Heriot Watt University—
a life changing, 
intellectually challenging, 
career enhancing 
experience.

The University is one of the 
UK’s leading universities, 
recognised 
internationally for 
excellent teaching and 
research in its specialist 
areas of science, 
engineering, design, 
business and languages.

In This Handbook
- Student Services
- Regulations, Policies & Further Information
- Code of Conduct
- Financial Responsibilities
- Useful Contacts

Contact us:
Tel: +971 4 435 8700
www.hw.ac.uk/dubai
## STUDENT GUIDE CONTENTS

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INTRODUCTION

We wish to make your time with the University as happy and rewarding as possible and have produced this guide to help you to understand the services on offer from the University.

The University offers a wide range of services to help you deal with all aspects of your life with us, whether these are academic, personal, technical, financial or just plain fun!

Do not hesitate to contact any of the support departments if you have any questions or concerns in relation to the information provided within this guide. Further contact details can be located on page 49 of this guide.

Sheelagh Wallace, Director of Administration and Campus Registrar
Heriot-Watt University Dubai Campus (HWUDC)

WELCOME FROM THE HEAD OF CAMPUS

As the first British university to open campus in Dubai, Heriot-Watt University has established itself as a pioneer in the higher education market in the UAE. Our reputation for world-class teaching and practical, leading-edge research, combined with our strong links to business and industry, has translated into sharp growth in applications to the Dubai campus since it opened in 2005.

To reinforce our commitment to providing a high quality British education through Programmes tailored to meet the demands of the UAE employment market, we opened a new, purpose-built campus in 2012. Then 2013 saw the opening of phase two of the Dubai campus. The AED 100 million structure features on-campus, 160-room accommodation and an auditorium with seating for up to 700, plus food court, gymnasium, mini market, coffee shop, beauty salon and indoor games room, along with a variety of other student services that add further value to both local and International scholars.

The academic performance of Dubai Students has been exceptional. As well as winning more than their fair share of university prizes and degrees with distinction, they have generated a reputation for winning a number of industry and design awards. This, combined with many undergraduates gaining their first taste of employment with blue chip companies and postgraduates achieving career progression as a result of their degrees, demonstrates the synergy between students and the university experience.

Professor Ammar Kaka
Provost, Heriot-Watt University Dubai
Vice-Principal (Dubai)
Heriot-Watt University
A BIT OF HISTORY

While remaining at the forefront of learning and research, Heriot-Watt University is the eighth oldest higher education institution in the UK. The name commemorates two respected Scottish figures, George Heriot – the 16th century financier to King James and creator of the famous school that exists to this day, and James Watt – the great 18th century inventor and engineer, best known for his work on the early steam engines.

The University itself grew out of the School of Arts in Edinburgh, which was established in 1821 as the world’s first mechanics institute. Women were welcomed as early as 1869 – 20 years ahead of other institutions. In 1966, Heriot-Watt was granted a Royal Charter and the present day University was born. The story did not stop there, and in 1988 the Scottish College of Textiles in Galashiels merged with Heriot-Watt to become the kernel of the present day Scottish Borders Campus, addressing textiles, fashion and business. The University also has a campus in the Orkney Isles, where the marine environment and renewable energy are the major topics and a campus in Malaysia. Our Alumni Association, The Watt Club, was established over 150 years ago, making it the oldest such association in the UK.

Continuing to be a pioneer, Heriot-Watt was the first overseas university to set up at Dubai International Academic City and has seen its portfolio of programmes expand rapidly in response to market demand. Recognised internationally for its excellent teaching and research, and the professional accreditation of its programmes, Heriot-Watt was invited into Dubai to offer the specialist programmes needed by this rapidly expanding economy. Our campus, located at Dubai International Academic City, brings high-quality UK education within easy reach of both undergraduate and postgraduate students in the Gulf and beyond.

With our programmes quality-controlled and approved by KHDA in Dubai and the QAA in the UK, and accredited by the relevant professional bodies in the UK, employers and current HWUDC students know that their Heriot-Watt degree has a high-value in the workplace. Our degrees are essentially the same as those we offer in the UK, and are taught by Heriot-Watt University’s own academic staff. Teaching is often supplemented by visiting academics from our Home Campuses.

The recent report published by QAA in May 2014 during the review of UK Transnational Education in the United Arab Emirates on February 2014 found out “the University’s integration of policies, structures and staff responsibilities across the whole organization flowed from the carefully thought-through implications of its international strategy and was reflected in its arrangement of governance and management, not just of the branch, but of the whole organization.”
ENROLMENT, SEMESTER AND GRADUATION DATES
ACADEMIC YEAR: 2016-2017

<table>
<thead>
<tr>
<th>Event</th>
<th>Start</th>
<th>End</th>
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<tbody>
<tr>
<td>Enrolment and Induction</td>
<td>4th September 2016</td>
<td>10th September 2016</td>
</tr>
<tr>
<td>Semester 1 - Teaching</td>
<td>18th September 2016</td>
<td>3rd December 2016</td>
</tr>
<tr>
<td>Semester 1 - Examinations</td>
<td>5th December 2016</td>
<td>16th December 2016</td>
</tr>
<tr>
<td>Semester 1 - Break</td>
<td>18th December 2016</td>
<td>7th January 2017</td>
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<tr>
<td>Semester 2 - Teaching</td>
<td>8th January 2017</td>
<td>1st April 2017</td>
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<tr>
<td>Semester 2 - Break</td>
<td>2nd April 2017</td>
<td>22nd April 2017</td>
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<td>Semester 2 - Examinations</td>
<td>24th April 2017</td>
<td>19th May 2017</td>
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<tr>
<td>Graduation</td>
<td></td>
<td>June/July 2017</td>
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<tr>
<td>Autumn Diet - Examinations (Resit)</td>
<td>3rd August 2017</td>
<td>11th August 2017</td>
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<tr>
<td>Graduation</td>
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<td>November 2017</td>
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Some examinations may take place out with these dates.
Please note that all these dates are current at time of going to print however they are subject to change.

OFFICIAL UAE LOCAL HOLIDAYS

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<th>Advertised Date of Local Holiday</th>
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<td>Arafat (Haj) Day and Eid-al-Adha</td>
<td>Saturday 10th September 2016</td>
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<td>Sunday 2nd October 2016</td>
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<td>Commemoration Day</td>
<td>Wednesday 30th November 2016</td>
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<td>Mouloud (Prophet’s Birthday)</td>
<td>Monday 12th December 2016</td>
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<td>Leilat al-Meiraj (Ascension of the Prophet)</td>
<td>Monday 24th April 2017</td>
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<td>Eid-Al-Fitr (End of Ramadan)</td>
<td>Monday 26th June 2017</td>
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All dates given, especially for Islamic holidays and special observations are approximate dates only and will be confirmed nearer the time.
STUDENT SERVICES

ACADEMIC REGISTRY

The Academic Registry provides a range of administrative services for foundation, undergraduate and postgraduate students, staff and departments at all campuses of the University (Edinburgh, Scottish Borders, Orkney, Dubai and Malaysia). The Academic Registry also supports those working independently or through other study centres.

The Academic Registry is responsible for the administrative aspects of:

- Enrolment
- Accreditation of Prior Learning
- Student Records
- Tuition Fees
- Assessment and Progression System (HAPS)
- Examinations and Assessments
- Intermediate and Exit Awards
- Prizes and Medals
- Graduations
- International Student Advice and Exchange Programmes
- Student Complaints, Discipline and Appeals to Senate
- Ordinances and Regulations
- Undergraduate and Postgraduate Studies Committees
- Quality Assurance
- Student related statistical returns
- Academic Committee Secretariat.

The Academic Registry can help with any aspect of the enrolment, examinations and graduation processes including examination timetables, off-campus examination arrangements, assessment results letters, re-sit examinations, degree certificates, the European Diploma supplement, appeals to Senate, formal complaints, student discipline, the Common Assessment and Progression System (CAPS) and accreditation of prior learning.

The Academic Registry also provides advice and assistance on semester dates, certification of student status, academic transcripts, council tax, programme transfers, withdrawing from the university, replacement ID cards, appeals for suspension of studies and further assessment opportunities.

At the Dubai Campus, the Academic Administration Office will handle all enquiries, in the first instance, relating to any of the above topics. If for any reason, your enquiry cannot be resolved by the Dubai Campus, you are entitled to contact the Academic Registrar at our Edinburgh Campus.

For further details, refer to our website at: http://www.hw.ac.uk/registry/complaints.htm
ACADEMIC ADMINISTRATION OFFICE (AAO)

The Academic Administration Office (AAO) is the hub of academic administration at the Dubai Campus. The Office represents Registry Services, Student Services, School Academic Administration and secretarial support. AAO provides information and guidance to students on a range of academic related matters and administers:

- Enrolment - programme and course registration, student ID cards etc
- Student records
- Class Timetables
- Examinations - timetables, coursework submissions, result letters and Examination Boards
- Amendments to registration, suspension and withdrawal of studies
- Official transcript letters / documents
- Transfer of Study Locations
- Graduation – award ceremony, degree certificates etc
- Knowledge and Human Development Authority (KHDA) certification

Incorporating all these activities makes AAO one of the core administrative departments at the Dubai Campus.

The trained staff endeavor to provide students with a smooth transition into University life and guide them through their studies on to graduation.

**Suraiya Zabir Ali**  
Head of Academic Administration Office

Contact Details and Further Information

Academic Administration Office  
00 971 (0) 4 4358631 / 8641 / 8643  
Fax: 00 971 (0) 4 4477350  
dubaiaao@hw.ac.uk

The AAO is located on the ground floor. During Semesters, the opening hours are Sunday to Thursday (0830 – 2230 hours) and Friday and Saturday (0830 – 1700 hours).
ADMINISTRATION (ADMIN) OFFICE

The Administration office provides, maintains and develops a safe and high quality environment for staff and students at the Campus. They provide a wide range of services and are responsible for the day-to-day operations of the following activities:

- **Facilities Services**
  The University provides support and coordination in setting up additional classrooms and facility requirements during the Academic Year, for functions and events.

- **Security Services**
  The University retains the services of a highly professional security service. Any direction and/or instruction given by staff, to students, should be adhered to for their own safety and security.

- **Health and Safety**
  The University is extremely conscious to maintain a healthy and safe environment for both students and staff. All students must adhere to all advice and guidance given to them regarding health and safety.

- **Cleaning Services**
  The University provides a comprehensive cleaning service for the entire campus. Students are expected to show due care and consideration to other students and staff when using campus facilities.

- **Landscaping Services**
  Dubai has a harsh climate that poses significant landscaping issues. The University makes a significant effort to maintain a green and well landscaped environment around the campus.

- **Medical Insurance for Students**
  Further information on the student medical insurance (network lists, claim forms etc) can be provided on request.

- **Parking**
  Students can request to park their cars within University grounds, by registering with the Admin Office on a first-come-first-serve basis. Basement parking is available, at an additional charge.

- **Gymnasium and Multi-Purpose Courts**
  Students may obtain a membership to use the gymnasium at an additional cost and subject to availability (free to students residing in our accommodation). Operating hours are from 6am to 12 midnight daily. Students may request to use the multi-purpose courts by booking through the Admin Office.

- **Lockers**
  Chargeable on-site lockers are available for students enrolled on the Interior Design, Fashion and Architectural Engineering programmes. Requests can be made through the Admin Office.

- **Lost Property**
  The Office will deal with any personal belongings lost or found. All students should inquire at this office in the first instance.

If students have any comments/suggestions/concerns/issues about any of the services above, they should report to the Administration Office as soon as possible.

*Mr Jayakrishnan*
*Administrative Officer*

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**Contact Details and Further Information**

Administration  
00 971 4 435 8655 / 8651 / 8652 or email: FMhelpdxb@hw.ac.uk

**Office Location and Opening Hours (during Semester)**

The office is located on the ground floor. Opening hours are Saturday to Thursday (0830 – 1700 hours).
DATA PROTECTION

Heriot-Watt University needs to obtain and process certain information about our students to allow us to register students and organise programmes, and to carry out other essential university activities. The information we collect is used fairly, stored safely and not disclosed to any other person unlawfully. To do this, we comply with the Data Protection principles that are set out in the Data Protection Act 1998. In summary, these state that personal data shall:

- be obtained and processed fairly and lawfully and shall not be processed unless certain conditions are met
- be obtained for a specified and lawful purpose and shall not be processed in any manner incompatible with that purpose
- be adequate, relevant and not excessive for those purposes
- be accurate and kept up to date
- not be kept for longer than is necessary for that purpose
- be processed in accordance with the data subject's rights
- be kept safe from unauthorised access, accidental loss or destruction
- not be transferred to a country outside the European Economic Area, unless that country has equivalent levels of protection for personal data.

Data Protection Policy

The University and all staff or others who process or use any personal information must ensure that they follow these principles at all times. In order to ensure that this happens, the University has developed a Data Protection Policy found at: http://www.hw.ac.uk/documents/heriot-watt-university-data-protection-policy.pdf

Please also refer to the following website which gives additional information on how the data will be used: http://www.hw.ac.uk/registry/resources/studentpersonaldatastatement.pdf

If you have any questions about our Data Protection procedures, please contact our FOI & Data Protection Officer at foi@hw.ac.uk
EQUAL OPPORTUNITIES

At Heriot-Watt University, we embrace a positive attitude towards the promotion of equality and diversity and take pride in creating a working, educational and social atmosphere that is inclusive of everyone.

We take a holistic approach to equalities, looking to establish and maintain an open and accessible working and learning environment where students and staff are able to reach their full potential.

Gender Equality

Heriot-Watt University was a founding member of the Athena SWAN Charter, an initiative that recognises work undertaken to address gender inequalities in higher education and research. The University holds an institutional Bronze Award which demonstrates that the University has carried out a self-assessment and put in place an action plan to address the challenges identified.

Contact Details and Further Information

**Tina Donnelly**
Athena SWAN Officer
00 44 (0)131 451 3915
T.Donnelly@hw.ac.uk

**Sharan Virdee**
Equality and Diversity Partner
00 44 (0)131 451 3980
S.Virdee@hw.ac.uk

Further information can be found at:
Webpages: www.hw.ac.uk/equality and www.hw.ac.uk/athenaswan
Twitter: @HWUEquality and @HWUathenaswan
FINANCE

The Finance Office is responsible for the finance and accounting activities for the University. The Finance Office has a total of 7 employees and provides advice and assistance to students on a range of financial topics including information and guidance on payment methods of tuition fees and other related fees and charges.

All students are charged tuition fees that may be paid by a sponsor, or by personal contribution. Students are responsible for ensuring that tuition fees are paid in full within Heriot-Watt University’s terms and conditions. This applies equally if fees are being paid by a sponsor or the student.

Tuition Fees

Tuition fees cover the provision of tuition which students receive and the cost of University facilities, including the libraries and computing facilities, which are available for use when studying. Fees will not cover, for example, the cost of reference books, notebooks and other stationery needed for study or any University goods or services used which is not a necessary part of the programme. Such additional costs will vary across programmes.

Security Deposit

There is a refundable security deposit (AED 1,000) charged to cover damage/breakage/loss in connection with academic or non-academic materials/consumables or any other charges. This deposit may also be applied against any outstanding debt or any fine that the University has imposed.

Student Accommodation, Visa and Transport Fees (if required)

These must be paid at least 30 days prior to the commencement of the programme. Regrettably, these charges are non-refundable.

Other Fees and Charges

Other fees and charges include all other charges applied by the University, such as disciplinary fines, payment for late enrolment and replacement documentation (e.g. Student Identity Cards). There may also be Academic School charges, such as bench fees, field trips, breakages or deposits. Please note that this list is not exhaustive.

Late Payments

The following will apply if a cheque is dishonoured, returned unpaid or a payment is missed:

- you are liable to pay a fine of AED 500.00 to cover the administration costs of processing the dishonoured cheque;
- You are liable to pay any penalty charges your bank may levy;
- The balance of any amounts due becomes immediately payable in full.

HWU Refund Policy - Tuition Fees Only

Should you wish to withdraw from your programme of study before completion, you may be entitled to a refund of all or part of the tuition fee paid. If you withdraw before commencing your studies you are entitled to a refund of all fees paid, with the exception of the admissions application fee and advance installment (equivalent to 10% of the first year tuition fees).
Qualifying Criteria for refund of Tuition Fees

Your withdrawal should be processed automatically once you have submitted your completed ‘Withdrawal Form’. The Finance Office will process the withdrawal and calculate any refund due as follows:

- If you withdraw from your programme of study within 4 weeks of the programme starting you are entitled to a refund of all monies paid, with the exception of the advance installment, (equivalent to 10% of the first year tuition fees) to date. For University sponsored visa students 25% tuition fee would be charged and become non-refundable once the visa processing has started.
- If you withdraw from your programme of study within 4 weeks of the programme ending, you will not be entitled to any refund.
- If you withdraw from your programme of study at any other time, the fees for the semester in which you are currently enrolled for will be charged and any balance paid will be refunded.

Appeal Process

If you are not content with a decision concerning payment of fees, including a requirement that you withdraw from the University, you may contact the Head of Campus, and bring forward a complaint under the University's Student Complaints procedures, details of which are available from the Academic Administration office.

The University reserves the right to amend this policy from time to time in light of prevailing circumstances.

Help and Support

If you are experiencing financial difficulties in paying fees, you must seek help at the earliest opportunity. It is important to keep the Finance Office informed of developments. The University will be sympathetic and endeavour to assist where there is good reason that debts have been incurred. However, in order to maintain the quality of its provision, it is essential that the University acts to recover its debts.

<table>
<thead>
<tr>
<th>Office/Department</th>
<th>Telephone Number</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finance</td>
<td>00 971 (0) 4 4358671</td>
<td><a href="mailto:Dubai-Finance@hw.ac.uk">Dubai-Finance@hw.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td>00 971 (0) 4 4358672</td>
<td></td>
</tr>
<tr>
<td>Academic Administration Office</td>
<td>00 971 (0) 4 4358631</td>
<td><a href="mailto:DubaiAAO@hw.ac.uk">DubaiAAO@hw.ac.uk</a></td>
</tr>
</tbody>
</table>

Mr Suresh Kumar  
Head of Accounts

Contact Details and Further Information

Finance Office  
00 971 4 435 8671 / 8672 / 8674  
dubai-finance@hw.ac.uk

The Office is located on the ground floor. During Semester, opening hours are Monday – Thursday (0900 – 2000 hours) and Friday – Sunday (0900 – 1700 hours)
INFORMATION TECHNOLOGY

Information Technology provides, maintains and develops the computing and networking facilities that are available to students of the University. We have a dedicated IT helpdesk function at the Dubai Campus and fully equipped IT and Engineering labs with adequate PC’s and applications. There are also further work stations in our University Library.

The IT Helpdesk provides support to students for all the major IT packages and staff can assist with a wide range of queries, from accessing our VLE and email, to assisting with printing or resolving software and hardware problems.

New students are registered for IT facilities and receive a username and password as part of the enrolment process. This unique login will be used for accessing Heriot Watt LAN PC’s, Email & VLE (virtual learning environment) system. Access to Wireless network is also provided to students by issuing WiFi login details.

HWU Email

Students can access their University email account from any computer with internet access.

- To log on, go to web browser (e.g. Internet Explorer), enter http://www.hw.ac.uk/students/webmail.htm
- Click ‘Student/Staff Webmail’- the Outlook Web Access Login screen should appear.
- Type email address in the ‘Username’ field and enter password into the ‘Password’ field. Passwords are case sensitive
- Click ‘Log On’- Outlook Web Access should appear on the screen
- To log off, click ‘Log off’ in the Outlook Web Access and close the browser.

Virtual Learning Environment (Vision or VLE)

Heriot-Watt University uses a VLE called VISION to support students on many of its programmes and courses – the Academic Lecturer will direct students to it as appropriate. Students can log onto VISION from any PC with internet access by typing http://vision.hw.ac.uk into the address bar and pressing [Enter]. The VLE username and password is the same as that used for email.

Student cannot see their course in Vision? Is the student fully enrolled? It normally takes 24 hours from enrolment until the course appears in the VLE – students should wait 24 hrs from enrolment and try again. If course is still not showing, it could be one of two issues:

- Course enrolment: - check that student is enrolled for this course (speak to School Administrator within the Academic Administration Office)
- Course availability: - Courses and content need to be enabled by Academic Teaching staff before students can see them. Speak to the Course Lecturer to ensure they have made the content available. If there are still problems, contact (ithelp@hw.ac.uk). The VISION VLE Support site has all the online documents.

Reset / Change your University Password

To reset/change password, students should go to http://my.hw.ac.uk/passwords and follow the instructions.

Student Print Facility

Students can print and photocopy using any of the multi-function devices in our PC Labs, Library and Photocopy Centre.
Students are allocated a print quota, free of charge, every Academic Year. The free print quota* (Undergraduate students receive AED 90 and Postgraduate students receive AED 180) entitlement will be added to student accounts automatically.

* Charges will apply for any additional printing/copying.

Students can use their Student ID Card (following activation) or use a PIN code to print or photocopy. To activate card, follow instructions displayed near each multi-function device. All students will receive a PIN code, through their HW email account.

* If you exceed the allocated print quota, students are able to purchase top-up vouchers. These can be purchased from the Finance Office in the following denominations: AED 25, 50 & 100.

Additional Services

Students can request for the purchase and formatting of CD's and DVD's. Please note that an additional charge is applicable for this service and needs to be paid at the Finance office.

*Mr Nidhish Cherian*
*Head of Information Technology*

Contact Details and Further Information

Dubai IT Help Desk
00 971 (0) 4 435 8681 / 8682 / 8683
Dubaihelpdesk@hw.ac.uk

The office is located on the first floor. Opening hours are Sunday to Thursday (0900 – 2200 hours), Friday and Saturday (0900 – 1700 hours)
LIBRARY

The University Library offers a good environment for study and research. There is access to a full range of study materials and computer facilities, as well as experienced professionals who can guide students to the right sources of information.

In addition to our collection of books and journals, students are able to access and download a range of electronic journals and to search databases for articles, conference papers and theses. The Library also produces a number of resource guides specifically to assist Dubai Campus students in finding material relating to their subject area.

The Dubai Campus Library is open for approximately 100 hours per week during Semester - providing students with ample time to use the library resources and facilities. Currently, the library has 220 individual and group study places, including 35 workstations, 4 discussion rooms and a separate ‘quiet’ area for study. Wi-Fi is available throughout the Library. An external quiet room (52 seats) with desktop PC’s are also available for students located in Phase 2 of the Campus.

To access Library Catalogue, Online Journals, Databases and eBooks.

- The HWUDC library catalogue is a database of books and magazines that tells where to find a book, how many number of copies there are in library, and whether it is on loan or available for borrowing. Use the link: https://discovery.hw.ac.uk and select Dubai from the drop down list to access Dubai Campus library catalogue. All books are arranged according by DDC class number and subject wise in the racks. A few general magazines are arranged alphabetically by title in the periodical racks inside the Library.

- To access Library online resources (e-books, Online Journals, Databases, etc.), use the link: https://discovery.hw.ac.uk and select Heriot-Watt resources from the drop down list and when prompted, enter the assigned Heriot-Watt username/password (as used for Vision, Webmail etc.)

- Discovery is a new service which search multiple resources using one search tool, find books, journals, articles and more. Refine, save, view full-text are also available, download or email the results.

Borrowing Entitlements

There are limits to the number of books students may borrow at one time. This is dependent on the level of study, for example, students studying on an undergraduate programme can borrow up to a maximum of 6 items and students studying on a postgraduate taught programme can borrow up to a maximum of 8.

Students should always check the return date when borrowing books or periodical as they must be returned by the specified date to ensure a late fee is not charged. If a library item is lost, students must pay all fees associated with the replacement of the lost item.

Library Printing Services

Students can use the library printing through self-service. They can print, scan, and photocopy. For undergraduates, they are entitled to have a AED 90 printing credits while postgraduate students have AED 180 printing credits that they may use for a year. Recharging of credits could be done through the Finance department.

For more information on library facilities and information on our code of conduct, visit: http://www.hw.ac.uk/is

Dr Ramakanta Rath, Librarian

Contact Details and Further Information

University Library Service Desk
00 971 4 435 8663 / 8665 or email: dubailibhelp@hw.ac.uk
The Library is located on the ground floor. Opening hours are Sunday - Thursday (0800 – 2400 hours), Friday and Saturday (0900 – 2100 hours)
PHOTOCOPY / PRINTING CENTRE

The University has a Photocopy/Printing Centre to assist students and are pleased to offer the following range of on-campus facilities and services:

Scanning

Scanning facilities are also available within the Centre.

Binding and Finishing

The Centre has a plastic comb system for binding documents (including Dissertations). Plastic combs for documents of different thicknesses can be purchased, as well as pre-cut transparent covers.

Contact Details and Further Information

00 971 4 435 8653
copyroom@swehq.com

The Centre is located on the first floor. Opening hours are Sunday to Thursday (0830 – 2230 hours); Friday and Saturday (0830 – 1700 hours)
RECRUITMENT AND ADMISSIONS

The Recruitment and Admissions Office is available to provide advice and support to prospective applicants, their parents and advisers, and continuing students, at every stage of the process. The team will be able to assist you with the following:

- Information on offer of a place to study at the University
- Information to applicants on the possibility of transfer to another programme of study
- Information on further study

For information on programmes offered at the Dubai campus, refer to: https://www.hw.ac.uk/dubai/programmes.htm

Dr Kishore Sirnani
Head of International Business Development

Contact Details and Further Information

Undergraduate Programmes: Postgraduate Programmes:

**Tina Narsian**  
00 971 (0) 4 4358609  
T.Narsian@hw.ac.uk

**Harry John Nair**  
00 971 (0) 4 4358602  
H.John@hw.ac.uk

**General Enquiries:**

00 971 (0) 4 4358700
00 971 (0) 4 4358701
00 971 (0) 4 4358702
dubaienquiries@hw.ac.uk

The office is located on the ground floor. Opening hours are Sunday to Thursday (0900 – 1700 hours)
Heriot-Watt University is committed to providing a whole student experience to students studying on the Dubai Campus. Providing a range of activities is important in giving students the opportunity to settle into university life, make friends and feel part of a university community. It also provides exciting opportunities for students to develop important skills and gain valuable experience, in addition to those offered by their academic programme.

Included within these activities are:

- delivering student induction workshops and events at the start of the Academic Year
- providing welfare advice to assist students with their programme of study, financial and/or personal issues
- providing careers advice to assist students and graduates in choosing their career pathway
- planning student extra-curricular activities to motivate and encourage students to work and socialise together
- working closely with the student body to encourage feedback
- establishing relationships between alumni and the University

Structure of the Student Experience and Development Office

The Student Experience and Development Office currently has five services/areas to support the student experience:

- Careers Advisory Service
- Development and Alumni Service
- Effective Learning Service
- Student Council (Student Representation and Extra-Curricular Activities)
- Student Welfare and Disability Support Service

Ms Sheelagh Wallace
Director of Administration and Registrar (Dubai)
Alumni Development Service

The Watt Club is Heriot-Watt University’s graduate association and is the oldest of its kind in the UK. All past students of Heriot-Watt are considered members of The Watt Club.

There are over 115,000 Watt Club members worldwide. The Dubai Watt Club branch is run by previous graduates and supported by staff within the Student Experience and Development Office.

The purpose of The Watt Club is to bring alumni together for career development, industry links and social networking and to ensure positive and continuous relationships between alumni and the University. The Club actively encourages alumni to attend events and social activities to keep in touch with the University. Through these connections, this encourages close working relationships to support fundraising, industry links and recruitment opportunities for current students.

The Service provided within the Dubai Campus encompasses:

- The establishment of positive and continuous relationships between alumni and the University and within the alumni body itself. Support of volunteer-led alumni events and activities (collaboration between the Careers Advisory Service and the Alumni Service);
- Actively encouraging alumni to attend events and social activities and to keep in touch with the University and with each other.
- Establishing a close working relationship that could result in fundraising, industry links and recruitment

The Dubai Watt Club aims to reach out to all Alumni and therefore welcomes graduate representatives from all academic schools of Dubai campus as active committee members. The Watt Club is self-funded and as such, all roles are voluntary however the University would welcome any alumnus who is willing to become an active volunteer within the Dubai Watt Club. To contact Watt Club Dubai, visit www.wattclubdubai.com.

With many of our Alumni now coming to us (and each other) to recruit HWUDC graduates to their own companies, graduates of Heriot-Watt University are building their own professional network.

Contact Details and Further Information

Kathryn Taylor
Alumni Development Officer
00 971 (0)4 4358791 or DubaiAlumni@hw.ac.uk

The office is located within the Student Experience and Development Office on the first floor. Office working hours are Sunday to Thursday (0900 – 1700 hours).
Careers Advisory Service

The Careers Advisory Service assists students and graduates to make and pursue their career choices. It is a dynamic, forward looking service that has been particularly proactive in helping the University enhance the employability of its students through the integration of careers education into programmes provided by academic departments. The service also helps students to develop their Personal Development Planning (PDP).

We provide tailored careers guidance and information on a range of topics such as applications, CVs, interview techniques, aptitude tests, career options, networking, voluntary work, self-employment, plus much more. We offer classroom-based seminars and one-to-one appointments with students. The Service’s work encompasses:

Employers / Industry Professionals

Many companies have established links with the Dubai Campus, providing opportunities for students during the course of their studies such as permanent job vacancies, places on graduate programmes, and internships with companies.

Industry professionals from a variety of companies and specialisms are keen to support fresh talent by providing presentations to students to encourage them in their careers. This also includes their participation at our Postgraduate Career Development Days and final year Employability Campaign.

New to 2016 is the launch of our mentoring programme, bringing together professional experience of our Alumni with our final year Honours Degree students to support the transition from student to graduate entering the workforce.

Vacancy Services

We have a dedicated careers website to help students find part-time work, internships and graduate vacancies available at http://hwudubai-careers.hw.ac.uk. Students are able to upload their CV’s and apply for a range of job opportunities and internships.

We also link closely with Internsme (www.internsme.com) and Gradberry (www.Gradberry.com), who both specialise in the advertising of internships and graduate programmes for University students and fresh graduates in the UAE.

Contact Details and Further Information

Kathryn Taylor
Careers Advisor
00 971 4 435 8791 or k.taylor@hw.ac.uk

Benita Maben
Careers Advisor
00 971 4 435 8793 or B.Maben@hw.ac.uk

Careers Website: http://hwudubai-careers.hw.ac.uk/
To contact the service, email: DubaiCareers@hw.ac.uk.

The office is located within the Student Experience and Development Office on the first floor. Office working hours are Sunday to Thursday (0900 – 1700 hours). Drop-in sessions are available between 0900 – 1700 hours every Wednesday (no appointment necessary). Individual appointments may be available for evening and part-time postgraduate students out with these timings, by request only.
Effective Learning Service

This service aims to enhance learning and support students through the provision of classroom-based workshops and one-to-one appointments. We offer a number of study skills classes throughout the year that are designed to help students achieve their academic potential. The service covers:

- planning and organising (*time management, organising coursework and balancing priorities*)
- academic goal setting and maintaining motivation
- effective note taking
- critical reading and evaluating information
- academic writing skills
- citations, referencing and avoiding plagiarism
- revision and exam techniques
- reflective learning practices

Students sometimes feel overwhelmed in relation to their studies, but professional support is available through one-to-one appointments. Here the advisor works with students to help identify solutions that are suitable to an individual’s learning requirements.

By finding ways to study more efficiently, students will also have more time to participate in various leisure activities.

Professional academic advice is provided to students who wish to improve the way they study and attain greater academic success at the university, while also achieving a sustainable balance between study and other commitments. At the same time, the service can help students develop a foundation of transferable skills that may prove valuable in their subsequent life and career development.

*Except in rare situations, which are almost exclusively to do with our professional duty of care, we will not pass on information about a student to anyone outside our service without consent. The Effective Learning Advisor will be happy to explain this further.*

Contact Details and Further Information

**Dr Allyson Noble**
Effective Learning Advisor
00 971 4 435 8797
a.noble@hw.ac.uk

Effective Learning Website: [http://www.hw.ac.uk/is/skills-development/study-support.htm](http://www.hw.ac.uk/is/skills-development/study-support.htm)

The office is located within the Student Experience and Development Office on the first floor. Office working hours are Sunday to Thursday (0900 – 1700 hours). Drop-in sessions are available between 0900 – 1700 hours every Wednesday (no appointment necessary). Individual appointments may be available for evening and part-time postgraduate students out with these timings, by request only.
**Sports and Social Clubs and Societies**

Students have access to a wide range of sports and social clubs when they become enrolled at the University. We believe that clubs play a key role in the students’ success and we actively encourage students to get involved and enhance their overall University experience. We also believe that ensuring these activities are organised and led by students themselves, means that the activities that are developed are what students want.

Currently, there are the following sports clubs and social clubs running at the University:

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<th>Type</th>
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</table>

Students should contact the Dubai Student President if interested in starting a new club or society at the University, or to register for one of the clubs above.

**Contact Details and Further Information**

**Franklin Thankachan**  
Dubai Student President  
00 971 4 435 8795 or F.Thankachan@hw.ac.uk

The office is located within the Student Experience and Development Office on the first floor. Office working hours are Sunday to Thursday (0900 – 1700 hours). Drop-in sessions are available between 0900 – 1700 hours every Wednesday (no appointment necessary). Individual appointments may be available for evening and part-time postgraduate students out with these timings, by request only.
Student Representation

Student Council

To ensure that all students are represented, the University has developed a forum for discussing student issues and ideas. The Student Council's objectives are as follows:

- Promoting the interests and welfare of Students at the Campus during their programme of study, through representation, support and advice to the students;
- Being the recognised representative channel between the students and Heriot-Watt University Dubai Campus;
- Providing social, cultural, and recreational activities and forums for discussion and debate for the personal development of the students;
- Promoting social and academic unity among students of the University, both at the Dubai Campus and with cohorts of students in other locations.

Students who participate in extra-curricular activities in the areas of Student Representation and University Sports and Social Clubs/Societies will have the opportunity to become a member of Student Council.

Academic Representation

By having a representation structure in place, students are confident that their opinions/suggestions are considered by the University.

- Academic School Officers are there to ensure that students have a valuable academic experience. If students encounter any concerns, suggestions or comments about their programme or School – School Officers are tasked to ensure that the issue is raised with the academic staff or Student Council member.

- The aim of having Class Representatives are to ensure that every student has someone to take their academic feedback to, someone who understands their programme and has similar experiences to themselves. There is a Class Representative recruited (by election) for every year in every programme.
Student Feedback

To ensure that students have a voice, the University has put in place a number of ways to collect student feedback, here are a few:

- Through School Officers and Class Representatives
- ‘Go Out and Listen Days’ – the Student Council members will participate in these events and ensure that the student voice is heard.
- Student-Staff Liaison Committees (SSLC). Meetings take place every month, during semester time, with staff to discuss academic matters.
- Student Council General Meetings – The Council ensure that there is at least one meeting per semester, with the student body. Through this, the Student Council invite students to raise any comments.

Extra-Curricular Activities

The majority of activities are student-led; this ensures provision is given to what students’ want. We believe that participation in extra-curricular events and activities, help students to build relationships.

Students have access to a wide range of sports and social clubs when they are enrolled at the University. We believe that clubs play a key role in the students’ success and we actively encourage students to get involved and enhance their overall University experience.

The following clubs and societies are currently active in the University:

- Anime and Gaming
- Art & Crafts
- Basketball
- Boxing
- Cricket
- Dance
- Drama
- Dragon Boating
- Eco
- Engineers for Life *
- Football
- Humanitarian
- Music
- Psychology Society *
- Management Society *
- Mock United Nations
- Volleyball Club

* Academic School Societies

Contact Details and Further Information

Franklin Thankchan
Dubai Student President
00 971 4 435 8795 or F.Thankchan@hw.ac.uk

The office is located within the Student Experience and Development Office on the first floor. Office working hours are Sunday to Thursday (0900 – 1700 hours). Drop-in sessions are available between 0900 – 1700 hours every Wednesday (no appointment necessary). Individual appointments may be available for evening and part-time postgraduate students out with these timings, by request only.
Student Welfare & Disability Support Service

The Student Experience and Development Office knows that being a student can be a very positive experience but there are also many challenges to deal with such as being away from home, being in a new country, exam pressures and building new relationships with friends. These can be even harder if students have had problems in their past.

If a student is facing any personal issue or considering dropping out of University, we can offer support, guidance and information to help deal with the difficulties encountered. This service is fully confidential.

Students who would prefer self-help, can access the following UK websites:

**Anxiety** - www.anxietyuk.org.uk
Contains factsheets and downloadable booklets on a wide range of anxiety issues, including social anxiety, panic attacks, phobias and stress.

**Bereavement** - www.crusescotland.org.uk
Bereavement support website with helpful material and resources as well as a dedicated UK helpline number.

**Depression** - www.breathingspacescotland.co.uk
or www.dascot.org
Breathing Space offer advice, information and a confidential telephone helpline to anyone who is struggling with depression. Depression Alliance Scotland’s site contains information, access to support groups and an email and telephone helpline. There is also advice for helping friends or family who may be depressed.

**Eating Disorders** - www.b-eat.co.uk
Eating Disorders Association website providing information, guidance and support. The site has details of their telephone, email and text helplines as well as links to other sources of advice and help.

**Self-Help and Information**
www.livinglifetothefull.com
Free online “life skills” course that uses a variety of interactive exercises to help students explore and deal with difficult issues. The course includes sections on topics such as practical problem solving, techniques for controlling anxiety and changing unhelpful thoughts. Students can work through these independently at their own pace.

www.moodjuice.scot.nhs.uk
Comprehensive self-help and information site with suggestions and advice on a wide range of concerns such as anxiety, depression, sleep difficulties, shyness and social phobias as well as issues such as debt and relationships. Contains printable worksheets to allow students to work through and find solutions to common problems.

www.shapeofmind.scot.nhs.uk
Similar to Moodjuice, this interactive site provides useful techniques and coping strategies to deal with problems like anxiety, low mood, stress and self-harm.

**General Mental Health and Wellbeing**

www.edspace.org.uk
Health In Mind’s information site with links to many local services and sources of help and advice. Edspace also have a helpline should you be looking for specific information that you are having difficulty locating elsewhere.

www.mentalhealth.org.uk
The Mental Health Foundation’s website contains free and downloadable podcasts on subjects such as stress, overcoming anxiety and relaxation techniques.
Student Disability Service

We are here to provide students with advice and guidance, to discuss requirements and the steps that we need to take to enable them to access the support required throughout studies and during examinations.

Students, who think they may have a disability, medical or mental health condition, or a specific learning difficulty such as dyslexia, can use our service.

Contact Details and Further Information

Johan Shaw
Student Advisor - Welfare and Disability
00 971 4 435 8796 or Johan.Shaw@hw.ac.uk

The office is located within the Student Experience and Development Office on the first floor. Office working hours are Sunday to Thursday (0900 – 1700 hours). Drop-in sessions are available between 0900 – 1700 hours every Wednesday (no appointment necessary). Individual appointments may be available for evening and part-time postgraduate students out with these timings, by request only.
TRANSPORT AND ACCOMMODATION OFFICE

This office provides assistance for the students using the transportation and accommodation services.

**Accommodation**

The University provides safe and comfortable on-campus accommodation. Accommodation is provided in fully furnished rooms on a single or twin sharing basis. There are separate blocks for male and female students.

The accommodation has 24 hour security, centralised air conditioning, private bathrooms, internet access and safety deposit boxes. Students can also access the following facilities:

- Laundry,
- Gymnasium
- Food court
- Transport to and from Shopping Malls (twice per week)

Undergraduate students will be permitted to stay in the accommodation from 1st September 2016 until 10th June 2017. Postgraduate students will be permitted from 1st September 2016 until the 31st August 2017. Regrettably, Accommodation fees are non-refundable - there will be no refund for early withdrawal.

Off campus accommodation is also available from Etisalat Academy and Uninest.

**Off-Campus Accommodation at Etisalat Academy**

The 250+ room residence includes satellite TV, telephone line, free WiFi, room service, housekeeping, laundry, restaurant and leisure/sports facilities. For information, if you are staying at Etisalat Academy, transport will be provided, each day, at set times. Etisalat Academy is located 10 minutes from Dubai International Airport and 5 minutes from Mirdiff City Mall.

**Off Campus Accommodation at Uninest**

The Uninest Residences are located in Dubai land, a 10 minute drive from the campus offering a chill out lounge, gym, pool, group study room, iMAC computer stations, roof terrace, dining area and laundry facilities.

The residences include rooms for 424 undergraduate and postgraduate students, with studio, single and twin sharing rooms which accommodate 5 to 14 residents.

Further information can be found at: [http://www.uninest.ae](http://www.uninest.ae)
Transport

The staff operates the transportation services with a fleet of well-maintained and new model vehicles and 35 well trained, safety minded and highly experienced drivers.

Transport to and from the campus is provided, at set times, along designated routes. Transport fees are payable for the entire year in two instalments and are non-refundable – there will be no refund for early withdrawal and students are committed to pay both instalments. The first instalment should be paid 30 days before the commencement of the programme and the second instalment should be paid as a post dated cheque dated 1st December 2016.

The transportation service will be made available subject to a minimum number of students and only if found feasible. Please note that transport will only be permitted within Semester time.

We offer a transport service to the campus for full-time students from the following areas:

- International City, Dubai Silicon Oasis, Satwa, Burd Dubai, Karama, Deira, Rashidiya and Mirdiff
- Barsha, Emirates Hills, Marina, Sports City, Arabian Ranches, Dubai Investment Park, Greens and Gardens
- Ghusais, Sharjah and Ajman
- Abu Dhabi and Al Ain

The service operates five days per week, Sunday – Thursday, and pick-up times vary depending on the number of students and the distance to campus.

Mr Anil Kumar
Assistant Manager Transport and Accommodation

Contact Details and Further Information

Transport and Accommodation Office
00 971 4 4358621 / 8623
Anil.kumar@hw.ac.uk

The office is located on the ground floor. Opening hours are Sunday to Thursday (0900 – 1700 hours).
VISA OFFICE

The University will provide assistance and support to students who require a ‘Student Visa’ to study at the Dubai Campus.

All students (apart from GCC nationals) must have a visa to study at Heriot-Watt University Dubai Campus. There are two types of visas - Sponsor Visa (employer/parents/spouse) or a Student Visa.

Regular attendance for students on the University sponsored visa is required. Students will be required to record their attendance, on a weekly basis, using the biometric scanner located on the ground floor.

Assistance will be given for the following:

Application for new Student Visa

By the time you receive this handbook, you should have already obtained your Student Residence Visa (unless you are considering transferring your visa). For further information, please refer to:

- Processing of a new student visa (applying from outside the United Arab Emirates)
- Processing of a new student visa (applying from inside the United Arab Emirates)

Transfer of a Student Visa

Students may be required to transfer their visa (for example, Sponsor to Student Visa) during their studies. To do this, they must visit the Visa Office and submit the following documentation:

- Visa cancellation documentation
- 12 passport sized pictures

Students transferring from a different educational institution will be required to cancel the original visa and apply for a new Student Visa through the University.

Renewal of Student Visa

Students may be required to renew their visa during their studies. It is advised that they contact the Visa Office at least 1 month before the expiry of their visa to ensure all paperwork is processed and no fine is imposed by the Immigration Department. For further information, please refer to:


Cancellation of Student Visa

All visas must be cancelled once full-time studies have been completed. To process the cancellation, the Visa Office must receive the originals of the following: passport and Emirates ID card.

Please note that further information on all these items are included in the website [www.hw.ac.uk/dubai](http://www.hw.ac.uk/dubai) from which the Visa Application form and Student Undertaking form can be downloaded.

Mr Ilyas Abdul Wahab, Head of Visa Department

Contact Details and Further Information

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<thead>
<tr>
<th>Ilyas Abdul Wahab</th>
<th>Thirumurugan</th>
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<td>00 971 4 435 8625</td>
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<td><a href="mailto:I.Abdul_Wahab@hw.ac.uk">I.Abdul_Wahab@hw.ac.uk</a></td>
<td><a href="mailto:D.Thirumurugan@hw.ac.uk">D.Thirumurugan@hw.ac.uk</a></td>
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</table>

The office is located on the ground floor. Opening hours are Sunday to Thursday (0900 – 1700 hours).
At Heriot-Watt, enrolled students have the opportunity to become part of our global community by taking part in an inter-campus transfer programme.

Studying abroad is a great opportunity to meet people, discover new interests and develop life skills. It can build confidence, develop adaptability and hone resourcefulness, which are all important personal attributes valued by employers.

We have campuses in the UK and Malaysia. Students of Heriot-Watt have a unique opportunity to take advantage of our international campus locations by transferring to another campus for a semester or a year.

Benefits of an Inter-Campus Transfer

- Heriot-Watt University is the degree awarding body and students will graduate with a degree from us regardless of where they study.
- Heriot-Watt values underpin learning and teaching at all of our campuses and students will find the same learning outcomes, teaching methods and assessment are used.
- All our programmes are taught in English, we do not segregate classes, and apart from some local holidays linked to cultural or religious events, the semesters are the same.
- When students return to their home campus, they will have the advantage of a fantastic cultural experience knowing they can continue with exactly the same programme.

Students, who challenge themselves to study in a different country, can be rewarded with stimulating experience, which will open their mind to new cultures and possibilities. It will also develop their learning in exciting ways.

Building Global Networks

In today's world of globally connected business, the network, knowledge and experience students build up while studying abroad can give them a competitive edge, as well as bringing a new perspective on life, aspirations and career options.

Jacob, from Scotland, travelled to Dubai for a semester as part of the inter-campus transfer programme. He is studying an MEng Structural Engineering with International Studies in the School of Energy, Geoscience, Infrastructure and Society. Jacob is based at the Edinburgh Campus.
How did the culture differ in your exchange country?

Dubai is a cultural melting pot (and with average temperatures of 30°C, a literal one too). I found the overall attitude to be very relaxed, friendly, and cooperative, which was easy to keep in mind during the few cases of cultural friction I had. As most people I met were expats themselves they very welcoming when they found out I was new, and I very rarely felt out of place.

What were the highlights from your global student experience?

I had enough free time to do many exciting things in Dubai, such as having lunch in the Burj Khalifa 445m high, do a skydive over the Palm Island, and scuba dive off the coast of Oman, all with new friends I’d made through the transfer.

Was there anything that you found challenging about studying in your exchange country?

As the course is identical to that given in Edinburgh I had very few problems changing campus study-wise. My lecturers delivered classes the same way and the exams were taken at the same time. The smaller class size meant there was often more individual support but this also meant the class could get side-tracked and it wasn’t always easy to
ORDINANCES AND REGULATIONS

While you may not be keen on reading fine detail, we would encourage you to take a look at the Ordinances and Regulations of the University. These cover all aspects of how the University operates and its policies in relation to the important issues that you may need to think about, such as, intellectual property, data protection and equal opportunities.

All of these Ordinances and Regulations are available on the University’s website at: www.hw.ac.uk/ordinances

We would emphasise that the Regulations are subject to change from time to time and any such changes will be highlighted on the website. A range of further information, such as guides, policies, contacts and services, are available for you to read and download at: http://www1.hw.ac.uk/committees/ltb/ltb-policies.htm

Regulations and Policies for Undergraduates and Postgraduate Students

If you are arriving as an undergraduate, we would urge you to take a look at the website and familiarise yourself with your appropriate Regulations at: https://www.hw.ac.uk/students/new-students/uk/important-information.htm
STUDENT GUIDE TO PLAGIARISM

Plagiarism is intellectual theft and is a major offence which the University takes seriously in all cases. Students must therefore avoid committing acts of plagiarism by following these guidelines and speaking to academic staff if they are uncertain about what plagiarism means. Those who are found to have plagiarised will be subject to the University’s disciplinary procedures, which may result in penalties ranging from the deduction of credits and courses already achieved by students to compulsory termination of studies. Students are advised to refer to Regulation 50 at http://www.hw.ac.uk/ordinances/regulations.pdf and to the Guidelines for Staff and Students on Discipline at http://www.hw.ac.uk/registry/discipline/plagiarism.htm for further details of how the University deals with all acts of plagiarism.

1. Introduction

1.1 This guide is intended to provide students at Heriot-Watt University with a clear definition of plagiarism and examples of how to avoid it.

1.2 The guide may also be of use to members of staff who seek to advise students on the various issues outlined below.

2. Definition

2.1 Plagiarism involves the act of taking the ideas, writings or inventions of another person and using these as if they were one’s own, whether intentionally or not. Plagiarism occurs where there is no acknowledgement that the writings or ideas belong to or have come from another source.

2.2 Most academic writing involves building on the work of others and this is acceptable as long as their contribution is identified and fully acknowledged. It is not wrong in itself to use the ideas, writings or inventions of others, provided that whoever does so is honest about acknowledging the source of that information. Many aspects of plagiarism can be simply avoided through proper referencing. However, plagiarism extends beyond minor errors in referencing the work of others and also includes the reproduction of an entire paper or passage of work or of the ideas and views contained in such pieces of work.

3. Good Practice

3.1 Academic work is almost always drawn from other published information supplemented by the writer’s own ideas, results or findings. Thus drawing from other work is entirely acceptable, but it is unacceptable not to acknowledge such work. Conventions or methods for making acknowledgements can vary slightly from subject to subject, and students should seek the advice of staff in their own School/Institute about ways of doing this. Generally, referencing systems fall into the Harvard (where the text citation is by author and date) and numeric (where the text citation is by using a number). Both systems refer readers to a list at the end of the piece of work where sufficient information is provided to enable the reader to locate the source for themselves.

3.2 When a student undertakes a piece of work that involves drawing on the writings or ideas of others, they must ensure that they acknowledge each contribution in the following manner:

1 The author acknowledges the following sources of information used in preparing this guide to Plagiarism: “Plagiarism – A Good Practice Guide”, Carroll, J and Appleton, J (2001) and various extracts from Student/Programme Handbooks 2004/2005, Schools and Institutes at Heriot-Watt University
• **Citations**: when a direct quotation, a figure, a general idea or other piece of information is taken from another source, the work and its source must be acknowledged and identified where it occurs in the text;

• **Quotations**: inverted commas must always be used to identify direct quotations, and the source of the quotation must be cited;

• **References**: the full details of all references and other sources must be listed in a section at the end of any piece of work, such as an essay, together with the full publication details. This is normally referred to as a “List of References” and it must include details of any and all sources of information that the student has referred to in producing their work. (This is slightly different to a Bibliography, which may also contain references and sources which, although not directly referred to in your work, you consulted in producing your work).

3.3 Students may wish to refer to the following examples which illustrate the basic principles of plagiarism and how students might avoid it in their work by using some very simple techniques:

3.3.1 Example 1: A Clear Case of Plagiarism
Examine the following example in which a student has simply inserted a passage of text (*in italics*) into their work directly from a book they have read:

*University and college managers should consider implementing strategic frameworks if they wish to embrace good management standards. One of the key problems in setting a strategic framework for a college or university is that the individual institution has both positive and negative constraints placed upon its freedom of action. Managers are employed to resolve these issues effectively.*

This is an example of bad practice as the student makes no attempt to distinguish the passage they have inserted from their own work. Thus, this constitutes a clear case of plagiarism. Simply changing a few key words in such a passage of text (e.g. replace ‘problems’ with ‘difficulties’) does not make it the student’s work and it is still considered to be an act of plagiarism.

3.3.2 Common Mistakes
Students may also find the following examples of common plagiarism mistakes made by other students useful when reflecting on their own work:

- “I thought it would be okay as long as I included the source in my bibliography” [without indicating a quotation had been used in the text]
- “I made lots of notes for my essay and couldn't remember where I found the information”
- “I thought it would be okay to use material that I had purchased online”
- “I thought it would be okay to copy the text if I changed some of the words into my own”
- “I thought that plagiarism only applied to essays, I didn't know that it also applies to oral presentations/group projects etc”
- “I thought it would be okay just to use my tutor’s notes”
- “I didn't think that you needed to reference material found on the web”
- “I left it too late and just didn't have time to reference my sources”

None of the above are acceptable reasons for failing to acknowledge the use of others’ work and thereby constitutes plagiarism.

3.4 What follows are examples of the measures that students should employ in order to correctly cite the words, thought or ideas of others that have influenced their work:

3.4.1 Example 2: Quoting the work of others
If a student wishes to cite a passage of text in order to support their own work, the correct way of doing so is to use quotation marks (e.g. “”) to show that the passage is someone else’s work, as follows:

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2 Extract from ‘Plagiarism at the University of Essex’ advice copyrighted and published by the Learning, Teaching and Quality Unit at the University of Essex, reproduced with kind permission.
“One of the key problems in setting a strategic framework for a college or university is that the individual institution has both positive and negative constraints placed upon its freedom of action”.

3.4.2 Example 3: Referencing the work of others
In addition to using quotation marks as above, students must also use a text citation. If the work being cited is a book, page numbers would also normally be required. Thus, using the Harvard system for a book:

“One of the key problems in setting a strategic framework for a college or university is that the individual institution has both positive and negative constraints placed upon its freedom of action” (Jones, 2001, p121).

The same reference could also be made to a book using the numeric system:

“One of the key problems in setting a strategic framework for a college or university is that the individual institution has both positive and negative constraints placed upon its freedom of action” (Ref.1, p121).

More often, a piece of work will have multiple references and this serves to show an examiner that the student is drawing from a number of sources. For example, articles by Brown and by Smith may be cited as follows in the Harvard system

“It has been asserted that Higher Education in the United Kingdom continued to be poorly funded during the 1980’s [Brown, 1991], whereas more modern writers [Smith, 2002] argue that the HE sector actually received, in real terms, more funding during this period than the thirty year period immediately preceding it”. or as follows using the numeric system:

“It has been asserted that Higher Education in the United Kingdom continued to be poorly funded during the 1980’s [Ref 1], whereas more modern writers [Ref 2] argue that the HE sector actually received, in real terms, more funding during this period than the thirty year period immediately preceding it”.

3.4.3 Example 4: Use of reference lists
Whichever system is used, a list must be included at the end, which allows the reader to locate the works cited for themselves. The Internet is also an increasing-ly popular source of information for students and details must again be provided. You should adhere to the following guidelines in all cases where you reference the work of others:

If the source is a book, the required information is as follows:
- Author’s name(s)
- Year of Publication
- Title of Book
- Place of Publication
- Publishers Name
- All Page Numbers cited
- Edition (if more than one, eg 3rd edition, 2001)

If the source is an article in a journal or periodical, the required information is as follows:
- Author’s name(s)
- Year of Publication
- Title of Journal
- Volume and part number
- Page numbers for the article

If the source is from the Internet, the required information is as follows:
- Author’s or Institution’s name (“Anon”, if not known)
- Title of Document
- Date last accessed by student
- Full URL (e.g. http://www.lib.utk.edu/instruction/plagiarism)
- Affiliation of author, if given (e.g. University of Tennessee)

The way in which the information is organised can vary, and there are some types of work (for example edited volumes and conference proceedings) where the required information is slightly different. Essentially, though, it is your responsibility to make it clear where you
are citing references within your work and what the source is within your reference list. **Failure to do so is an act of plagiarism.**

3.5. Students are encouraged to use a style of acknowledgement that is appropriate to their own academic discipline and should seek advice from their mentor, programme leader or other appropriate member of academic staff. There are also many reference sources available in the University Library which will provide useful guidance on referencing styles.

4. Managing Plagiarism

4.1 Students, supervisors and institutions have a joint role in ensuring that plagiarism is avoided in all areas of academic activity. Each role is outlined below as follows:

**How you can ensure that you avoid plagiarism in your work:**
- Take responsibility for applying the above principles of best practice and integrity within all of your work
- Be aware that your written work will be checked for plagiarism and that all incidents of plagiarism, if found, are likely to result in severe disciplinary action by the University. The standard penalty is to annul all assessments taken in the same diet of examinations (for details please refer to Regulation 50 at [http://www.hw.ac.uk/ordinances/regulations.pdf](http://www.hw.ac.uk/ordinances/regulations.pdf) and to the Guidelines for Staff and Students on Discipline at [http://www.hw.ac.uk/registry/Discipline.php](http://www.hw.ac.uk/registry/Discipline.php))

**How your School/Institute will help you to avoid plagiarism:**
- Highlight written guidance on how you can avoid plagiarism and provide you with supplementary, verbal guidance wherever appropriate.
- Regularly check student work to ensure that plagiarism has not taken place. This may involve both manual and electronic methods of checking. A number of plagiarism detection packages are in use at Heriot-Watt University, one example being the Joint Information Systems Committee (JISC) “TurnitIn” plagiarism detection software.
- Alert you to the procedures that will apply should you be found to have committed or be suspected of having committed an act of plagiarism and explain how further action will be taken in accordance with University policy and procedures.

**How the University will endeavour to reduce student plagiarism:**
- Provide clear written guidance on what constitutes plagiarism and how to avoid it directly to your School/Institute and to you
- Alert you and staff in your School/Institute to the penalties employed when dealing with plagiarism cases
- Take steps to ensure that a consistent approach is applied when dealing with cases of suspected plagiarism across the institution
- Take the issue of academic dishonesty very seriously and routinely investigate cases where students have plagiarised and apply appropriate penalties in all proven cases.

Versions are available in Chinese and Arabic as follows:

https://www.hw.ac.uk/students/doc/plagiarismguidechinese.pdf
https://www.hw.ac.uk/students/doc/plagiarismguidearabic.pdf
CODE OF CONDUCT
DUBAI INTERNATIONAL ACADEMIC CITY (DIAC) AND HERIOT-WATT UNIVERSITY DUBAI CAMPUS (HWUDC)

As well as students having to adhered to University Regulations, Ordinances and Policies, Dubai Campus students must also comply with the Dubai International Academic City (DIAC) Code of Conduct. Failure to comply with these rules and regulations may result in disciplinary action by DIAC and/or the University:

- Physical contact between males and females is strictly prohibited in keeping with the cultural norms of Dubai and the United Arab Emirates. This includes but is not limited to indecent kissing, touching and other public displays of affection.
- Inappropriate dress for both males and females is prohibited. This includes, but is not limited to, tank tops, tight or transparent clothing, exposing too much skin or exposing the waist or back, and clothing shorter than the knee, or short pants.
- Damaging or possessing (without previous authority/consent) DIAC’s or the University’s property or property of others.
- Entering or attempting to enter (without previous authority/consent) any of the DIAC Shared and University Campus Facilities.
- Harassing, threatening, bullying, intimidating others, fighting, assaulting or committing any other acts of violence within any of the DIAC Shared or University Campus Facility areas.
- Possessing, using, distributing, selling, buying or being under the influence of alcohol, illegal drugs or controlled substances.
- Unapproved placement of posters or signs in any of the DIAC Shared and University Campus Facilities.
- Smoking in undesignated DIAC Shared and University Campus Facilities areas.
- Being insubordinate or disrespectful to DIAC or University staff or any person engaged by the DIAC or University to render a service in any of the Facilities. This also includes bigotry, racism etc.
- Using, possessing, selling or distributing any firearms, fireworks, explosives or weapons, or possessing any object produced as a weapon, or any other materials or substances that are prohibited by law.
- Gambling or other illegal or unauthorized games or contests of chance.
- Failure to be fully responsible for the behavior of guests.
- Violation of traffic laws, including but not limited to reckless driving, and parking in unauthorised spaces.
- Posing a threat of harm to oneself or others.
- Possessing any dangerous substances which can be used to inflict injury upon oneself, another person or property.
- Raising false alarms or making false reports.
- Setting or attempting to set fires.
- Causing disruption of any function.
- Any other serious misconduct that is not expressly covered by the foregoing standards but which is disruptive to the DIAC or University operations and detrimental to good order and discipline.
- Failure to comply with the laws of Dubai and/or the United Arab Emirates including but not limited to this Code of Conduct.
- Failure to comply with the DIAC or HWU Policies or Regulations including rules as may be imposed by the DIAC/HWUDC management to manage the use of the Shared or Campus Facilities.

Shared facilities relates to property within the DIAC in which HWUDC has no lease right of sole personal use including but not limited to the food court(s), the DIAC campus grounds, the DIAC recreation rooms, the DIAC recreational areas, internal roads, infrastructure, and all other common assets and facilities that are intended for use by all the Institutions, the Students and guests together with all external open spaces contained within the DIAC.

The DIAC management and/or Heriot-Watt University management reserves the right to amend this Discipline Statement as and when it is deemed suitable.
Scottish Credit and Qualifications Framework & European Credit and Transfer System

Information for Undergraduate Students

Scottish Credit and Qualifications Framework

Heriot-Watt University is part of the Scottish Credit and Qualifications Framework (SCQF). The SCQF brings together all Scottish higher education qualifications, as well as further education, vocational and secondary school qualifications, into a single, national framework. One of its main purposes is to help learners move more easily from one qualification to another.

Qualifications in the framework are described in terms of levels and credits. There are 12 levels in the framework, and the credits are called SCQF points. SCQF levels 7 to 10 correspond to the normal four years of full-time undergraduate study. All of Heriot-Watt University’s undergraduate qualifications comply with SCQF requirements.

Levels and Credit Points

The SCQF uses two measures to describe qualifications within the framework:

• The level of the outcomes of learning
• The volume of outcomes, described in terms of the number of credits

Credit points quantify student learning. At Heriot-Watt University a standard undergraduate module is rated at 15 credits and a student will typically take 150 hours of study time (including class time and self-study) to complete each module. In one academic year full-time students will study eight modules and so can achieve 120 credits. Levels reflect the demand and complexity of learning in a module; this increases as students progress through their course. The actual credit and level requirements of each course are detailed in individual course handbooks.

Through the SCQF students may use credits acquired from prior qualifications and learning to gain entry to a course or exemption from specific modules. Further information is available from Admissions tutors.

For further details of the SCQF, go to the SCQF website: www.scqf.org.uk

European Credit and Transfer System

The European Credit and Transfer System (ECTS) is the European framework designed to facilitate the transfer of credit between courses for students who choose to study at more than one European university, including exchange students. The ECTS defines credit slightly differently to the SCQF system as one year of study equates to 60 ECTS credit points. Each standard Heriot-Watt undergraduate module rated at 15 credits is equivalent to 7.5 ECTS credit points. Heriot-Watt University will consider ECTS credits for students entering our courses with prior qualifications from European universities.

SCQF and ECTS credits

In a full-time year of study at Heriot-Watt University a student will normally complete 120 SCQF credits which is equivalent to 60 ECTS credits. Results Letters and Academic Transcripts issued by the University to students will show both SCQF and ECTS credit totals.
Information for Postgraduate Taught Students

Scottish Credit and Qualifications Framework

Heriot-Watt University is part of the Scottish Credit and Qualifications Framework (SCQF). The SCQF brings together all Scottish higher education qualifications, as well as further education, vocational and secondary school qualifications, into a single, national framework. One of its main purposes is to help learners move more easily from one qualification to another. Only qualifications with a taught component are included in the framework, and this includes research degrees which incorporate a course of instruction. Qualifications in the framework are described in terms of levels and credits. There are 12 levels in the framework (from Access courses to Doctorates with taught component), and the credits are called SCQF points. All of Heriot-Watt University's postgraduate qualifications with a taught component comply with SCQF requirements.

Levels and Credit Points

The SCQF uses two measures to describe qualifications within the framework:

- The level of the outcomes of learning
- The volume of outcomes, described in terms of the number of credits

Credit points quantify student learning. At Heriot-Watt University a standard postgraduate module is rated at 15 credits and a student will typically take 150 hours of study time (including attendance at lectures, tutorials and self-study) to complete each module. Postgraduate qualifications are typically credit-rated as follows:

- Postgraduate Certificate 60 credits
- Postgraduate Diploma 120 credits
- Masters degree 180 credits

Levels reflect the demand and complexity of learning in a module; modules in postgraduate courses are rated at Level 11. The actual credit and level requirements of each course are detailed in individual course handbooks.

Through the SCQF students may use credits acquired from prior qualifications and learning to gain entry to a course or exemption from specific modules. Further information is available from Admissions tutors. For further details of the SCQF, go to the SCQF website: www.scqf.org.uk

European Credit and Transfer System

The European Credit and Transfer System (ECTS) is the European framework designed to facilitate the transfer of credit between courses for students who choose to study at more than one European university, including exchange students. The ECTS defines credit slightly differently to the SCQF system; so, for example, a Postgraduate Diploma rated as 120 SCQF credit points equates to 60 ECTS credit points. Each standard Heriot-Watt postgraduate module rated at 15 credits is equivalent to 7.5 ECTS credit points. Heriot-Watt University will consider ECTS credits for students entering our courses with prior qualifications from European universities.

SCQF and ECTS credits

Results Letters and Academic Transcripts issued by the University to students enrolled on courses with a taught component will show both SCQF and ECTS credit totals.
HERIOT-WATT ASSESSMENT & PROGRESSION SYSTEM (HAPS)

Information for Undergraduate Students

The Heriot Watt Assessment and Progression System (HAPS) applies to all undergraduate programmes at Heriot-Watt University. The key features of HAPS include:

- In accordance with University policy, assessment results are communicated online in the form of marks and grades. Grades only (in the range of A-F) are used on formal printed and stamped Assessment Results Letters issued to graduating students by the University’s Academic Registry.

- A Grade D is the minimum requirement to pass core courses or to progress in subjects continuing into the next year of your programme; Grade E is the minimum requirement for gaining credit points for a course. For some Grade E results, even though you have gained the credit points, your online results will indicate that you have to take a re-assessment because the course in question is a continuing or core course and requires a minimum of Grade D to pass.

- The University’s regulations allow programmes to set requirements higher than Grade D’s for progression to the next stage. Your online results may indicate that, for a Grade D, a re-assessment is required – this is because a higher grade is needed for progression. You should check your programme handbook/website for further information on progression requirements.

- One re-assessment opportunity is permitted for each course. Your online results will indicate which courses require re-assessment. You should take the re-assessment at the next available diet, which is usually in August. If you need to defer a re-assessment until the next academic session, you must first seek permission from your School to do so. Any grades obtained by re-assessment will be shown on your online results and on your formal printed and stamped Assessment Results Letter as an additional assessment opportunity.

Regulation 3 (New) – Modular First Degrees provides full details of HAPS. Students are advised to consult the HAPS regulations at http://www.hw.ac.uk/ordinances/regulations.pdf

NOTES - On some programmes you will not be able to proceed to the next stage with a Grade D in particular courses; a higher grade will be required. Please check your programme handbook/website for details. Also, Grade F does not carry any credits.
Information for Postgraduate Students

The Heriot Watt Assessment and Progression System (HAPS) applies to all taught postgraduate courses at Heriot-Watt University. The key features of the PGT HAPS are as follows:

- In accordance with University policy, assessment results are communicated online in the form of marks and grades. Grades only (in the range of A-F) are used on results letters/transcripts issued by the University's Academic Registry.
- Course passes at Grade D are the minimum requirements for progression to Masters level (although your programme may require Grade Cs); Grade E is the minimum requirement for gaining credit points for a course. For some Grade E results, even though you have gained the credit points, you will still have to take a re-assessment because the course in question requires you to achieve a higher grade to pass.
- The University's regulations allow programmes to set requirements higher than Grade D for progression to Masters. You should check your programme handbook for further information on progression and award requirements.
- If you gained a Grade A, B or C at the first assessment opportunity, you are not entitled to be re-assessed to try to obtain a higher grade. Grade Ds may be re-assessed only if a higher grade is required for progression or award.
- If you have not achieved the minimum grades, you are entitled to one re-assessment opportunity in at least three taught courses. Please check your course handbook for further information on re-assessment.
- Where re-assessments are permitted, any grades obtained by re-assessment will be shown on your online results and on your formal printed and stamped Assessment Results Letter as an additional assessment opportunity.

Students should consult the relevant postgraduate regulations for full details of the HAPS scheme at http://www.hw.ac.uk/ordinances/regulations.pdf

NOTES - On some programmes you will not be able to proceed to Masters with a Grade D; a higher grade will be required. Please check your programme handbook/website for details. Also, Grade F does not carry any credits: you need a minimum of 60 credits for a PG Certificate and a minimum of 120 credits for a PG Diploma (and a minimum of 180 credits for a Masters).
INTERMEDIATE AWARDS

When students complete a programme, they will receive a University certificate at graduation. In addition to the graduation certificate, they can apply for a University certificate when they have obtained sufficient credits as they progress through their programme.

Certificates given before the final award are known as intermediate awards. Certificates for intermediate awards are not issued automatically when they have obtained sufficient credits. To receive a certificate, students need to apply and pay the required fee.

Depending on the programme studied, students may be entitled to receive intermediate certificates for the following awards as they progress.

**Undergraduate Programmes**

**Bachelors (Ordinary) Degree, e.g. BA, BBA, BSc, BEng**
- Certificate of Higher Education (Minimum 120 Credits)
- Diploma of Higher Education (Minimum 240 Credits)

**Honours Degree, e.g. BSc (Hons), BEng (Hons), MA (Hons)**
- Certificate of Higher Education (Minimum 120 Credits)
- Diploma of Higher Education (Minimum 240 Credits)
- Bachelors/Ordinary award (Minimum 360 Credits)

**Undergraduate Masters Degree, e.g. MEng, MPhys, MChem**
- Certificate of Higher Education (Minimum 120 Credits)
- Diploma of Higher Education (Minimum 240 Credits)
- Bachelors/Ordinary award (Minimum 360 Credits)

**Postgraduate Programmes**

**Postgraduate Taught Degree, e.g. MSc, PGDip, PGCert**
- Postgraduate Certificate in… (Minimum 60 credits, with course passes and an average award performance at the level specified in the Programme Handbook)
  (not available on all PG programmes, please check your handbook)
- Postgraduate Diploma in… (Minimum 120 credits, with modules passes and an average award performance at the level specified in the Programme Handbook)

For further information, refer to: [http://www.hw.ac.uk/registry/awards/intermediateawards.htm](http://www.hw.ac.uk/registry/awards/intermediateawards.htm)

**Exit Awards**

If students leave the University part way through their programme, they may still have met the required criteria for receiving a Certificate of Higher Education, a Diploma of Higher Education or an Ordinary/Bachelors Degree as an exit award. The Academic Registry will notify students of their eligibility for an award, inviting them to complete the application form together with the appropriate fee to receive their award certificate.

*Note: if students have outstanding debts to the University (e.g. tuition fees, reassessment fees), the certificate for the intermediate award or exit award will not be issued until all debts are cleared.*

For further information, visit our website at: [www.hw.ac.uk/registry](http://www.hw.ac.uk/registry)

0044 (0)131 451 3727, Registry@hw.ac.uk
FINANCIAL RESPONSIBILITIES

This section has been produced to help you anticipate the cost of achieving a university degree. All students are charged tuition fees which may be paid by a sponsor, or by personal contribution.

FINANCE INFORMATION

The following section of this guide will explain, in detail, your financial responsibilities while you are studying at Heriot-Watt University. Any questions relating to the information detailed below with regards to financial matters should be directed to the Finance Office at Dubai-Finance@hw.ac.uk or by telephoning 00 971 4 4358671 or 00 971 4 4358672.

The main thing to remember is that you are responsible for ensuring that tuition fees are paid in full within Heriot-Watt University's terms and conditions. This applies equally if your fees are being paid by a sponsor or if you are self-financing.

Further information of Tuition Fees and Scholarships for 2016/17 can be found at: https://www.hw.ac.uk/dubai/scholarships-fees.htm

Please note that all fees are subject to revision.

We must emphasise that there are serious consequences for non-payment of fees, including penalty charges, the withdrawal of facilities and withdrawal as a Heriot-Watt University student.

STUDENT FEES AND CHARGES

The following types of fees are covered within this guide:

Tuition Fees

Tuition fees cover the provision of tuition which students receive and the cost of University facilities, including the libraries and computing facilities, which are available for use when studying. Fees will not cover, for example, the cost of reference books, notebooks and other stationery needed for study or any University goods or services used which is not a necessary part of the programme. Such additional costs will vary across programmes.

Security Deposit

There is a refundable security deposit (AED 1,000) charged to cover damage/breakage/loss in connection with academic or non-academic materials/consumables or any other charges. This deposit may also be applied against any outstanding debt or any fine that the University has imposed.

Other Fees and Charges

Other fees and charges include all other charges applied by the University, such as disciplinary fines, payment for late enrolment and replacement documentation (e.g. Student Identity Cards). There may also be Academic School charges, such as bench fees, field trips, breakages or deposits. Please note that this list is not exhaustive.

For student accommodation, visa and transport fees (if required), these must be paid at least 30 days prior to the commencement of the programme. Regrettably, these charges are non-refundable.
**Arrangements for Payment**

In accordance with the University's Ordinances and Regulations, all fees and charges due, unless otherwise stated, are payable by students to the University in advance of enrolment as a student of the University.

Details of tuition fees and other charges are issued to students either at the start of the Academic Year, or as appropriate during the year, and are due for payment as follows:

- **Tuition fees** – 10% of the tuition fee is due when a student accepts the offer of a place on the programme (i.e. non-refundable, 10% advance instalment enclosed with letter of acceptance). The balance will be due on the date of enrolment and must be paid in full (see payment options below)

- **Other Fees and Charges** – Refundable security deposit (AED 1,000), student accommodation, transport and visa processing fees and charges are to be paid in advance however fines and other charges levied should be paid within the notice period communicated to you when issued.

**Payment options**

The following options are open to you with regards payment of fees/charges:

- Cash
- Credit Card (in person)
- Bank transfer (students must pay all bank charges incurred)
- Post-dated cheques (payable in Dubai)
- Instalment Plan for International Students

**Post-dated Cheques (payable in Dubai)**

At the Dubai Campus a payment plan is available allowing you to pay an advance instalment of 10% of the annual tuition fees with acceptance of the offer. This would be accompanied with 7 post-dated cheques for undergraduate students. For postgraduate students, 9 post-dated cheques for full time study and 19 post-dated cheques for part time study.

**Instalment Plan for International Students**

Students from outside the UAE who require University visa sponsorship have an international payment plan available allowing them to pay an non-refundable advance instalment of 10% of the annual tuition fees with acceptance of the offer, 15% in September (this will be payable earlier if the student is applying for a student visa) (Note: 25% Tuition fee shall become non-refundable once the visa is processed). Following this payment, a further 3 equal instalments for full time study must be paid. The first instalment of 25% will be due on 1st October 2016, the second 25% instalment on 1st December 2016 and the final 25% instalment on 1st February 2017.

Students from outside the UAE, who do not require a University visa sponsorship, also have an international payment plan available. allowing them to pay a non-refundable advance instalment of 10% of the annual tuition fees with acceptance of the offer. Following this payment, a further 4 instalments for the full time study must be paid. The first instalment of 15% of the annual tuition fee will be due on 1st September 2016, the second instalment of 25% on 1st October 2016, the third instalment of 25% on 1st December 2016 and the final 25% instalment on 1st February 2017.

*The policy is currently under review and the University reserves the right to amend this policy in light of prevailing circumstances*

**Late Payments**

The following will apply if a cheque is dishonoured, returned unpaid or a payment is missed:

- **You are liable to pay a fine of AED 500.00 to cover the administration costs of processing the dishonoured cheque:**
- **You are liable to pay any penalty charges your bank may levy:**
- **The balance of any amounts due becomes immediately payable in full:**
DEBT MANAGEMENT PROCEDURE

The following procedures apply to outstanding fees and charges due to the University:

Tuition Fees: the failure to pay tuition fees in accordance with your chosen payment option will result in the full amount of annual fee becoming due immediately. In all instances of non-payment, early communication with the Finance Office is strongly encouraged.

If you are identified as being overdue for payment of tuition fees and you have not contacted the University by the due date, the following steps will be taken:

- **Day 7** - the Finance Office will send a reminder letter to your HWU and personal (if available) email account drawing attention to the outstanding payment. Also, a 4% PA penalty charge may be levied on the outstanding unpaid balance on your account at this time.

- **Day 14** - If the fees remain unpaid, a second letter will be sent to your HWU and personal (if available) email account, setting out the implications of non-payment and stressing the importance of informing the University, as a matter of urgency, of the reason(s) as to why payment has not been forthcoming.

- **Day 21** - If the fees remain unpaid and you have failed to make alternative arrangements with the Finance Office, your access to IT and Library facilities will be withdrawn. Access will not be reinstated until either the outstanding fees are paid in full or a satisfactory payment plan has been agreed with the Finance Office. A third letter will be sent to your personal (if available) email or to a valid UAE correspondence address informing you of the withdrawal of facilities and advising the next steps that will be taken if fees remain unpaid. Your Head of School/Institute will also be notified of the situation.

- **Day 28** - If the fees remain unpaid, the University will withdraw any award of scholarship or other financial assistance offered to you. The case will be referred to the Vice-Principal (Dubai) and Head of the Dubai Campus recommending your withdrawal from your programme of study unless you provide evidence of exceptional circumstances which the University accepts as a legitimate reason for the failure to make payment on time. The University has the right to enforce withdrawal at any stage. A 4% P.A penalty charge may be levied on the outstanding unpaid balance on your account at this time. If withdrawn, University visa sponsored students will also have their visa cancelled immediately. A fourth and final letter will be sent to your personal (if available) email or to a valid UAE correspondence address informing you of the intention to withdraw you and cancel your visa (if applicable).

- **Day 35** - If the fees remain unpaid, the Vice-Principal (Dubai) and Head of the Dubai Campus will write to you notifying you of the University’s decision regarding your withdrawal from your programme of study. Your Head of School/Institute will also be notified of the situation. Your University sponsored visa (if applicable) will be cancelled. Legal action will be taken at this stage to recover the outstanding debt.

The University reserves the right to amend this policy from time to time in light of prevailing circumstances

Other penalties applied where fees are outstanding

- You will not be permitted to enrol for the next year of your programme of study whilst owing money to the University for tuition fees. However, you would not normally be required to withdraw from the University for non-payment of minor fines.

- You may be withdrawn from the University for non-payment of tuition fees and this will therefore prohibit you from taking examinations or assessments at any diet of examinations or from proceeding to your project/dissertation

- The University will withhold references and your conferment of degree - no degree certificate or reference will be issued.
• Transcripts of results, results letters and certifications will state clearly that the candidate has not yet satisfied the requirements for the award of the degree.

**Appeal Process**

If you are not content with a decision concerning payment of fees, including a requirement that you withdraw from the University, you may contact the Head of Campus, and bring forward a complaint under the University's Student Complaints procedures, details of which are available from the Academic Administration office.

*The University reserves the right to amend this policy from time to time in light of prevailing circumstances.*

**Help and Support**

If you are experiencing financial difficulties in paying fees, you must seek help at the earliest opportunity. It is important to keep the Finance Office informed of developments. The University will be sympathetic and endeavour to assist where there is good reason that debts have been incurred. However, in order to maintain the quality of its provision, it is essential that the University acts to recover its debts.

<table>
<thead>
<tr>
<th>Office/Department</th>
<th>Telephone Number</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finance</td>
<td>00 971 (0) 4 4358671</td>
<td><a href="mailto:Dubai-Finance@hw.ac.uk">Dubai-Finance@hw.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td>00 971 (0) 4 4358672</td>
<td></td>
</tr>
<tr>
<td>Academic Administration Office</td>
<td>00 971 (0) 4 4358631</td>
<td><a href="mailto:DubiaAAO@hw.ac.uk">DubiaAAO@hw.ac.uk</a></td>
</tr>
</tbody>
</table>

**Cheque Return**

The following procedure details the process undertaken if, for any reason, a cheque is returned from the Bank unpaid:

- **Day 1** – the Finance Office will send an email to the student’s HWU and personal (if available) email account drawing their attention to the dishonoured cheque. Also, a penalty charge of 500 AED will be levied to cover administrative costs.

- **Day 7** – If the fees remain unpaid, a letter will be sent to the student’s HWU and personal (if available) email, setting out the implications of non-payment and stressing the importance of informing the University, at the earliest opportunity, of the reason(s) as to why payment has not been forthcoming.

- **Day 14** – If the fees remain unpaid, the Police may be informed of the issue and action may be taken.

- **Day 21** - The procedures for Non-payment of Tuition and Other Fees/Charges detailed above from Day 21 will then be followed.

Please note that discretion will be used in some cases.

*The University reserves the right to amend this policy from time to time in light of prevailing circumstances.*

**HWU Refund Policy - Tuition Fees Only**

Should you wish to withdraw from your programme of study before completion, you may be entitled to a refund of all or part of the tuition fee paid. If you withdraw before commencing your studies you are entitled to a refund of all fees paid, with the exception of the admissions application fee and advance installment (equivalent to 10% of the first year tuition fees).
Qualifying Criteria for refund of Tuition Fees

Your withdrawal should be processed automatically once you have submitted your completed ‘Withdrawal Form’. The Finance Office will process the withdrawal and calculate any refund due as follows:

- If you withdraw from your programme of study within 4 weeks of the programme starting you are entitled to a refund of all monies paid, with the exception of the advance installment, (equivalent to 10% of the first year tuition fees) to date.
- If you withdraw from your programme of study within 4 weeks of the programme ending, you will not be entitled to any refund.
- If you withdraw from your programme of study at any other time, the fees for the semester in which you are currently enrolled for will be charged and any balance paid will be refunded.
# ADDITIONAL NOTES ON FEES
## ACADEMIC YEAR 2016-2017

<table>
<thead>
<tr>
<th>Tuition Charges</th>
<th>Fee (AED)</th>
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<tbody>
<tr>
<td>Security Deposit</td>
<td>1000</td>
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<tr>
<td>Bench, Studio or Consumables Fee</td>
<td>Variable</td>
</tr>
<tr>
<td>Re-assessment/Re-examination/Remedial Work Fee</td>
<td>210 per course</td>
</tr>
<tr>
<td>Enrolment Fee for Students Affiliating to the University</td>
<td>780</td>
</tr>
<tr>
<td>Thesis Resubmission Fee (Masters, PhD)</td>
<td>600 / 900</td>
</tr>
<tr>
<td>Processing Applications for Exemptions</td>
<td>Variable</td>
</tr>
<tr>
<td>Graduation Fee (Dubai)</td>
<td>600 (in person) 300 (absentia)</td>
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<tr>
<td>Intermediate and Exit Award Fee</td>
<td>270</td>
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<tr>
<th>Transportation &amp; Accommodation Charges</th>
<th>Fee (AED)</th>
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<tr>
<td>University Transport fee</td>
<td>Between 4950 - 8000</td>
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<tr>
<td>Student Accommodation</td>
<td>Between 27560 - 62840</td>
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<tr>
<td>Refundable Deposit for student accommodation.</td>
<td>28405-68339</td>
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<table>
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<tr>
<th>Administrative Charges</th>
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<tr>
<td>Course Surcharge</td>
<td>60</td>
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<tr>
<td>Late Enrolment Fee</td>
<td>230</td>
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<tr>
<td>Late Fee - Registration for Re-examination or Remedial Work</td>
<td>No charge</td>
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<tr>
<td>Certifications</td>
<td>60</td>
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<td>6 (per additional copy)</td>
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<tr>
<td>TECOM Service Letter</td>
<td>110</td>
</tr>
<tr>
<td>TECOM RTA letter</td>
<td>110</td>
</tr>
<tr>
<td>Academic Transcripts</td>
<td>120</td>
</tr>
<tr>
<td></td>
<td>6 (per additional copy)</td>
</tr>
<tr>
<td>Service</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Replacement ID Card</strong></td>
<td>The University will levy an administration charge to replace a lost/damaged ID cards. The University will levy an administration charge to replace a lost/damaged of Access Control System (ACS) &amp; Basement Parking card.</td>
</tr>
<tr>
<td><strong>Replacement Degree Certificate</strong></td>
<td>The University will charge graduates to replace their degree certificate. A duplicate certificate will be issued unless the original can be produced.</td>
</tr>
<tr>
<td><strong>Cheque Return</strong></td>
<td>In the event of a cheque returned from the bank due to insufficient funds.</td>
</tr>
<tr>
<td><strong>Cheque Replacement</strong></td>
<td>In the event of a cheque being replaced.</td>
</tr>
<tr>
<td><strong>Cheque on Hold</strong></td>
<td>In the event of a request to hold a cheque (Maximum holding period 15 days from cheque date). Please note, only a maximum of 2 cheques can be held in one Academic Year.</td>
</tr>
<tr>
<td>**Student Visa * **</td>
<td>Processing and approval of a new Student Visa from outside the country. This includes Emirates ID and Medical Test.</td>
</tr>
<tr>
<td></td>
<td>Processing and approval of a new Student Visa from inside the country. This includes Emirates ID and Medical Test.</td>
</tr>
<tr>
<td></td>
<td>Processing and approval of the renewal of a Student Visa. This includes Emirates ID and Medical Test.</td>
</tr>
<tr>
<td></td>
<td>There is a charge for the cancellation of a Student Visa from inside UAE with Passport and Emirates ID card.</td>
</tr>
<tr>
<td></td>
<td>There is a charge for the cancellation of a Student Visa from outside UAE without Passport and Emirates ID Card.</td>
</tr>
<tr>
<td><strong>Refundable Deposit for Student Visa. This deposit may be applied to any outstanding debt or fine that the University has imposed.</strong></td>
<td>3000</td>
</tr>
<tr>
<td><strong>Visa cancellation collection charge (Immigration Printout)</strong></td>
<td>500</td>
</tr>
<tr>
<td><strong>The application of ‘absconder notice’ (if applicable). This fee includes Immigration printout and air ticket charges applied by the UAE Government Service Office. UAE Government Service Office may apply additional immigration fines following an ‘absconder notice’.</strong></td>
<td>1950</td>
</tr>
<tr>
<td><strong>Withdrawal of ‘absconder notice’ (if applicable)</strong></td>
<td>2000</td>
</tr>
<tr>
<td><strong>Refundable absconder notice deposit</strong></td>
<td>2050</td>
</tr>
<tr>
<td><strong>Medical Insurance</strong></td>
<td>The University requires all students on our University Student Residence Visa to have medical insurance for the duration of their study. The University can provide this if not already purchased elsewhere.</td>
</tr>
</tbody>
</table>
# USEFUL CONTACTS

## HERIOT-WATT UNIVERSITY DUBAI CAMPUS CONTACTS

<table>
<thead>
<tr>
<th>Office/Department</th>
<th>Contact</th>
<th>Telephone Number</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Heriot-Watt University Dubai Campus</strong></td>
<td>Reception</td>
<td>00 971 (0) 4 4358700</td>
<td><a href="mailto:DubaiEnquiries@hw.ac.uk">DubaiEnquiries@hw.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>00 971 (0) 4 4358701</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>00 971 (0) 4 4358702</td>
<td></td>
</tr>
<tr>
<td>Administration</td>
<td>Jayakrishnan</td>
<td>00 971 (0) 4 4358655</td>
<td><a href="mailto:J.Jk@hw.ac.uk">J.Jk@hw.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="mailto:FMhelpdxb@hw.ac.uk">FMhelpdxb@hw.ac.uk</a></td>
</tr>
<tr>
<td>Finance</td>
<td>Suresh Kumar</td>
<td>00 971 (0) 4 4358675</td>
<td><a href="mailto:Dubai-Finance@hw.ac.uk">Dubai-Finance@hw.ac.uk</a></td>
</tr>
<tr>
<td>Information Technology Helpdesk</td>
<td>Dubai IT Helpdesk</td>
<td>00 971 (0) 4 4358681</td>
<td><a href="mailto:dubaihelpdesk@hw.ac.uk">dubaihelpdesk@hw.ac.uk</a></td>
</tr>
<tr>
<td>Library</td>
<td>Ramakanta Rath</td>
<td>00 971 (0) 4 4358661</td>
<td><a href="mailto:R.Rath@hw.ac.uk">R.Rath@hw.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="mailto:dubailibhelp@hw.ac.uk">dubailibhelp@hw.ac.uk</a></td>
</tr>
<tr>
<td>Recruitment and Admissions</td>
<td>Tina Narsian</td>
<td>00 971 (0) 4 4358609</td>
<td><a href="mailto:T.Narsian@hw.ac.uk">T.Narsian@hw.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td>Undergraduate:</td>
<td></td>
<td><a href="mailto:DubaiEnquiries@hw.ac.uk">DubaiEnquiries@hw.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td>Harry John Nair</td>
<td>00 971 (0) 4 4358602</td>
<td><a href="mailto:H.John@hw.ac.uk">H.John@hw.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td>Postgraduate:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student Experience</td>
<td>Kathryn Taylor</td>
<td>00 971 (0) 4 4358791</td>
<td><a href="mailto:DubaiCareers@hw.ac.uk">DubaiCareers@hw.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td>Benita Maben</td>
<td>00 971 (0) 4 4358793</td>
<td><a href="mailto:DubaiCareers@hw.ac.uk">DubaiCareers@hw.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td>Johan Shaw</td>
<td>00 971 (0) 4 4358796</td>
<td><a href="mailto:Johan.Shaw@hw.ac.uk">Johan.Shaw@hw.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td>Franklin Tankachan</td>
<td>00 971 (0) 4 4358795</td>
<td><a href="mailto:F.Thankachan@hw.ac.uk">F.Thankachan@hw.ac.uk</a></td>
</tr>
<tr>
<td>Academic Administration Office</td>
<td>Suraiya Zabir Ali</td>
<td>00 971 (0) 4 4358631</td>
<td><a href="mailto:Dubaiaaao@hw.ac.uk">Dubaiaaao@hw.ac.uk</a></td>
</tr>
<tr>
<td>Transport and Accommodation</td>
<td>Anil Kumar</td>
<td>00 971 (0) 4 4358621</td>
<td><a href="mailto:Anil.Kumar@hw.ac.uk">Anil.Kumar@hw.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>00 971 (0) 4 4358623</td>
<td></td>
</tr>
<tr>
<td>Visa</td>
<td>Ilyas A Wahab</td>
<td>00 971 (0) 4 4358628</td>
<td><a href="mailto:I.Abdul_Wahab@hw.ac.uk">I.Abdul_Wahab@hw.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td>Thirumurugan</td>
<td>00 971 (0) 4 4358625</td>
<td><a href="mailto:d.thirumurugan@hw.ac.uk">d.thirumurugan@hw.ac.uk</a></td>
</tr>
</tbody>
</table>

*Contact information may be subject to change.*
FIRST AIDERS

<table>
<thead>
<tr>
<th>Office/Department</th>
<th>Contact</th>
<th>Telephone Number</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female Accommodation</td>
<td>Pamela Salvan</td>
<td>04 4358705</td>
<td><a href="mailto:P.Salvan@hw.ac.uk">P.Salvan@hw.ac.uk</a></td>
</tr>
<tr>
<td>Male Accommodation</td>
<td>Rajan Villadath</td>
<td>04 4358704</td>
<td><a href="mailto:V.Rajan@hw.ac.uk">V.Rajan@hw.ac.uk</a></td>
</tr>
<tr>
<td>Academic Administration</td>
<td>Ms Resmi Nair</td>
<td>04 4358668</td>
<td><a href="mailto:N.Resmi@hw.ac.uk">N.Resmi@hw.ac.uk</a></td>
</tr>
<tr>
<td>Academic Administration</td>
<td>Mr Steven Daniel *</td>
<td>04 4358642</td>
<td><a href="mailto:D.Steven@hw.ac.uk">D.Steven@hw.ac.uk</a></td>
</tr>
<tr>
<td>Academic Administration</td>
<td>Mr Yousuf Themeem *</td>
<td>04 4358633</td>
<td><a href="mailto:Y.Themeem@hw.ac.uk">Y.Themeem@hw.ac.uk</a></td>
</tr>
<tr>
<td>Academic Administration</td>
<td>Mr Roen Deus John Oducado *</td>
<td>04 4358631</td>
<td><a href="mailto:R.Oducado@hw.ac.uk">R.Oducado@hw.ac.uk</a></td>
</tr>
<tr>
<td>Reception</td>
<td>Mr Biju Krishna Prasad *</td>
<td>04 4358700</td>
<td><a href="mailto:B.K.Prasad@hw.ac.uk">B.K.Prasad@hw.ac.uk</a></td>
</tr>
<tr>
<td>Reception</td>
<td>Mr Badri Prasad*</td>
<td>04 4358700</td>
<td></td>
</tr>
<tr>
<td>Admission</td>
<td>Ms. Pretty Louis</td>
<td>04 4358613</td>
<td><a href="mailto:P.Louis@hw.ac.uk">P.Louis@hw.ac.uk</a></td>
</tr>
<tr>
<td>Facilities</td>
<td>Hari Krishnan.M</td>
<td>04 4358659</td>
<td><a href="mailto:M.Harikrishnan@hw.ac.uk">M.Harikrishnan@hw.ac.uk</a></td>
</tr>
</tbody>
</table>

* denotes staff working in the evening, during Semester time.

EXTERNAL CONTACTS

In case of an emergency, you should dial the following numbers:

- Police - 999
- Ambulance - 998/999
- Fire - 997
- TECOM Emergency - 04 360 1 777
- Security Control Room, DIAC – 04 364 0065

IMPORTANT LINKS

<table>
<thead>
<tr>
<th>Link</th>
<th>URL</th>
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</thead>
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<tr>
<td>Academic Calendar</td>
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<td>New Student Guide</td>
<td><a href="https://www.hw.ac.uk/students/new-students/dubai.htm">https://www.hw.ac.uk/students/new-students/dubai.htm</a></td>
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<td><a href="http://www.hw.ac.uk/registry/forms.htm">http://www.hw.ac.uk/registry/forms.htm</a></td>
</tr>
<tr>
<td>University Academic Policies</td>
<td><a href="http://www1.hw.ac.uk/committees/ltb/ltb-policies.htm">http://www1.hw.ac.uk/committees/ltb/ltb-policies.htm</a></td>
</tr>
</tbody>
</table>
Disclaimer of Liability

Whilst every effort has been taken to ensure the accuracy of the information in this guide at the time of going to press, the University wishes to emphasise that the programmes, facilities and other arrangements for students described in this publication are regularly reviewed and are naturally subject to change from time to time.

The University accordingly reserves the right without notice to vary the content of the programmes and fees previously announced and to modify as seems appropriate the facilities and arrangements for students.

Any changes will be incorporated in subsequent editions of this book and applicants and students should enquire as to the up-to-date position when they need to know this.

The University also gives notice that it will not accept liability for any loss or injury sustained by a student whether in connection with their studies or not.

August 2016
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Thank you to all staff who have contributed to this guide.

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Dubai International Academic City
PO Box 294345
Dubai
UAE

Telephone: 00 971 4 435 8700
Fax: 00 971 4 447 7350
Web: www.hw.ac.uk/dubai