AOU
الجامعة العربية المفتوحة
Arab Open University
Bahrain

مملكة البحرين
Kingdom of Bahrain

Student Guide

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Speech Of the University President

A warm welcome to the students of the Arab Open University in the Kingdom of Bahrain,

I am pleased to welcome you to Arab Open University, the leading University in quality education for all; the place that is dedicated to the development of society, through knowledge, scientific research, innovation, and community service. It is a non-profit developmental project based on the initiative of the late HRH Prince Talal bin Abdulaziz Al Saud (may God rest his soul) in 1996, which, since its founding, has prided itself on contributing to humanity by disseminating and sharing knowledge. AOU Bahrain has long stood as a source and edifice of Knowledge, to which students from all segments of society, regardless of their gender, colour, ethnic backgrounds; and those who come from various places with varying economic, social status, attend and enrol at with affordable fees.

Arab Open University was founded based on the belief that every person in the Arab world has the right to have access to higher education opportunities in order to contribute to the development of their country. Hence, the idea of establishing Arab Open University began in order to achieve its unique objectives.

Arab Open University has become the first university in the Arab world to adopt blended learning education, which is based on the use of latest advanced technologies and digital methods of communication that transcend barriers of time and space. Therefore, AOU has succeeded in consolidating this type of education in the Arab world, based on a strategic partnership with The Open University in the United Kingdom. Arab Open University has become one of the educational institutions to provide educational services in nine Arab countries in order to achieve its lofty mission. The University strives to add new academic programmes in order to keep pace with the innovations of the local and global labour markets.

Last but not least, let us not forget the credit of the owner of the AOU initiative who contributed and supported the success of the University, and let us ask God to extend his spirit to heaven and to help us complete the journey and to pursue the goals of AOU.

With my best wishes to all,
Dr. Najma Taqi
President of Arab Open University
Kingdom of Bahrain

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 programmes 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.

Section One: The Arab Open University in Brief

1.1 Vision

A pioneering Arab Open University in the Quality of Education for All, and in the development of the Knowledge Society

1.2 Mission

To provide high-quality flexible education to all segments of society; through a professionally attractive technical learning environment, which incubates scientific research, innovation, and community service, provides graduates with labour market skills and ultimately contributes to the sustainable development of the Kingdom of Bahrain.

1.3 Values

- Justice
- Perfection
- Integrity
- Transparency
- Cooperation

Section Two: Admission, Registration & Examinations Department

2.1 Preamble

The Admission, 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 continuous 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 are 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 filed.

- 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).

The following requirements must be met for admission to the master's programme:

- The applicant must hold a bachelor's degree or its equivalent from a recognized university, in accordance with local accreditation requirements.

- The applicant must meet the conditions set by the relevant dean's office and official authorities in the Kingdom of Bahrain.

- The applicant must not have been academically dismissed from the programme they are applying to in the past.

2.3 Placement Test

- All newly admitted students in any of the University's undergraduate programmes 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	Type	Minimum Level
TOFEL	Paper based	477
	Computer based	153
	Internet based	53
IELTS	-----------	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 specified in AOU bylaw to be admitted in the chosen programme directly. Otherwise, students will have to take the English Orientation course to improve their language proficiency before starting the programme.

2.4 Academic Year

Bachelor's Programmes:

- The academic year consists of two terms and each one lasts for fifteen (15) weeks, but the summer term is optional and lasts for only seven (7) 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 be prevented from attending the exam, whether it is the midterm or the final exam, if the number of unexcused absences exceeds 25% of the total number of classes meetings.

- A student will not be allowed to sit for the examination, whether Midterm or Final, if the number of excused absences exceeds (50%) of the total number of classes meetings.

- 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.

Master's Programme:

- The academic year consists of two semesters, each lasting 15 weeks. The summer semester is optional and lasts for 7 weeks.
- The files of all accepted students are approved by the General Secretariat of the Higher Education Council, and an education number will be issued for each student upon approval by the Secretariat.

2.5 Study Duration

Bachelor's Programmes:

- The minimum requirement to obtain a bachelor's degree is six semesters (equivalent to 3 years).
- The maximum duration to obtain a bachelor's degree is sixteen semesters (equivalent to 8 years).

Master's Programme:

- The minimum duration of study is three (3) semesters, with a maximum of eight (8) semesters, excluding the summer semester (4 years).

2.6 Academic Load and Registration

Bachelor's Programmes:

- 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 (8) credit hours in the regular semester.
- The student's maximum academic load is (19) credit hours in the regular semester.
- The student's maximum academic load is 21 credits in the regular semester provided that the student's cumulative GPA is 3 and above.

- The student's maximum academic load is 21 credits in the regular semester if the student is expected to graduate.
- 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 programme'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.
- A student enrolled in one of the university's branches may take courses within their academic plan at another branch, after receiving approval from the presidents of both branches. The head of ARE must also be informed about the transfer.
- 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.

Master's Programme:

- The minimum credit hours load for a student is 3 credit hours in a regular semester.
- The maximum credit hours load for a student is 12 credit hours in a regular semester.

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 their 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

Bachelor's Programmes:

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 president, 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.

Master's Programmes:

A student may apply for a postponement of their studies within a period not exceeding two weeks from the beginning of the semester. The total postponements period may not exceed two consecutive or interrupted semesters.

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 discontinues his/her studies for more than three consecutive semesters without valid excuse.

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

2.11 Warning or Dismissal

Bachelor's Programmes:

- 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 programmes excluding the programme from which he/she was dismissed.

Master's Programme:

- A student whose cumulative GPA below 2.67 at the end of any semester (except the summer semester) will be warned.
- A student will be expelled from the university if they receive three warnings over three consecutive semesters.
- A student academically expelled from the university may reapply for admission to any university programme, except the programme from which they were expelled.

2.12 Repeating Courses

Bachelor's Programmes:

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 programme.

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.

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.

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.

Master's Programme:

- A student may retake any course in the study plan to raise their cumulative GPA to the required level if their grade in that course is below (B). The credit hours for the course will be counted as completed once, and the new grade will be recorded.

- A student who fails a required course must retake the same course in subsequent semesters, and the grade obtained upon retaking the course will be recorded in their academic record. If the student fails again, the credit hours for the course will be excluded from the calculation of their cumulative GPA, but the GPA for the semester in which the student failed will not be modified.

- A student who fails an elective course may retake the same course or any other elective course to fulfill the requirements of the approved study plan for the programme. The new grade obtained after retaking the course will be included in both the student's semester and cumulative GPA. If the student fails again, the credit hours for the course will be excluded from the calculation of the cumulative GPA, but the GPA for the semester in which the student failed will not be modified.

2.13 Transfers between Academic Programmes

- 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 presidents in both branches and, in accordance with the standards and procedures of the University Council.

- The courses must be registered and paid at the host branch.

2.15 Study Plans

- The study plans of the academic programmes 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:

  - (133) credit hours for the Business Studies (Systems Practice) programme.

  - (131) credit hours for the Information Technology and Computing programme.

  - (134) credit hours for the Graphic and Multimedia Design Technology programme.

  - (131) credit hours for the Cyber Security programme.

  - (131) credit hours for the Artificial Intelligence programme.

  - (129) credit hours for the English Language and Literature programme.

  - (48) credit hours for the MA in Teaching English as a Foreign Language (TEFL) - Thesis Track.

2.16 Degree Award

Bachelor's Programmes:

- A bachelor's degree is awarded to a student after successfully completing all courses listed in the study plan for their programme, provided their cumulative GPA is not less than 2.0.

- The grade classifications for a graduating student, according to their cumulative GPA for all courses in the study plan, are as follows:

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

Master's Programme:

A master's degree is awarded after completing the graduation requirements, which include:

- Success in all required courses for graduation, according to the approved study plan for the master's degree in the relevant programme.

- Achieving a cumulative GPA of at least 3.00 points on a 4.00 scale.

- Not exceeding the maximum allowable duration, as stipulated in Article (5), Item "C" of these regulations.

- Successfully defending the thesis.

- Any other requirements outlined in the study plan for the programme.

- The appropriate grade is awarded according to the equivalent cumulative GPA as per the table below:

Cumulative GPA	(3.67 – 4.00)	(3.00 – 3.66)	(2.50 – 2.99)	Less than 2.50
Grade	Excellence	Very Good	Good	Fail

Section Three: Academic Programmes

3.1 Faculty of Business Studies

3.1.1 Welcome Message from Local Dean

Dear Students,

It is with great pleasure and excitement that I welcome each of you to the Faculty of Business Studies (FBS) at the Arab Open University (AOU). Congratulations on your admission and for taking this important step toward shaping your future!

At FBS, we are committed to providing you with a rich and dynamic learning experience. Our programmes are designed to equip you with the skills, knowledge, and critical thinking abilities needed to excel in today's fast-changing business world. We take pride in fostering a learning environment that encourages creativity, innovation, and leadership—preparing you not just for a career but for success in a globalized economy.

During your time with us, you will be exposed to a diverse range of courses, projects, and real-world experiences that will challenge and inspire you. Our dedicated faculty and staff are here to support and encourage you to actively participate in all the opportunities available to you—whether academic, social, or professional.

Remember, the journey ahead will require hard work and determination, but it will also be immensely rewarding. We are confident that you will rise to the occasion and make the most of the opportunities here at FBS.

Once again, welcome to the Faculty of Business Studies. We look forward to watching you grow and succeed during your academic journey.

Warm regards
Dr. Habil Slade Ogalo
Local Dean, Faculty of Business Studies

3.1.2 Preamble

The Faculty of Business Studies (FBS) at Open Arab University (AOU) in the Kingdon of Bahrain offers a BA (Hons) 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 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 BA (Hons) 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 BA (Hons) 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 BA (Hons) 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

To view the details of the BA (Hons) Business Studies (Systems Practice) Programme, including programme requirements, study plan, and programme fees, please visit the following link:

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

To view the course descriptions for the Business Administration programme, please visit the following link.

https://www.aou.org.bh/faculties/business/pages/course-catalogue.aspx

3.1.6 Graduation Requirements

To obtain a bachelor's 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's 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 BA (Hons) Business Studies (Systems Practice) which is accredited by the Open University UK 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.

3.2 Faculty of Computer Studies

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 have developed programmes 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 at the Arab Open University in the Kingdom of Bahrain, you will benefit from the expertise and reputation of university as a leading university field of computer studies and technology. Our curricula will also encourage you to consider entrepreneurship ideas after graduation. The academic degree you will obtain will enable you to meet the needs of the local market in the Kingdom of Bahrain, as well as regional and global, in the field of information technology.

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 practices, and a capacity to design, build and analyze different software 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 lifelong 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 offers leading-edge programmes of study in the most in-demand fields through Undergraduate programmes. Currently, FCS in the Kingdom of Bahrain offers the following programmes:

1. BSc (Hons) Information Technology and Computing (ITC).
2. BSc (Hons) in Cyber Security (CyS).
3. BSc (Hons) in Artificial Intelligence (AI).
4. BSc in Graphic and Multimedia Design Technology (GMDT).

The Information Technology and Computing, Cyber Security, and Artificial Intelligence programmes are offered in partnership with the Open University (OU-UK), United Kingdom. These are validated programmes of study that provide students with the opportunity to earn dual awards—one from the Arab Open University (AOU) and the other from the Open University, UK. The validated programmes are overseen by a team of External Examiners from reputable UK universities to ensure that the quality of the awards is aligned with the standards of those offered at OU-UK.

3.2.3 BSc (Hons) Information Technology and Computing (ITC)

3.2.3.1 Aims and objectives:

The ITC programme has the following overall aims and objectives:

- Provide students with a solid understanding of the fundamental principles of hardware-based, software-based, or systems-based technologies.
- Familiarize students with a variety of modern programming languages and the underlying principles of programming paradigms such as functional, object-oriented, and logical programming.
- Enable students to solve both scientific and real-world problems, providing lifelong support for their careers.
- Equip students with the ability to apply their knowledge and skills across a broad range of ITC-related industries and organizations.
- Prepare students for employment in various sectors, including communication systems, software engineering, networking, security, and web technologies.
- Enhance students' experience in communication, time management, analysis, and problem-solving.

3.2.3.2 Career Fields

The Information Technology and Computing programme qualifies graduates to join the labour market and pursue various job opportunities, including the following:

- Software development
- Database management
- Systems and data analysis
- System design
- Information systems operations
- Technical support
- Network security

3.2.3.3 Programme Requirements

To view the details of the Information Technology and Computing programme, including programme requirements, study plan, and programme fees, please visit the following link.
https://www.aou.org.bh/faculties/computer/Pages/program-details.aspx?degree=1&iid=13

To view the course descriptions for the Information Technology and Computing programme, please visit the following link.
https://www.aou.org.bh/faculties/computer/Pages/course-catalogue.aspx

3.2.3.4 Graduation Requirements (ITC-Plan 2017)

To obtain a bachelor's degree in information technology and Computing, 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

3.2.3.5 Graduation Requirements (ITC-Plan 2021)

To obtain a bachelor's degree in information technology and Computing, it is mandatory to complete successfully the equivalent of (131) credit hours distributed as follows:

- 15 credit hours of university mandatory requirements
- 5 credit hours of university Requirements/local requirements.
- 8 credit hours of faculty mandatory requirements
- 6 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's degree requirements within four years by completing not less than (32) credit hours per academic year.

3.2.3.6 Academic Degree

Upon the completion of all programme requirements, the student will be awarded a bachelor's degree in Information Technology and Computing by decision of the Arab Open University Council. This degree is accredited by the Open University in the U.K., in accordance with the agreement with this university, which holds a prestigious global status in the field of open education. The degree awarded by the Arab Open University is recognized based on special agreements signed with the Ministries of Higher Education in the countries where its branches are located.

3.2.4 BSc (Hons) in Cyber Security (CyS)

3.2.4.1 Aims and Objectives

The Cyber Security programme aims to provide graduates with an ability to:

- Acquire the necessary theoretical foundation and practical skills in the field of Cyber Security, enabling them to work effectively in the industry and prepare for postgraduate studies.
- Evaluate and analyse a broad range of tools and techniques, which are at the forefront of defined aspects of Cyber Security and an ability to exercise critical judgement.
- Critically analyse and apply essential concepts, principles, practices, and research showing effective judgement to frame questions and to solve problems.

- Investigate and critically evaluate arguments, assumptions, and data to identify the root cause of computer-based malicious activity.
- Critically review and recognize the legal, social, ethical and professional issues involved in Cyber Security and be guided by the adoption of their best practices.
- Undertake projects to a professional industry recognized standard [Fragment], within Computer Security, by the consistent application of development, management and evaluation methods and techniques.
- Develop transferable skills necessary for employment including initiation, commitment, time-management, decision making, documentation, presentation, and the ability to communicate findings with both specialist and non-specialist audiences.

3.2.4.2 Career Fields

The Cyber Security programme qualifies the graduates to join the labour market and occupy many jobs, including the following:

- Anti-Corruption Crime Directorate.
- Cyber Crime Directorate.
- Anti-Economic Crimes Directorate.
- International Affairs & Interpol Directorate.
- System Detection Directorate.

3.2.4.3 Programme Requirements

To view the details of the Cyber Security programme, including programme requirements, study plan, and programme fees, please visit the following link:
https://www.aou.org.bh/faculties/computer/Pages/program-details.aspx?degree=1&iid=50

To view the course descriptions for the Cyber Security programme, please visit the following link:
https://www.aou.org.bh/faculties/computer/Pages/course-catalogue.aspx

3.2.4.4 Graduation Requirements

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

- 15 credit hours of university mandatory requirements.
- 5 credit hours of University Requirements/ Local Requirements.
- 8 credit hours of faculty mandatory requirements.

- 6 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's degree requirements within four years by completing not less than (32) credit hours per academic year.

3.2.4.5 Academic Degree

Upon the completion of all programme requirements, the student shall be awarded, and by the Arab Open University Council decision, a bachelor's degree in cyber security 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.

3.2.5 BSc (Hons) Artificial Intelligence (AI)

3.2.5.1 Aims and Objectives

AI programme aim is to:

- Prepare students for a professionally proven career where they are able to meet the industry demand for high calibre graduates in the domain of Computing and Artificial Intelligence as well as the related fields.
- Provide students with the necessary knowledge in Mathematics and Computing to enable their depth and breadth study in the Artificial Intelligence fields.
- Develop students' theoretical and practical skills over a broad range of Artificial Intelligence key areas together with a knowledge of currently available tools and technologies.
- Build the students' practical and analytical skills required for software development, such as analysis, design, implementation, evaluation and maintenance.
- Develop students' legal background and ethical standards to become a responsible and socially aware information technology professional.

3.2.5.2 Career Fields

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

- AI Engineer
- Robotics Programmer
- Smart Systems Design and development

3.2.5.3 Programme Requirements

For details of the Artificial Intelligence programme, including programme requirements, curriculum, and programme fees, please visit the following link: https://www.aou.org.bh/faculties/computer/Pages/program-details.aspx?degree=1&iid=49

For a description of the courses in the Artificial Intelligence programme, please visit the following link: https://www.aou.org.bh/faculties/computer/Pages/course-catalogue.aspx

3.2.5.4 Graduation Requirements

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

- 15 credit hours of university mandatory requirements.
- 5 credit hours of University Requirements/ Local Requirements.
- 8 credit hours of faculty mandatory requirements.
- 6 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's degree requirements within four years by completing not less than (32) credit hours per academic year.

3.2.5.5 Academic Degree

Upon the completion of all programme requirements, the student shall be awarded, and by the Arab Open University Council decision, a bachelor's degree in AI 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.

3.2.6 BSc in Graphic and Multimedia Design Technology (GMDT)

3.2.6.1 Aims and Objectives

GMDT programme aim is to:

- Ensure that all of our graduates have a deep understanding and appreciation of the foundations of computer science.
- Provide students with a reliable and appropriate set of intellectual, analytical and practical tools such that they can competently and professionally practice within the fields of graphic and multimedia design.
- Provide the opportunity, through critical and cultural studies delivered as an integral part of studio projects, for students to develop critical insight into contemporary graphic and multimedia design practices and debates.
- Students will be able to locate their own work within a wider cultural context, with a clear understanding of the cultural, aesthetic, and professional practices that shape contemporary graphic and multimedia design and development, using them to reflect on their own practices.
- Develop in students an ability to communicate effectively to a range of audiences, to work with others, to listen, discuss and negotiate, and to develop self-reflective practices.
- Enable students to develop a range of personal and entrepreneurial skills, which will equip them with the ability to respond to current and future career challenges.

3.2.6.2 Career Fields

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

- Graphic Designer
- Multimedia Artist & Animator
- Web Designer/UI/UX Designer
- Motion Graphics Designer
- Visual Effects (VFX) Artist#
- Interactive Media Designer

3.2.6.3 Programme Requirements

To view the details of the Graphic Design and Multimedia Technology programme, including programme requirements, study plan, and programme fees, please visit the following link:

https://www.aou.org.bh/faculties/computer/Pages/program-details.aspx?degree=1&iid=48

To view the course descriptions for the Graphic Design and Multimedia Technology program, please visit the following link:

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

3.2.6.4 Graduation Requirements

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

- 12 credit hours of University Requirements/ Mandatory.
- 6 credit hours of University Requirements/ Branch Requirements/Mandatory.
- 6 credit hours of Faculty Requirements/ Mandatory.
- 14 credit hours of Faculty Requirements/ Electives.
- 96 credit hours of specialization mandatory requirements.

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

3.2.6.5 Academic Degree

Upon the completion of all programme requirements, the student shall be awarded by the Arab Open University Council decision the bachelor's degree in Graphic and Multimedia Design Technology. The degree awarded by the Arab Open University is recognized as per the special agreements signed agreement with the Ministries of Higher Education of the countries where its branches are located.

3.3 Faculty of Language Studies

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 local 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 their 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. Abdullah Shehabat
Local Dean, 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 (Hons) in English Language and Literature in all AOU branches including Bahrain.

The English Language and 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 graduates of the Bachelor of English Language and 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 BA (Hons) in English Language and Literature

3.3.3.1 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.

3.3.3.2 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.

3.3.3.3 Programme Requirements

To view the details of the English Language and Literature programme, including programme requirements, study plan, and programme fees, please visit the following link:
https://www.aou.org.bh/faculties/language/Pages/program-details.aspx?degree=1&iid=16

To view the course descriptions for the English Language and Literature programme, please visit the following link:
https://www.aou.org.bh/faculties/language/pages/course-catalogue.aspx

3.3.3.4 Graduation Requirements

To obtain the bachelor's 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's degree requirements within four years by completing not less than 32 credit hours per academic year.

3.3.3.5 Academic Degree

Based on the Arab Open University Council decision, a student will be awarded a bachelor's degree in English Language and Literature upon the completion of all programme requirements. The Bachelor's degree is accredited by the OU-UK, and therefore has a prestigious global status in the open education field.

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

3.3.4 Master's in Teaching English as a Foreign Language (TEFL)

3.3.4.1 Preamble

The Faculty of Language Studies (FLS) at Arab Open University- Bahrain offers an MA programme in Teaching English as a Foreign Language (TEFL). It aims at training students in teaching English.

Introducing an MA in TEFL programme reflects the University's efforts to meet the requirements of national and regional socio-economic development as well as market demands. It is designed in a way that meets the needs of the job market as it trains students in teaching English which is highly in demand in the Kingdom of Bahrain along with other Gulf countries.

The graduates receive two degrees: one from Open University-UK and the other from Arab Open University certified by the Higher Education Council (HEC) in the Kingdom of Bahrain.

3.3.4.2 Aims and Objectives

The MA programme in Teaching English as a Foreign Language will:

- Train students to become effective classroom teachers by introducing them to the latest language teaching theories, methods and approaches.
- Provide students with the necessary skills that enable them to both construct and evaluate language-teaching programmes.
- Expose students to various methods of preparing teaching materials.
- Develop in the students the ability to conduct empirical research in the domain of EFL.
- Prepare students to combine theory and practice in the teaching-learning process.
- Train students to apply CALT techniques in their teaching.
- Familiarize students with the latest methods of assessment and evaluation.

3.3.4.3 Career Fields

The MA in Teaching English as a Foreign Language qualifies the graduates to join the labour market and occupy many jobs, including the following:

- Teaching in the public and private sectors.
- Teaching at University Foundation Programmes at the AOU branches, and other universities in the region.

- Join foreign missions and diplomacy.
- Publishing industry.
- Translation and Interpretation Organizations and Establishments.
- Newspapers, social media, Websites, and online news agencies.
- Governmental or Semi-Governmental institutions and Organizations.
- Human Rights Organizations.
- Human Resources Management.
- United Nations Agencies.

3.3.4.4 Programme Requirements

To view the details of the master's programme in Teaching English as a Foreign Language, including programme requirements, study plan, and programme fees, please visit the following link.
https://www.aou.org.bh/faculties/language/pages/program-details.aspx?degree=2&iid=17

3.3.4.5 Academic Degree

Upon the completion of all programme requirements, the student shall be awarded, and by the Arab Open University Council decision, a master's degree in Teaching English as a Foreign Language 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 the 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.

Section Four: 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

- The BA (Hons) Business Studies (Systems Practice), and BSc (Hons) Information Technology & Computing, BSc in Graphic and Multimedia Design Technology, BSc (Hons) Cyber Security and BSc (Hons) Artificial Intelligence Programmes follow the blended learning system in which the students are required to attend 25% of the course credit hours.

- BA (Hons) English Language and Literature Programme follows a learning blended approach, requiring students to attend 50% of the allocated credit hours for each course through face-to-face lectures at the Arab Open University campus. The additional tutorials might be added wherever necessary to assure the delivery of the learning outcomes.

- 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	Students 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	☐ 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 and regulations.

4.4 Equal Opportunities and Equity

The Arab Open University provides all students with equal educational opportunities without any kind of favoritism or prejudice to personal differences. Please, refer to the AOU Equal Opportunity and Respect for Diversity Bylaw, which is available on the link below:

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

4.5 Assessment in Courses

Bachelor's Programmes:

- 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's Award Examinations and Assessment Bylaws" which is available on the link below: https://www.aou.org.bh/about/Pages/regulations.aspx.

Master's Programme:

- The assessment in courses is divided into two parts:

    - Continuous assessment, which includes assignments and midterm exams.

    - The final exam.

- A percentage ranging from a minimum of 30% to a maximum of 70% is assigned to both the final grade for continuous assessment and the final exam, based on the nature of the specializations in the different programmes, ensuring the total sum equals 100%.

- The relevant deanship, in accordance with the requirements of the accreditation bodies at the university, has the right to determine the number of assessment components and the distribution of grades for each component as per item "B" of this article. It can also adjust the components of continuous assessment to meet the scientific and practical requirements of the course.

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 are 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 major 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 presidents 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

Bachelor's Programmes:

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

Grade	Mark
A	4
B+	3.5
B	3.0
C+	2.5
C	2.0
D	1.5
F	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 absents 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).

Master's Programme:

- The total grades for the courses are recorded in the student's transcript with letter grades.

- The letter grades are converted into points, and the corresponding weights for each letter are as follows:

Letter Grade	A	B+	B	C+	C	D	F
Weight	4	3.5	3	2.5	2	1.5	0

- A student must achieve a grade of (C+) as the minimum passing grade in a course, provided that their performance in both continuous assessment and the final exam is not less than 60%, and the total course grade is no less than 70%.

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 referred to the investigation committees and then to the Elementary Disciplinary Council, which will make the necessary disciplinary decisions and impose penalties according to the rules in effect at the AOU. In some cases, penalties may include definitive dismissal from the University. The following acts fall under the category of cheating:

- Directly copying text or data from books, articles, or online sources without proper citation.

- Using unauthorized materials by bringing prohibited resources, such as textbooks, or notes, into an examination hall.

- Using mobile devices during exams by accessing information or communicating with others through mobile phones during examinations.

- Using unauthorized electronic devices into an examination hall.

- Impersonation by having someone else take an exam or complete an assignment on behalf of the student.

4.11 Plagiarism in Course Work Assignments (TMA's)

A. The student will be considered to commit an act of plagiarism in the assignments if he/she involves in verbatim copying from any source and in any form of material required in the assignments and reports and submit them without proper scientific citations. This also applies if the assignments are prepared for the student by individuals or other parties with or without cost for the purpose of presenting them as a course assignment or as part of it.

B. The course tutor shall discuss the case with the coordinator of the course for investigating and confirming the plagiarism case, and when the incident is established, the course tutor may apply the following penalty:

1. Deducting marks from the student's assignment according to the established respective policies.

2. Referring the student to the primary disciplinary council in case of repeated plagiarism in the assignments to assign one of the following penalties individually or collectively for the student:

   - Applying the policy adopted for plagiarism in the assignments.

   - Failure in the course and dismissal from the university for one semester following the semester in which the violation took place.

   - The primary council also has the right to recommend to the supreme disciplinary council the following penalties:

   - Dismissal from the University for more than One Semester following the semester in which the violation took place

   - Final Dismissal of the University

4.12 Cheating During Exams or Violations of Exam Regulations

A. If any student is caught cheating during the exam or attempting to cheat, a report will be raised by the invigilator or the examination control committee. The report will be submitted to the head of the Admission, Registration, and Examination

Department / Examination Control Committee (or to the person appointed by the branch president). The report will include the student's name, university ID number, course code, exam date, as well as a description of the incident.

B. The incident shall be referred to the chair of the investigation committee that shall report to the primary disciplinary council.

C. If the case of cheating is verified, the following penalties apply:

- Grant zero mark for the subject matter exam whether final or midterm

- Failure in the respective course of study.

- Failure in the respective course of study and dismissal from the university for one semester following the semester in which the violation took place.

D. In the event of repeated cheating or attempted cheating, the primary disciplinary council should submit its recommendation to the higher disciplinary board, for the following penalties:

- Dismissal from the University for One Semester following the semester in which the violation took place.

- Final dismissal from the university if cheating is repeated for more than two times.

4.13 Appeals

A. The student has the right to appeal the decision of the primary disciplinary council to the supreme disciplinary council within fifteen days from the date of the notification of the student.

B. In this case, the Supreme Disciplinary Council decision shall be deemed final and not subject to appeal.

Section Five: Quality Assurance and Accreditation Department

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.
2. The university has successfully met the requirements for institutional and programmatic review by the Education and Training Quality Authority (BQA) in the Kingdom of Bahrain.
3. The university is accredited as a partner institution of the Open University in the United Kingdom (OU-UK).

AOU-Bahrain is subject to periodic reviews by the mentioned authorities to ensure its continued compliance with local and international requirements, which positively reflects on the quality of the university and its programmers in various forums.

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. It has led to several changes that, in turn, have positively impacted the academic side.

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.

Section Six: Financial Affairs Department

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, the Placement Test Fees, and the Higher education council (HEC) - Certification of 'Unified Student File' Fees.

- Education Packages (if available)
- Registration Fees (per semester)
- Value Added Services Fees (per semester)
- Credit Hours Fees
- Learning Management System (LMS) per course
- Student ID Card Fees.
- Student Fund Fees.
- Other Administrative Fees

Note: The Academic Programme 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 – Fawateer - 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)
- Debit Card: (ATM card)

6.4 Paying Fees by Instalments

Instalment during the First and Second semester:

- All the students will be allowed to pay in 3 instalments Except the students who have more than 3 warnings and/or GPA l.00 or less.
- The full tuition fees (excluding educational packages fees) are divided into three equal instalments.
- For the first instalment, the student will pay the educational packages fees plus an equal amount of the instalment, for the second and third instalment, the student will pay two equal instalments.
- The student will sign an electronic pledge before confirming the instalment plan.
- The last instalment date will be specified to be before the final exam to ensure the student pays the full amount before entering the final exam.
- Instalment request will be processed by the student through the System only.
- Instalment during the Summer semester.

No instalment will be available during the summer semester.

Exceptions:

- Master's students will be allowed to pay in 3 instalments, Except the students who have more than 3 warnings and/or GPA l.00 or less.
- Graphic design students may also pay in 3 instalments upon the student request Except the students who have more than 3 warnings and/or GPA l.00 or less.
- The last instalment date will be specified to be before the final exam to ensure the student pays the full amount before entering the final exam.
- The instalments request will be processed by the student through the System only.
- The student will sign an electronic pledge before confirming the instalment plan.

6.5 Study Sponsorship

1) 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.

2) The sponsored students shall refer to the Financial Affairs Department 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 allocated to distinguished student's 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 funds 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 with 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 Graduates 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 Not eligible for any refund of the paid fees before the study commencement date and until last day of withdrawal.

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:

1) 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 (100%) 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.

- In case of withdrawal from one course or more during the third week of the study commencement, (50%) 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 until last day of withdrawal.

- 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.

2) During Summer Semester:

- In case of withdrawal from one course or more before the study commencement date and during the (Add and drop period), the full course fees (100%) 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 until last day of withdrawal.

- 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.

Refund Policy

- Withdrawal from Courses during the First and Second Semesters

Time Frame	Refund Policy	Percentage recovered
If the course is withdrawn before the beginning of the semester until the end of the Add/Drop period. Excepted are the Education Package (If delivered) and Registration fees, which are not refundable	Full refund	%100
If the course is withdrawn during the second week of the semester.	Partial refund from Credit hour fees only	%70
If the course is withdrawn during the third week of the semester.	Partial refund from Credit hour fees only	%50
If the withdrawal takes place from the fourth week of the semester until the last day of withdrawal.	No Refund	%0

- Withdrawal from Courses during the Summer Semester

Time Frame	Refund Policy	Percentage recovered
If the course is withdrawn before the beginning of the semester until the end of the Add/Drop period. Excepted are the Education Package (If delivered) and Registration fees, which are not refundable	Full refund	%100
If the course is withdrawn during the second week of the semester.	Partial refund from Credit hour fees only	%70
If the withdrawal takes place from the third week of the semester until the last day of withdrawal.	No Refund	%0

According to the University's rules and regulations, tuition fees are not refunded in case of complete withdrawal from university in all circumstances.

Time Frame	Refund Policy	Percentage recovered
Before the beginning of the Semester, until the last day of withdrawal.	No Refund	0%

6.9 General Provisions

- All tuition fees must be paid on the dates specified and announced in the University calendar, and the student will be prohibited from sitting for the final exam in case of any unpaid fees.

- If courses are registered and then dropped, the student must pay the registration fees or postpone study in that semester.

- A student is not entitled to receive his/her transcript at the end of the semester if he/she has not paid the full tuition fees and is not entitled to register for another semester until they pay the full tuition fees due.

- The student is not entitled to get "Graduate Clearance Form" from the University until all due tuition fees are paid.

- In case the student wishes to withdraw from a course, postpone study or completely withdraw from the university, s/he must pay the remaining unpaid due fees.

- In case of withdrawal from the course or postponement of study, the student is entitled to get refund of the fees of the study hours only in certain ratios according to AOU rules and regulations.

- Admission fees, placement exam fees and Higher Education Council service fees are not refundable.
- Tuition fees are non-refundable in the case of Final withdrawal from the university.
- In all withdrawal cases, the Education Packages can neither be returned 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.
- 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.

Section Seven: Student Affairs and Graduates Department

7.1 Preamble

The Students Affairs and Graduates Department 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.

The Students Affairs and Graduates Department aims to enhance communication and relations with AOU graduates to build a lifelong relationship between the university and its graduates.

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.

- Organizing cultural, scientific and sports competitions and giving the appropriate in-kind and monetary prizes and rewards.

- Coordinating with Universities and institutes to take part in the students' events and activities.

- Coordinating with governmental and private bodies to provide the facilities that students need 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 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 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.
- 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 Career Guidance

The Students Affairs and Graduates Department guides students on their career by providing opportunities to learn useful career tactics and develop required skills in the labour market. The Department aims to prepare them for a smooth transition from the university to the work environment. Also, they support students in knowing themselves regarding their interests, abilities, and personalities to obtain the best career options, as well as training them in job searching skills to pave the way for them to join the labour market.

7.2.4 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 the university.
- Actions that result in inflicting harm to the university's properties.
- Disruption of tutorials, exams, or incitement to do so, or to refrain from performing academic and other related university activities.
- Any attempt to 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 administration.
- 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.
- Any 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 using 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. Failure of the course.
5. Dismissal from the university for the duration of one semester following the violation.
6. Dismissal from the university for more than one semester following the violation.
7. Final dismissal from the university.

The penalties may be inflicted without abiding by the sequence enlisted according to each case.

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 to further enhance communication and build a spirit of cooperation within and among all relevant parties.

7.3.2 The Council Objectives and Duties

The Student Council shall aim to achieve the following:

- Represent the students before the AOU management in the respective branch; serve them and express their point of view.
- Strengthen the spirit of participation and cooperation among students, AOU management, and faculty members.
- Develop students' awareness of moral values.
- Inspire the students' spirit of leadership and responsibility.
- Exercise freedom of speech.
- Enrich the quality of scientific, intellectual and social life, as well as sportive, artistic and cultural activities on campus, in addition to contributing to supervise them.
- Make the most of various student potentials in serving the community.
- Organize and coordinate students' individual and group activities.
- Partake in the efforts exerted to achieve maximum benefit from available student capabilities.
- Members of the Student Council shall comply with the effective bylaws of the University and the regulations and laws in force in the country hosting the branch, and they shall encourage the students to comply with such rules and bylaws as well as motivate them to perform academically well and respect others.
- Strengthen good relations with the branch students, as well as with students of other AOU branches.

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

7.4 The Alumni Club

7.4.1 Preamble

The Alumni Club was established in AOU Bahrain 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 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

- Build and develop a constant relationship between the University and its graduates through the varied activities undertaken by the club.
- Support the role played by the graduates in achieving excellent accomplishments and in presenting a variety of services to their community.
- Provide a cultural and social centre and an environment that provides excellent vocational development for university graduates.
- Build a spirit of donation to the University by its graduates and motivate them to take part in the activities that support its development and augment its role in communicating with the local society and its job market.
- Inform the local community of the University and its message and of the services provided by its various departments, as well as enhance AOU's positive image in the minds of the people and the information media.
- Organize and hold cultural, academic, social, sportive, artistic, and voluntary activities aiming to develop the ties between the University and the Arab communities.
- Benefit from the graduates and their expertise in developing the University.
- Achieve continuous growth of graduates' skills and experience via organizing workshops and training courses in collaboration with the Training, Continuous Education & Community Service Department and units of Community Service at AOU.
- Helping graduating students understand the requirements of the job market through communication with them and organizing visits and field activities to prospective workplaces and organize training courses which develop the skills required by the job market in collaboration with the Training, Continuous Education & Community Service Department at AOU.

- Solicit funds and invite different types of material and moral support for the University and for 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 alumni can register in the electronic portal by visiting the following link: https://alumni.arabou.edu.kw/Bahrain/

Section Eight: Students Counseling Unit

8.1 Preamble

The Students Counseling Unit (SCU) was established with the primary aim of supporting students at the Arab Open University in the Kingdom of Bahrain in overcoming both academic and personal challenges they may encounter during their educational journey. The SCU is also committed to providing students with the essential skills, attitudes, and resources that contribute to their academic progress and overall success.

8.2 Vision

Our vision is to empower students to effortlessly integrate into the university environment by fostering their psychological, social, emotional, and academic well-being.

8.3 Mission

Our mission is to offer comprehensive support services in the psychological, social, and academic spheres to all enrolled students, enhancing their individual personalities and facilitating the completion of their academic journey. Additionally, we extend support to the faculty and administrative staff at AOU by offering counseling sessions and a range of educational programs designed to enhance their capabilities in student support roles.

8.4 The Unit Tasks

The SCU is dedicated to providing comprehensive support to all students at the Arab Open University. Through a range of specialized services, the SCU aims to address psychological, academic, social, and special needs, ensuring that every student has the opportunity to succeed and thrive in their educational journey.

8.4.1 Psychological Guidance

The SCU offers individual and confidential counseling for students when needed, helping them address any issues that may affect their learning progress and continuity at the university. These issues include, but are not limited to, depression, anxiety disorders, phobias, and other psychological challenges. This support is provided by a specialized psychological counselor. Additionally, the SCU organizes public programs and workshops on various topics such as stress management, self-esteem development, and time management to support and enhance students' personal growth. Psychological counseling is generally provided on a short-term basis;

however, the SCU may outsource counseling services or refer students to community resources when necessary.

8.4.2 Academic Advising

The Arab Open University recognizes academic advising as an essential component of supporting the teaching and learning experience. Academic advising provides necessary tools and information to all students, enabling them to take full responsibility for developing educational plans while meeting degree requirements. It fosters a supportive relationship between advisors and students, promoting a collaborative approach to academic success. Academic advising equips students with the required skills to enhance their decision-making in the academic environment, including information gathering, processing, critical thinking, and decision-making. Additionally, advisors help students identify their strengths and weaknesses, set realistic goals, and navigate university resources effectively, ensuring a well-rounded and informed educational journey.

8.4.3 Social Guidance

The SCU aims to help students overcome any problems and challenges they face. Additionally, the unit offers programs and workshops to help students adapt to university life and provides them with the necessary skills to motivate their progress in their learning. The SCU also encourages and motivates students to participate in social gatherings and implements initiatives that benefit the social lives of AOU students, fostering a sense of community and enhancing their overall university experience.

8.4.4 Supporting Students with Special Needs

The Arab Open University-Bahrain recognizes the individual needs of students and respects the rights of those with special needs (physical and/or learning disabilities). Through the SCU, AOU aims to support students with special needs in fully participating in all aspects of the university experience, ensuring access and equity in student engagement outcomes. This support extends to prospective students at admission and enrollment, the participation of enrolled students in all subjects and courses, and the use of all facilities and services. The university is committed to providing students with special needs opportunities and access that are equitable to those offered to students without disabilities.

8.4.5 Supporting Students at Risk

The SCU is dedicated to identifying and supporting students at risk. This includes offering tailored programs and interventions to help them navigate their challenges and succeed in their academic journey. The unit provides personalized support and resources to ensure these students can achieve their educational goals.

Section Nine: Information Technology Department

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 research, and community engagements.

9.2 Student Information System

The Information Technology Department aims to support the mission of the Arab Open University, which seeks to disseminate knowledge and learning without temporal or geographical barriers. The university has developed an electronic system that enables students to complete most of the transactions they require through the online system. 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. Note that some of these services are restricted by a timeframe which is usually mentioned in the academic calendar.

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 under academic warning).

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.

9.2.5 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 reset 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://bahlms.arabou.edu.kw/

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 newly enrolled students about their email & password details.

Link to access: http://mail.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.)

Section Ten: Learning Recourse Center

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 programmers, 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.
- Expand access to resources through partnerships with other libraries.

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, encyclopedias, 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. The center also works regularly to update its collections by adding new books and specialized journals.

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 Electronic Library System

The LRC uses the Koha system, which is a comprehensive electronic library management system. The system provides various services such as classification, indexing, and efficient electronic borrowing. This allows students and faculty members to create personal accounts to access the library's electronic catalogue, make book reservations, request new materials, and track borrowing history and borrowed items.

10.7 Services of the Centre

- 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.

- Internal Access: Books and references are organized on open shelves within the main library hall to encourage students to read and review the 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: Materials 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 include accessing E-Library, citing various resources, databases' searching techniques to avoid plagiarism, etc.

- Interlibrary Loan: The interlibrary loan service provides students and faculty members access to books and references not available in the university library through collaboration with other libraries.

The users can benefit 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.

Section Eleven: Facilities

11.1 The University Coffee Shop

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

1) The Indoor Coffee Shop:

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

2) The Outdoor Cafeteria:

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 Auditorium

The Arab Open University has an Auditorium that accommodates (270) persons 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.

11.3 Playgrounds

The University has a padel court located in the Eastern side of the University building. In addition to an external football court size (45m X 25m)

11.4 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.

11.5 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).

11.6 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 6 P.M.

Contact Details: +973-17407547

11.7 The Photocopy Center

Located on the ground floor, the facility provides photocopy services and sells a wide range of stationery items to students and staff, ensuring easy access to essential supplies for academic and administrative needs.

11.8 The Photocopy Center

This room (FF017) on the first floor has been designated to create a space that helps female students spend their time comfortably and peacefully between lectures. It provides an environment where they can read or engage in quiet activities, which contributes to improving their mental and physical well-being, while offering a space that enhances productivity and social interaction among students.

11.9 Care Room

This room in the health unit on the ground floor has been designated in response to the needs of some female students and visitors who come to the university with their infants, which creates a need for a private and comfortable space for breastfeeding, supporting the well-being of our university community.

11.10 The Car Parking

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

11.11 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.

11.12 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 emergency 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 and follow the instruction of the authorized personnel.

Section Twelve: Appendices

12.1 Working Hours at the University

The official working 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

To contact the university administration and its various departments, students can reach out via the email addresses and contact numbers listed below:

Departments	Electronic Mail (E-Mail)	Contact Numbers
Admission and Registration Department	registration@aou.org.bh	+973 17407133 +973 17407147 +973 17407138
Examination Department	examination@aou.org.bh	+973 7407149 +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
E–Learning Department	support @aou.org.bh	+973 17407146 +973 17407181
Learning Resource Centre	LRC@aou.org.bh	+973 17407184
Financial Affairs Department	finance@aou.org.bh	+973 17407152 +973 17407153
Quality Assurance and Accreditation Department	quality@aou.org.bh	+973 17407188 +973 17407541
Technical Support	support @aou.org.bh	+973 17407146 +973 17407181
Information	info@aou.org.bh	+973 17407077

To contact the academic staff members, students can refer to the Contact page on the university's official website:

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

They can also visit the learning management system (LMS) page for the relevant courses, where office hours for each faculty member are available.

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.
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://sisksa.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