open University–UK website	www.open.ac.uk
6	Academic Calendar	https://www.aou.org.bh/students/Pages/academic-calendar.aspx



الجامعة العربية المفتوحة
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