



MOHAMED BIN ZAYED  
UNIVERSITY OF  
ARTIFICIAL INTELLIGENCE

# Educational Affairs

# Policy Manual

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## 1. Policy Manual Statement

The Educational Affairs (EA) Policy Manual delineates the duties and responsibilities within the Educational Affairs Department's remit. It establishes a framework for delivering exceptional student support, fostering campus community development, and supporting students in securing suitable internships and achieving successful graduate outcomes.

The Educational Affairs Policy Manual serves as a vital component of the University's policies, intricately connected with the Code of Conduct, Admissions, and Registration Policy Manuals.

## 2. Objective

This policy manual aims to:

1. Facilitate the provision of effective onboarding and orientation for new students.
2. Foster campus community engagement events.
3. Provide comprehensive student support services.
4. Offer student counseling and well-being support.
5. Deliver academic advising to all students.
6. Ensure clarification for examination and assessment regulations.
7. Ensure the provision of residence accommodation for all eligible students.
8. Empower students to access AI-related learning and employment opportunities through a high-quality personalized service.
9. Assist students in formulating, evaluating, and executing career, education, and employment decisions and plans.
10. Establish a formal framework for planning, implementing, and facilitating comprehensive internships for MBZUAI students.
11. To ensure successful completion, create alignment, and establish a common platform for all stakeholders involved in planning and delivering the internship program.
12. Clarify policies, procedures, and guidelines necessary for the successful completion of the internship experience.
13. Provide a framework for employers, students, and recent alumni to connect through various employer engagement activities.

## 3. Scope

This policy applies to:

1. All credit-bearing graduate programs offered by MBZUAI.
2. All students, visiting students, faculty, and staff.
3. The employers hosting MBZUAI interns or recruiting MBZUAI students and alumni.

## 4. Policies and Procedures

### 4.1 Student Orientation and Onboarding

- 4.1.1 MBZUAI recognizes the importance of an orientation program to facilitate the transition of new students to graduate studies and/or the transition to living in the United Arab Emirates (UAE). The orientation is conducted by the Educational Affairs Department which shall be adequately staffed to be responsible for planning and implementing academic and other support services for students.
- 4.1.2 All students must attend an orientation program which is an introduction to MBZUAI's values, expectations, and resources available to the University. Attendance in the orientation program is mandatory as soon as they join MBZUAI prior to the commencement of courses.

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- 4.1.3 During the orientation session, students will be provided with further information about the University, including the student advisor selection process. The orientation will outline general information including but not limited to MBZUAI's vision and mission, student enrolment, code of conduct, the academic system, use of information technology, the library, and policy-related matters.
- 4.1.4 MBZUAI shall conduct a survey to assess the effectiveness of the orientation annually and identify continuous improvement opportunities.
- 4.1.5 Onboarding is provided to students following admission and upon arrival in the UAE, when applicable. Students are assisted in obtaining health checks for their UAE visas and identification cards and obtaining their health insurance.

## 4.2 Annual Leave

- 4.2.1 Students will be eligible for thirty (30) calendar days of annual leave each year.
- 4.2.2 Students are entitled to take their annual leave after seeking their supervisor's approval.
- 4.2.3 After successfully completing two consecutive semesters, a student is eligible to receive one return ticket or equivalent amount in cash to his/her home country once every calendar year.
- 4.2.4 Spring and winter break are not considered official holidays, and students are required to work on campus during those times unless an approved leave request is submitted and there is an available leave balance.
- 4.2.5 Students shall be entitled to take official public holidays as per government announcements.

## 4.3 Student Housing

- 4.3.1 MBZUAI is committed to providing safe, comfortable, and clean on-campus residence accommodation for all their eligible students. The [Student Housing Manual](#) provides guidance on all matters relating to accommodation and is considered an integral component of this policy.
- 4.3.2 The housing is gender segregated and follows strict rules of compliance outlined in University policies, manuals, and handbooks.
- 4.3.3 MBZUAI offers the option of on-campus accommodation to full-time, fully enrolled eligible students who are studying in a Master's or PhD program. The University will try to accommodate the students' needs by assigning rooms subject to eligibility and availability, of a type appropriate for their needs.
- 4.3.4 Individuals working for the University as postdoctoral researchers, research scientists, or research assistants are expected to make their own accommodation arrangements off-campus.
- 4.3.5 Married PhD students have the option to receive an additional housing allowance instead of living in on-campus accommodation. This offer will only be made upon receipt of evidence of a marriage certification by the relevant authorities.
- 4.3.6 Students may request a housing allowance under exceptional circumstances.
- 4.3.7 Unmarried PhD and MSc students who choose not to take up the on-campus accommodation will not receive the housing allowance unless explicitly preapproved by the University.
- 4.3.8 If on-campus accommodation is not required in all cases, the student must inform the Director of Educational Affairs in writing as soon as possible and/or upon arrival at the University. Any change of circumstances should be notified to the Director of Educational Affairs one (1) month prior to leaving

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the accommodation.

#### 4.3.9 Resident students are:

- A. Expected to abide by all the rules and regulations associated with this policy.
- B. Required to pay the deposit charges as outlined in the Student Housing Manual.
- C. Required to be enrolled in the University either as a full-time or visiting student.
- D. Students are required to move out of campus accommodation as soon as they complete their studies, at a date decided by Educational Affairs.

#### 4.3.10 The University has the right to terminate a student's housing contract and to withdraw all associated housing rights if:

- A. If the student is dismissed or withdrawn (temporarily or permanently) from the University.
- B. If there are severe or repeated violations of the Student Code of Conduct policy or any other policies.

#### 4.3.11 A student has the right to appeal such a decision to the University administration.

#### 4.3.12 Appeals and exceptions may be considered by the Provost upon the recommendations of the Director of Educational Affairs.

#### 4.3.13 Campus accommodation always remains the property of the University, and as such students are required to maintain rooms to a clean and tidy standard as outlined in the Housing Manual. The University reserves the right to conduct dorm inspections at any time.

### 4.4 Advising Services

#### 4.4.1 MBZUAI provides personalized research support to individual students through designated research supervisors. Additionally, students have advisors who advise on academic and non-academic matters.

#### 4.4.2 Students are assigned two (2) research supervisors after completion of the orientation program. At least one (1) supervisor will be a full-time faculty member stationed on campus.

#### 4.4.3 Students will be assigned research supervisor(s) based on their specific research interests. Additionally, students shall have the opportunity to schedule face-to-face meetings with potential research supervisors.

#### 4.4.4 Research supervisors will guide students on conducting research in alignment with the program study plan.

#### 4.4.5 Students will have access to their selected supervisors via official University communication channels. During University business hours, in-person meetings are available with the supervisors and/or any faculty members.

#### 4.4.6 Students have the option to request a change in their supervisor by contacting the Head of Program. Upon approval from the Head of the Program, the student can proceed to initiate the supervisor change process by completing the Supervisor Change e-Form through the Registrar's Office.

#### 4.4.7 The process for selecting student supervision, as outlined in the [Student Supervision Guidelines](#), will be structured to ensure transparency, and the details of this process will be made publicly available.

#### 4.4.8 Each research supervisor and academic advisor is limited to advising a maximum number of students per academic year, as stipulated in the [Academic Work and Faculty Workload Policy](#).

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- 4.4.9 The Educational Affairs department will additionally provide a centralized student advisor who will assist students in choosing academic advisors to offer guidance for courses, adapting to the University environment and student work culture, and offering guidance on aspects of student life.
- 4.4.10 The centralized student advisor in Educational Affairs will assist students by offering guidance and/or directing them to appropriate University staff, faculty, or associated department(s).
- 4.4.11 Student advising will maintain impartiality, prioritizing the needs of students over those of individual departments or the University.
- 4.4.12 All advising sessions shall be noted, archived, and securely maintained with the supervisors and student advisors. Assessment of advising effectiveness shall be conducted at the end of each semester or academic year, as deemed necessary.
- 4.4.13 Student advisors have access to the student file and provide guidance on learning support for students who may be at academic risk, i.e., have a CGPA of less than 3.3. In cases of student absenteeism, misconduct, and/or matters that necessitate counseling, the appropriate channels for resolution are the Educational Affairs Department and/or the Registrar's Office.
- 4.4.14 Student Advisor Guidelines will govern the operations and structure of the general advising provided at MBZUAI.

#### 4.5 Career Services

- 4.5.1 MBZUAI is committed to fostering a culture of lifelong learning, recognizing the importance of continuous knowledge acquisition and skill development for personal and professional growth.
- 4.5.2 The strategic objectives for the Career Services and Internships team shall align with the mission of MBZUAI and the UAE's AI strategy.
- 4.5.3 Students will be provided with a range of services and opportunities for career preparation and employment including the provision of the employability strategy developed for MBZUAI.
- 4.5.4 The Career Services and Internships team will assist individuals in developing personalized professional development plans, emphasizing continuous learning goals and strategies to enhance skills and competencies throughout their careers.
- 4.5.5 The Career Services and Internships team shall provide students and recent alumni with relevant information on AI career pathways.
- 4.5.6 The Career Services and Internships team will provide support to, and ensure that students are coached, prepared, and acquire the techniques for attending interviews, job search strategies and, can write appealing resumes and understand appropriate personal branding.
- 4.5.7 Students are responsible for taking proactive steps in their lifelong learning journey, seeking out opportunities for skill development, and engaging in continuous learning activities.
- 4.5.8 A database of internship and job opportunities will be maintained and managed by the Career Services and Internships team to support students and alumni in obtaining appropriate internship and employment opportunities within the United Arab Emirates.
- 4.5.9 The Career Services and Internships team will organize internship and graduate opportunity fairs and employer-related events, in addition to promoting external events.
- 4.5.10 A Student Careers Portal will be provided for students to schedule individual appointments aimed at

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reviewing their career needs. This includes identifying realistic courses of action, such as developing, evaluating, and implementing decisions and plans related to education, employment, career, and entrepreneurial pursuits. The team will signpost students to other areas of the University where necessary.

- 4.5.11 Students will receive support in developing professional materials (resumes, cover letters, internship/job applications, LinkedIn profiles, and e-portfolios).
- 4.5.12 The effectiveness of the career services events in line with lifelong learning initiatives will be periodically monitored and evaluated through feedback mechanisms, surveys, and performance assessments to ensure alignment with University goals and individual development needs.

## 4.6 Internships

- 4.6.1 Internships are compulsory credit courses that add considerable value to a student's overall educational experience. At least one (1) internship is mandatory for MSc & PhD students as a graduation requirement for 2022 intakes onwards.
- A. For MSc students, the internship should be conducted during the summer months, be six (6) weeks in duration, and align with the working hours of the host organization. While it is preferable to have the internship relate to the student's research area, it is not a requirement.
- B. For PhD students, the duration of the internship should be three (3) months during the summer.
- 4.6.2 The MBZUAI generic and program-specific learning outcomes are clearly outlined in the MBZUAI Internship Guides.
- 4.6.3 The internship shall be conducted with the support of the Student Careers and Internships team, the MBZUAI supervisor, and the employer.
- 4.6.4 Students must attend one of the Internship Orientation Workshops conducted by the Student Careers and Internships team. The student may either select an internship opportunity from the MBZUAI Student Careers Portal, an internship advertised via the Careers Services email or discuss with the team if they have found their own opportunity with a different organization.
- 4.6.5 Prior to the internship commencing, the student must add the opportunity to the MBZUAI Student Careers Portal, which is subsequently approved by the Career Services and Internships team, and the MBZUAI Supervisor. An Internship Learning Agreement must be signed between the employer and the University prior to the commencement of the internship.
- 4.6.6 Internships will be evaluated, upon completion of the internship, the host organization shall complete an internship evaluation form. The student is required to submit an internship report and deliver a presentation to the MBZUAI supervisor, upon which the MBZUAI supervisor will award a Pass or Fail outcome for the internship.
- 4.6.7 International internships shall be reviewed on a case-by-case basis and agreed upon in partnership with the student's MBZUAI Supervisor, Director of Educational Affairs, and the Provost.
- 4.6.8 Internship requests from employers or MBZUAI students which differ from the criteria listed above, shall be reviewed on a case-by-case basis with all relevant internal stakeholders. This must be agreed upon in partnership with the student's MBZUAI supervisor to ensure ongoing priority is given to MBZUAI commitments and the necessary measures, if applicable, are put in place to ensure that course learning outcomes will be met, and all assessment tasks satisfactorily completed.

Related: [MBZUAI Employability Strategy](#), [Student Internship Guidelines](#), [MBZUAI Supervisor Guidelines](#), [Employer Internship Guidelines](#), [Employer Part-time Internship Guidelines](#)

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## 4.7 Employer Engagement

- 4.7.1 The Careers Services and Internships team will establish and cultivate relationships in the community, government, and private sectors in the United Arab Emirates to secure appropriate internships and vacancies for students and recent alumni according to their qualifications and career goals.
- 4.7.2 The MBZUAI Employability Strategy will support students and alumni in pursuing professional careers.
- 4.7.3 The Careers Services and Internships team shall provide students the opportunity to explore career options through the provision of accurate and relevant information on AI career pathways and up-to-date labor market information.
- 4.7.4 The Careers Services and Internships team will organize events between employers, students, and alumni to promote internship and employment opportunities. These events can consist of:
- An annual internship and opportunities fair.
  - Interviews with industry partners and relevant research organizations.
  - Industry partner sessions where organizations share industry knowledge and company insights.
  - Development workshops covering employability skills, internship selection, networking skills, job search strategies, mock interviews, etc.

Related: [MBZUAI Employer Engagement Guidelines](#)

## 4.8 Student Counseling and Wellbeing Support

- 4.8.1 MBZUAI will provide confidential, easily accessible counseling services during regular office hours to all students who need them. The counseling services will be staffed by licensed mental health professionals who are trained to support students experiencing mental health issues. Counseling services can also offer group therapy sessions, workshops, and training programs that promote mental health awareness and well-being.
- 4.8.2 All advising sessions and/or any action(s)/follow-up shall be recorded and stored in a restricted-access e-file. Counseling sessions do not form part of the student's academic record. Only the student counselor and authorized staff by the Director of Educational Affairs have access to counseling records.
- 4.8.3 Counselors shall maintain a high standard of professional conduct, ethical behavior, and impartiality in all interactions with students in line with MBZUAI's policies, procedures, and codes of conduct.
- 4.8.4 All counseling services shall conform to demonstrating cultural competence and sensitivity to a diverse student population, recognizing, and respecting individual differences. This shall be achieved through fostering collaboration(s) with academic advisors to provide holistic support, addressing both academic and personal development aspects of students' lives.
- 4.8.5 Wellbeing programs will be offered to address the factors that contribute to poor mental health, such as stress management and resilience training. These programs will also include safeguarding programs to prevent radicalization, extremism, and terrorism.
- 4.8.6 The University, upon the student's request, will offer the service for personalized counseling plans addressing academic, personal, and career-related concerns to support their overall well-being and success.
- 4.8.7 To support students during their academic journey MBZUAI shall provide amenities and facilities. These include, but are not limited to, accommodation, sports facilities, advisory services, IT support, health services and insurance, prayer rooms, dining facilities, and student lounges.
- 4.8.8 MBZUAI provides an on-campus clinic with a licensed nurse to support the needs of the campus community. The clinic is available for walk-ins 24/7 throughout the year. Injuries and major

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complaints are sent to a nearby hospital, under the supervision of the campus nurse. Health insurance is provided to the students for any clinic and/or hospital admissions.

- 4.8.9 MBZUAI also provides students with opportunities to access training, including, but not limited to, training to enhance library information and communication technologies (ICT) skills.

#### 4.9 Students of Determination

- 4.9.1 MBZUAI shall treat its students equally and shall not discriminate against them based on their nationality, race, gender, religion, socioeconomic status, or specific needs.
- 4.9.2 The University shall admit students with disabilities in line with the provisions of its educational permission, the Ministry of Education's standards, and the applicable legislation in effect.
- 4.9.3 MBZUAI shall provide an inclusive environment as well as academic programs suited for students with disabilities in compliance with the regulations and conditions established by the relevant government entities.
- 4.9.4 The University will determine what is and is not an essential requirement, as well as which requirements may and should be altered for students of determination. This shall be assessed by the Registrar and Director of Educational Affairs. Any applicants who do not satisfy the minimum standards, as per admissions policy, will be denied admission regardless of any specific needs students may have.
- 4.9.5 One member of Educational Affairs and an academic faculty will be assigned to students of determination to facilitate their access to support for their specific needs.
- 4.9.6 MBZUAI shall, upon request, offer admission information in alternate forms to candidates with special needs within a fair time period. In accordance with general admission procedures, the University shall accept academically, physically, and psychologically qualified candidates for admission to programs by reviewing each applicant's academic record as well as any non-academic requirements required by general admissions policy and procedures.
- 4.9.7 The University shall be responsible for providing reasonable and suitable academic accommodations for eligible students with disabilities in accordance with current legislation while maintaining the academic integrity and basic requirements of the programs and courses.
- 4.9.8 Prospective students shall not be denied admission due to their disability unless this disability will prohibit them from complying with work requirements after graduation.
- 4.9.9 During the admissions application process, applicants shall declare that they identify as a student of determination and, as soon as possible, produce their People of Determination number (obtained from the relevant UAE authorities, e.g., TAMM application).
- 4.9.10 Students with disabilities, like all other candidates, shall be accepted to selected programs of study that are appropriate for their skills, abilities, and career aspirations; programs in which the essential requirements for that course of study can be satisfied. Acceptance of an application should not be taken as any kind of assurance that the applicant will be able to meet the program's or any single course's essential requirements at any time in the future.
- 4.9.11 The Campus Life team will play an important role in promoting and supporting inclusive practices for students of determination, which will include:
- A. Being the point of contact for all students, including new students, as needed. Assisting in the development of strategies for better student assistance.

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- B. Observing students' well-being in social contexts and spending time in classes or at conferences with individual students when applicable.

#### 4.10 Student Activities

- 4.10.1 All student entities and clubs are to be formed and governed by the policies, guidelines, and codes of conduct of MBZUAI. The formation of any student-led groups or clubs shall have a term of reference conducive to sustainability and should be in line with MBZUAI’s vision, mission, and strategic objectives.
- 4.10.2 The Educational Affairs Department is committed to offering its students inclusive extracurricular activities in the areas of culture, recreation, and sports. All extracurricular activities, regardless of location, are bound by MBZUAI’s policies, guidelines, and codes of conduct.
- 4.10.3 The Educational Affairs Department shall support student activities by providing the facilities, planning, and resources needed to promote approved student activities.
- 4.10.4 The execution of the activity is the responsibility of the event organizer(s). The Educational Affairs Department will aid in the planning and coordination for the successful execution of student activities.
- 4.10.5 All student activities should comply with safety in all on-campus activities as per the Health, Safety, and Environment (HSE) regulations of the University, relevant authorities, and/or legislation.
- 4.10.6 The University shall not be liable for any loss to person(s) and/or property during any student activities.
- 4.10.7 All student activities require prior mandatory approval of the Director of Educational Affairs or their designate, regardless of the location of the activity. Prior written approval should be sought no less than two (2) weeks prior to the event.
- 4.10.8 Any activity that is deemed inappropriate or harmful can be immediately canceled/halted by any of the MBZUAI management.

#### 4.11 Graduate Student Council

- 4.11.1 The Graduate Student Council (GSC) at MBZUAI is the elected student body authorized by the University administration to represent the student body and articulate their views and/or interests.
- 4.11.2 Student elections and announcement of the new GSC shall be held by the Educational Affairs Department in quarter one (1) of each year. The student council shall serve for one (1) calendar year.
- 4.11.3 The GSC shall be comprised of the following members:

Title	Role Responsibility
President	Chairs GSC meetings. Establishes GSC priorities, action plans, and calendar. Assign members to tasks. Represents and speaks on behalf of the GSC when required.
Vice President	Chairs GSC meetings in the absence of the President. Assumes the President's responsibilities when necessary. Attends University meetings and other committees as assigned by the President.
Treasurer	Proposes the GSC’s annual budget. Manages financial transactions and requisitions.
Secretary	Prepares and posts meeting agendas.

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<b>Clubs Coordinator</b>	Maintains attendance records. Keeps Council minutes and handles correspondence.
	Coordinates GSC approval for each club’s term of reference.
<b>Public Relations Coordinator</b>	Advertise the GSC events and activities.
	Maintains the GSC social media presence.
	Documents the GSC achievements via photography and videography. Manages external communication as needed.
<b>Program Representative - Each Program</b>	Engages with the Department Chair and Director of Educational Affairs.
	Provides feedback on academic matters (programs, courses, resources, etc.).
	Represent the viewpoints and interests of their academic program during GSC meetings. Collaborate between the GSC and program faculty.
<b>Educational Affairs Staff</b>	Attends student council meetings in a non-member and non-voting capacity to support the council in an advisory role. Assigned by the Director of Educational Affairs and may be a rotational assignment.

4.11.4 Students must meet the following criteria to serve on the GSC:

- Full-time student.
- Completed all admissions criteria.
- Minimum GPA of 3.5.
- Good communication skills.
- Be free from any academic violations.
- Be in good financial standing with the University.
- Able to serve in the council for the complete year.

4.11.5 GSC responsibilities include:

- Update the GSC Terms of Reference.
- Working with the staff and management.
- Communicating and consulting with all the students.
- Address and manage student issues pertaining to resources and the learning environment.
- Planning and organizing activities for the year with the approval of MBZUAI management.
- Involving as many students as possible in the activities.
- Approve new student clubs, terms of reference and oversee their sub-budget.
- Oversight of all student clubs to align with MBZUAI's vision and mission.
- Management of the budget and any funds raised by the GSC.

4.11.6 The GSC shall meet a minimum of four (4) times per calendar year, with one meeting every quarter (every 3 months). The minutes of the meeting shall be signed by all GSC members and submit a copy to the Director of Educational Affairs no later than one (1) week after the meeting.

4.11.7 At least one GSC meeting in the year shall invite the MBZUAI Senior Management Team, the Academic Provost, the Director of Educational Affairs, and the Head of Institutional Effectiveness and Quality Assurance to provide constructive feedback and requests. An action plan shall be developed by MBZUAI management when applicable.

4.11.8 The GSC will vote on major institutional requests to the MBZUAI management. Three (3) choices shall dictate each GSC member’s position: “Yes”, “No” or “Abstain”. The majority vote shall be recorded and will be the stance of the GSC. In tie votes, the GSC President in consultation with the Vice President shall decide the outcome of the vote.

4.11.9 The Educational Affairs department shall provide all necessary training to the student representatives, keep records of training, and oversee the handover to the new GSC each year.

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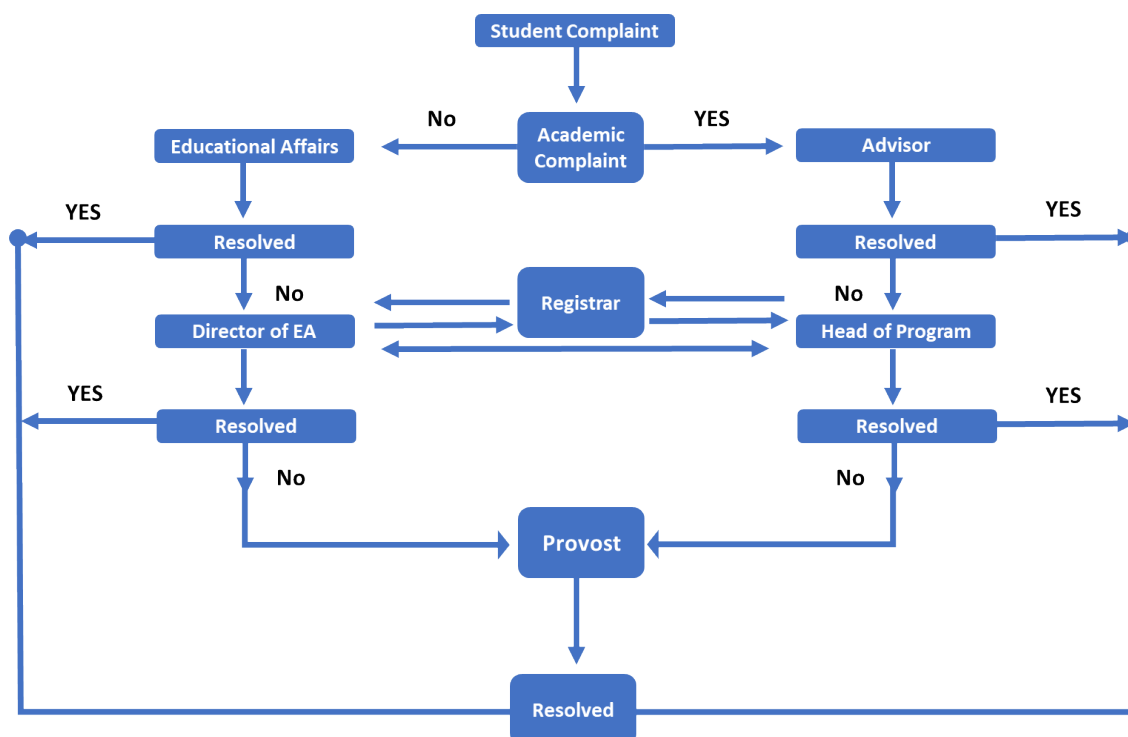
### 4.12 Graduate Plus Award

- 4.12.1 All students will have the opportunity to participate in the Graduate Plus Award, which is an employability award that recognizes co-curricular activity.
- 4.12.2 Once complete, the Graduate Plus Award is awarded as a certificate bestowed in conjunction with degree conferment during the graduation ceremony. The award is earned by accumulating credits, which are awarded for extra-curricular academic and non-academic activities, personal development, leadership, and contribution to University initiatives and/or the broader community. Students will also be required to submit a reflective practice in order to complete the Award.
- 4.12.3 The Educational Affairs team will provide support to the administration of the Graduate Plus Award and will ensure that students seeking to attain the award suitably satisfy all elements in a timely manner.
- 4.12.4 The Educational Affairs team will ensure that Graduate Plus Assessors are suitably trained.

### 4.13 Student Complaints and Grievances

#### Informal Complaint

- 4.13.1 All students are encouraged to seek an informal resolution. Prior to initiating a formal grievance, the student should discuss the dispute with the individual(s) involved, aiming to mutually address and resolve concerns.
- 4.13.2 MBZUAI management has the authority to appoint an arbitrator. The student is welcome to revisit the informal resolution process at any point. The University holds the conviction that most grievances can be successfully addressed at this informal stage. Student complaints, whether academic or non-academic, are subject to MBZUAI's guidance for resolution.
- 4.13.3 The below flowchart provides guidance to achieve an informal resolution prior to raising a grievance with the Director of Educational Affairs:



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### Formal Grievance

- 4.13.4 MBZUAI supports student rights and has a structured process for resolving grievances of all types if no informal resolution is achieved. To initiate a formal grievance, the student must submit a complaint in writing to the Director of Educational Affairs.
- 4.13.5 Grievances may take any of the following forms:
- Grievances against grading or evaluation of academic work.
  - Grievances against dismissal, suspension, and withdrawal from a program.
  - Grievances against withholding or termination of the scholarship.
- 4.13.6 Grievances must be handled within an appropriate time frame to ensure procedural fairness and to the specific requirements of different policies or procedures for managing such grievances. The time frame shall be within the stipulated below:
- A. Students must submit the grievance within 15 working days from the date of official notification.
  - B. The Grievance committee must issue a decision within 20 working days after receiving all the necessary documentation for proceedings.
- 4.13.7 In terms of grievances for grading or evaluation of academic work, this must be submitted within 3 working days. The procedure for appealing in this regard is outlined in the Registration Policy Manual.
- 4.13.8 All parties involved in a grievance must be treated with respect and impartiality, and any relevant issues put forward by the complainant, such as the existence of a disability or medical condition, will be taken into consideration.
- 4.13.9 A Grievance ad-hoc committee may be formed to address student grievances. The committee may have at least one member representing Educational Affairs, the Registrar, or Academia. The Provost shall approve the committee's formation.
- 4.13.10 Depending on the type of grievance, the matter will be headed by the Director of Educational Affairs and/or the Registrar.
- 4.13.11 Confidentiality must be observed by all participants and at all stages of the grievance process. All grievances shall be archived within the record system, and access is limited to MBZUAI management.
- 4.13.12 All participants must be informed of the progress and the outcome of the grievance and provided with reasons for the outcome reached.
- 4.13.13 A grievant may withdraw their grievance from further consideration at any time, by submitting a written request to the administrator with whom the grievance was originally filed. No reason needs to be given for such a request. Upon receipt of a request to withdraw the grievance, the administrator will notify all involved parties and administrators in writing that the grievance has been withdrawn and that the grievance process is terminated.

### Student Appeals

- 4.13.14 The student shall have the right to appeal in writing to the Provost, who may reverse or nullify the decision(s) of the Grievance.
- 4.13.15 The Provost's decision is final, binding to all parties, and will be enforced accordingly.

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#### 4.14 Student-Run Media

Media platforms serve as influential communication tools, exerting a substantial impact on MBZUAI and individual professional reputations. The evolving landscape of popular media channels has revolutionized communication methodologies. To ensure the enhancement and protection of the University's image and uphold personal and professional reputations, MBZUAI establishes the following policies for students engaging with media.

- 4.14.1 This policy applies to all members of the MBZUAI community, including but not limited to students, faculty, staff, and affiliated individuals when representing the University in any media-related capacity.
- 4.14.2 This policy shall be utilized in conjunction with the Student Publication and Media Policy and is bound to all relevant policies set by the MBZUAI Marketing and Communications Department.
- 4.14.3 Media engagement should align with MBZUAI's strategic goals and values, positively contributing to the University's reputation.
- 4.14.4 Only designated individuals authorized by MBZUAI will serve as official spokespersons in media interactions to ensure consistency and accuracy in messaging.
- 4.14.5 All media publications must safeguard MBZUAI's brand image by adhering to established brand guidelines and communicating in a manner consistent with the University's codes of ethics, vision, mission, and values.
- 4.14.6 All media publications utilizing the University's name and logo must exercise discretion and professionalism in personal social media use to prevent potential harm to personal and professional reputations and the University's image.
- 4.14.7 Direct or indirect negative references to MBZUAI's internal circumstances, policies, decisions, procedures, or events must not be made.
- 4.14.8 Disclosures of any internal information shall not be made in any public media and/or forum. Accidental disclosures of any kind shall be reported to the Director of Educational Affairs immediately.
- 4.14.9 Use of personal media should consistently attribute your opinions as personal, making it evident that these views do not necessarily reflect those of the University. Members of the MBZUAI community should recognize that electronic media poses unique considerations in terms of representing the University.
- 4.14.10 Students must not use the State's official logo or logos of the MBZUAI for any private purposes unless officially authorized to do so by the designated MBZUAI department(s).
- 4.14.11 Students should not publish any media activities on behalf of the University or bearing its name/logo/emblem without approval from the Educational Affairs assigned staff member.
- 4.14.12 All student-led media publications should be in line with all federal, local government, and University regulations. Comments on contentious topics, such as expressing opinions on culture, religion, race, politics, nationalism, or regulatory and legal matters must be avoided.
- 4.14.13 The dissemination of offensive or defamatory content through media channels may be deemed an offense, subject to Federal Decree-Law No. 5 of 2012 concerning Information Technology Crimes, Federal Decree-Law No. 34 of 2021 on Combatting Rumours and Cybercrimes, and Federal Decree-

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Law No. 55 of 2023 on Media Regulation. All media publications must comply with all the relevant laws.

4.14.14 All students, staff, and alumni should be encouraged to follow all of the University's official media channels.

#### 4.15 Conduct for Examinations and Assessments

Some courses include examinations as integral components of the assessment criteria. Students are advised to refer to the respective course outlines, which provide detailed information on examination topics, schedule, location, and duration. The permissible materials during the exam will be clearly outlined in the examination timetable and on the Examination Paper. It is mandatory for students to have their student identification card to enter the exam room, or they will be denied entry to the exam.

Each academic department shall establish an ad hoc committee to serve as the board of examiners for each examination period. Department Chairs may, at their own discretion, establish one joint committee to oversee the entire University's examination. Guidelines can be issued at the discretion of the board of examiners. All Board of Examiner minutes of meetings shall be recorded and submitted to the Director of Educational Affairs and Registrar.

The Educational Affairs Department shall coordinate with all departments to ensure that clear rules for examinations and assessments are consistent as per the below:

##### 4.15.1 Exam entry and exit policy:

- A. Examination Entry: Students are not allowed to enter the examination room if more than thirty (30) minutes have elapsed since the start of the examination. Late arrivals will not receive additional time for the exam.
- B. Examination Exit: Students are prohibited from leaving the examination room in the initial thirty (30) minutes and the final fifteen (15) minutes of the examination. Those who finish their work during the last fifteen (15) minutes are required to remain seated quietly until the conclusion of the examination is announced.

4.15.2 The course instructor shall notify the students and proctors about the potential allowance of permissible materials and/or authorized resources in certain examinations.

##### 4.15.3 Inability to attend an examination due to illness:

- A. If a student is unable to attend an examination due to illness or unforeseen circumstances, justification must be made to the Educational Affairs Department, typically within three (3) days.
- B. If a student experiences illness during an exam, they are permitted to excuse themselves from the examination room via the proctor to seek assistance from the nurse in the clinic. If the student is unable to resume and complete the examination, they are obligated to submit a medical report to the Educational Affairs Dept., typically within a period of three (3) days.

4.15.4 If the student withdraws from the exam for any other reason, the proctor will record the circumstances of the withdrawal from the examination on the front cover of the examination document, and the internal examiner, tasked with assessing the examination, will communicate this information to the course instructor.

4.15.5 The course instructor has the authority to assess whether the student should be considered absent and assign a makeup exam or determine the evaluation based on the completed work.

4.15.6 Examination misconduct includes but is not limited to:

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- A. Bringing food or drinks into the examination room.
- B. Engage in any form of cheating.
- C. Bring unauthorized items such as mobile phones, smart watches, electronic devices, books, manuscripts, papers, or other materials into the examination room.
- D. Place mobile phones, smart watches, or electronic devices on desks or have them powered on in the exam hall.
- E. Communicate or share any information with others in the examination room.
- F. Exhibit any behavior that, in the proctor's judgment, may disrupt other students.
- G. Engage in any other conduct that may impede the orderly conduct of the examination.

4.15.7 If any examination misconduct occurs proctors have the authority to:

- A. Address the student's misbehavior
- B. In the event of persistent or serious violations of exam rules and regulations, the senior proctor will instruct the student to exit the examination room.
- C. In the event of stopping a student in their exam because of misconduct, the proctor will instruct the student to leave and notify them that a misconduct report will be submitted to the Educational Affairs Dept. The student is expected to exit the examination hall without objection or disruption of the ongoing examination. The student shall have the right to file an appeal with the instructor through the appropriate channels and forum.
- D. Upon completion of the examination, the proctor will compile a comprehensive report detailing all incidents and submit it to the Educational Affairs Dept. In turn, the report will be discussed with the Department Chair to address academic matters and will also communicate the findings to the students involved.

4.15.8 The course instructor or designated personnel will be present during the last fifteen (15) minutes of the examination to gather the completed exams. The department is responsible for managing the conducted exams.

4.15.9 After grading the examinations, the course instructor will submit the graded exams to the Educational Affairs Department for secure electronic archiving or storage in a designated, locked place. Access to exam papers is restricted to authorized personnel only.

4.15.10 Assessment submissions: Students are required to submit assessment items by the due date, as directed in the course outline and/or instructor. Assessment items submitted after the due date will be subject to a penalty unless the faculty awards an extension of time.

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## 5. Definitions

Terminology	Definition
<b>Alumni</b>	Graduate of MBZUAI.
<b>CGPA</b>	The cumulative grade point (CGPA) average is calculated by dividing the sum of the quality points earned in all terms and semesters by the credit hours attempted in all those terms and semesters. This average is used to assess the student's overall academic standing at the University.
<b>Clean Deed Record</b>	Maintain good academic, intellectual, behavioral, and financial integrity.
<b>Course</b>	A unit of study that may utilize lecture, discussion, laboratory, recitation, seminar, workshop, studio, independent study, internship, or other similar teaching formats to facilitate learning for a student.
<b>Credit</b>	The number (#) of credits a student receives for attending a course corresponds to the hours per week spent in that course.
<b>EA</b>	Educational Affairs
<b>Employability</b>	Development of knowledge, soft/hard skills, and personal attributes to enable students or alumni to seek, gain, and maintain employment. A range of transferable skills to make students and alumni employable.
<b>Employer</b>	The entity offering the internship or graduate opportunity.
<b>Good Academic Standing</b>	The status for a student's satisfactory academic progress, typically measured by maintaining a minimum GPA and fulfilling credit requirements toward degree completion. It is also inclusive of adherence to institutional academic standards, enabling students to continue enrollment, access financial aid, and engage in campus activities.
<b>Grade Point</b>	The numerical value associated with each grade.
<b>Graduate Plus Award</b>	An employability award that recognizes co-curricular activity and enhances broader academic and academic-related skills to maximize student employability.
<b>Graduate Student Council</b>	An elected student body that articulates student views and interests and acts as the voice of students.
<b>Internship</b>	An experience that should be an extension of the classroom learning and/or research that the student is conducting. The experience is intended to provide the student with hands-on experience in the field of Artificial Intelligence, blending practical experience with academic learning. It aims to provide students with opportunities to apply and assess AI concepts and theories in practical settings and improve learning. Participation allows the student to enhance their overall educational experience and continue to develop and grow knowledge, skills, and competencies.
<b>Mental Health</b>	A broad spectrum of difficulties and issues ranging from promoting mental wellbeing through to describing those with severe and enduring mental health challenges. These include emotional, psychological, and social well-being.
<b>Personal Branding</b>	Establishing and promoting a consistent brand image across formal and informal media platforms to aid job search and job application success.

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Terminology	Definition
<b>Recognition of Prior Learning (RPL)</b>	A process that involves assessment of an individual's relevant prior learning (informal and non-formal learning) to determine the credit outcomes of an individual application for credit.
<b>Registration</b>	The process of enrolling in classes.
<b>Research Supervisor</b>	Members of faculty associated with mentoring, guiding, and encouraging students undertaking research as part of the curriculum.
<b>Schedule</b>	A list of courses offered during a semester that specifies the days, hours, locations of classes, and the names of the instructors.
<b>Semester</b>	Either of the two 16-week periods of instruction followed by an examination period into which the academic year is divided.
<b>Student Advisor</b>	A staff member who advises students on different aspects of University engagement.
<b>Students of Determination</b>	This term refers to students with long-term physical, mental, intellectual, or sensory differences that might restrict their full and effective participation in education.
<b>Visiting Students</b>	They are usually enrolled at their home country institution and participate in an exchange or study abroad program, which allows them to study at a partner institution abroad for a specific period. Visiting students often spend a semester or an academic year at the host institution and return to their home country institution to complete their degree.
<b>Volunteering Hours</b>	Hours of service for any public or University engagement for civic, charitable, or humanitarian reasons, without expectation or receipt of compensation for services rendered.

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## 6. References and Related Documents

1. [Code of Conduct Manual.](#)
2. [Admission Policy Manual.](#)
3. [Registrations Policy Manual.](#)
4. Scholarship Procedure, Academic Progress Policy/  
Procedure.
5. MBZUAI Careers Charter.
6. MBZUAI Employability Strategy.
7. [Student Internship Master Guidelines.](#)
8. [Student Internship PhD Programs](#)
9. [MBZUAI Supervisor Guidelines.](#)
10. Employer Internship Guidelines.
11. Employer Part-time Internship Guidelines.
12. MBZUAI Employer Engagement Guidelines.

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## 7. Document Control Information

Version number	File Name	Responsible Role	Comments	Date of change
V01.00		Registrar	Amalgamation of the following policies: <ul style="list-style-type: none"> <li>Admission Policy MBZUAI-ARS-ADMISSION-POL-V1.0.</li> <li>Housing Policy MBZUAI – SLS – HOUSING – POL – V1.0.</li> <li>Academic Progress Policy MBZUAI-REG-ACPROGRESS-POL-V1.0.</li> <li>Student Careers and Alumni Policy MBZUAI-SCA-CAREERS-POL-V1.0.</li> </ul> Admission policy amended to allow for direct entry from Bachelor to PhD (Approved by CAA on 11/2/21). Internship minimum hours increased from 125 to 150 hours.	March 2021
V02.00		Registrar	Grading schema amended to: <ul style="list-style-type: none"> <li>Incorporate P/F grading for thesis/research.</li> <li>Incorporate S/U grading for internships.</li> <li>Clarify percentage ranges for letter grades.</li> </ul> Addition of Annual Leave policy. Amendment of Academic Progression policy. Amendment of Internship policy.	June 2021
v03.00	PolicyManual_EA_POL_V03.00	Director of Educational Affairs	Policy manual to meet requirements of internal audit, Ministry of Education inspection directorate and the Commission of Academic Accreditation regulatory bodies. Organizational alignment of policies, and file name with Records and Archives.	May 2024
v03.00	PolicyManual_EA_POL_V03.00	President	Approved by the President	August 2024

### Approval List

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Sequence Number	Sequence Roles	Responsible Role	Comments	Date
1	Policy Owner	Director of Educational Affairs	Initiator	2024-05-07
2	IEQA Review	Head of IEQA	Reviewed	2024-05-06
3	Legal review	General Counsel	Reviewed	2024-07-11
4	Initiator	Provost	Endorsed	2024-06-24
5	Endorser	Director of Strategy and IEQA	Endorsed	2024-07-15
6	Approver	The President	Approved	2024-08-29

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