



SUPERIOR
UNIVERSITY
RAK CAMPUS

STUDENT HANDBOOK

OUR INSPIRATION



Man gets whatever he strives for!

اور انسان کے لیے وہی کچھ ہے جس کی وہ کوشش کرتا ہے

(Surah Najam: Verse:39)

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INTRODUCTION OF THE UNIVERSITY

Superior University has built trust and confidence among its existing and aspiring students due to the launch of innovative but effective study and work plans. Here it is more of a proverbial way to say that it takes years to build a reputation and integrity in this world full of all sorts of competition, but to maintain that level and keep on upgrading is much more difficult; however, the

Superior University has reached this milestone after a long, arduous journey.


The University was established in 2004 and is now at the tail end of the second decade of its lifetime after accomplishing unprecedented milestones, including academic excellence and the introduction of more than 150 programs that are duly approved and recognized by internal and external bodies, accreditation councils, the government, and the Higher Education Commission, among others.

Prof. Dr. Chaudhary Abdul Rehman, a renowned academician and serial entrepreneur, is the Chairman of the Board of Governors whereas Prof. Dr. Sumaira Rehman, another shining academic and administrator, leads the University as its Rector. The challenge of educating future leaders is a passion for the University leadership and their determination and tireless efforts in this regard have resulted in Superior University achieving the honor of being the No.1 private sector University in Pakistan under the Times Higher Education Impact Rankings 2024 in Quality of Education. The University is now aiming to become the best research-oriented University in the country by 2027 under the Soar to Roar plan.

Superior University holds an edge over its competitors when it comes to following global trends and adopting best practices to the next level by providing all research and academic excellence facilities to its students

as well as faculty members. The entrepreneurial mindset of the University leadership is the sole reason for the introduction of the popular ETP – Entrepreneurial Teaching & Training Program, whereby students are trained and mentored by academics and industry experts to imagine and execute their start-up ventures, scale up their existing family businesses, or to employ design thinking skills to provide excellent ideas to solve the recurring issues in any established business.

Getting enrolled in any undergraduate program at Superior University ensures the students a respectable job placement. This is made possible with the unique 3U1M Program, which allows the students to spend three years at the campus under experiential learning frameworks OBE (Objective Based Education) and PBL (Program Based Learning) programs. The final year is dedicated to employing their learning outcomes in a real business setting under the aforementioned three streams. On top of the start-up and scale-up streams, the Superior Employability Center helps students land jobs as internees and trainees in the industry through extensive collaborations with a range of businesses. The 3U1M Program underlines Superior's commitment to nurturing socially-responsible graduates of the future who are capable of making a lasting socio-economic impact and are adept at dealing with the challenges facing the mankind.



“MAN GETS WHATEVER HE STRIVES FOR”

- Surah Najm: 39 -

has been an inspiration for Superior since its inception. In all of our undertakings, our sharing point always begins with faith in the Almighty but we make a sustained effort to achieve our goals.

Superior University has bagged a rank among the world's top 401 to 600 universities and the number one in Quality of Education in Pakistan's private sector universities by Times Higher Education (THE) Impact Rankings 2023.

I feel proud of this elated performance and the accomplishment of Superior University's goal to be globally recognized, a goal set in the year 2017. The visionary leadership of the Rector Superior University, Prof. Dr. Sumaira Rehman, has earned this immense pride with a phenomenal to-do approach and a competent team that makes miracles happen. Now, Superior University aims to become a leading research university by 2028, and I am pretty sure of its potential to achieve this milestone also. I hope and pray for the entire higher education sector to flourish, improve the literacy rate, and contribute to extending educational opportunities

PROF. DR. CH. ABDUL REHMAN

Chairman | The Superior Group

Chairman | APSUP (Association of Private Sector Universities of Pakistan)

President | PAMI (Pakistan Association of Medical and Dental Institutions)

Director | PBA (Pakistan Broadcast Association)

**“WE TAKE
INITIATIVES
EITHER WE WIN
OR WE LEARN”**





Leading with a **VISION**

Prof. Dr. Sumaira Rehman

Rector Superior University Lahore

Member Accreditation Committee Government of Punjab

Member HEC (Higher Education Commission Islamabad)

Member PHEC (Punjab Higher Education Commission)

Vice President PDTRC (Pakistan Drugs Testing and Research Center)

Member Board of Directors PIEDMC (Pakistan Industrial Estates Development and Management Company - A Company of Government of Punjab)

Director CMACED (Chaudhry Muhammad Akram Center for Entrepreneurship Development)

I am profoundly thankful to Almighty Allah for the remarkable achievements of Superior University in global rankings, being the top university in Quality Education (SDG-4), in the top 10 of the country and among the world's top 400-600 universities by the esteemed THE Impact Rankings 2023.

Since my appointment as Rector of Superior University in 2016, I had envisioned that Superior University will not be a factory of unemployed youth and we will nurture youth to become job creators instead of job seekers. To achieve this mission and become a leading University in Pakistan in teaching, learning, research, and innovation, the first initiative I took with the support of my faculty, staff, students, alumni and friends, was to introduce Entrepreneurship Teaching and Training Program (ETTP). This program was designed with a strong conviction to develop an entrepreneurial mindset in our graduates and also empower them to make a social and economic impact. We developed our incubation centre, Innovation District 92 to facilitate our students to work on their innovative ideas and turn them into viable commercial businesses. We also developed the national platform of SEE Pakistan to showcase their startups to a wider entrepreneurial community and launched Pakistan's first business reality show Idea Croron Ka, to connect startups with the investors' community. Another notable achievement was to innovate teaching and learning through our distinctive experiential learning framework, 3U1M Program. I can proudly share that within two years of its implementation, a hundred startups have got commercial and generated revenue of Rs. 800 Million. At the same time, 3U1M Program has improved graduate employability from 70% to 92%.

To ensure our graduates' global relevance, we have introduced 3U1M with Global Experience under the 4th stream "Superior Go Global" which will provide worldwide avenues for higher education, career and immigration opportunities. The global frontiers will transform our human resources into human capital that will contribute for economically Superior Pakistan.

Looking ahead to becoming a leading research university that creates a broader educational and socio-economic impact through our strategic plan "Soar to Roar 2023-2028", I challenge you to dream big, think bold and act a Superior way. May Almighty Allah guide and support us in realizing our objectives of developing youths into responsible citizens and skilled professionals of tomorrow capable of contributing to economically Superior Pakistan.

DR. AYESHA ZAHID

WELCOME TO YOUR JOURNEY OF GLOBAL EXCELLENCE AT SUPERIOR UNIVERSITY RAK CAMPUS

I am pleased to welcome you to Superior University RAK Campus, where your academic journey promises to be both luminous and luxurious. Here, you're joining a global hub of quality education renowned for its distinctive, innovative, and future-forward educational model.

Superior University is a globally recognized private sector university by the Times Higher Education Impact Rankings 2024 and the only university featured for Best Practices in the UN Academic Impact Report. We're also the only international university declared a partner by Babson College, USA. These accolades underscore our

commitment to excellence and our esteemed position in the educational landscape.

Since our inception, two decades ago, Superior University has evolved into a leading chartered institution, expanding its footprint and educational excellence. Today, we extend our best teaching and learning practices to global destinations, including our esteemed Ras-Al-Khaimah campus. Here, you will be able to join a rapidly growing network of quality education providers by learning alongside peers of diverse nationalities from around the world. Furthermore, our unique offerings such as Split Degree Program, Dual Degree

Program, Exchange Program, and Blended Learning enhance your international perspectives and opportunities, enabling you to explore global markets for higher education and lucrative careers.

Our employability-assured framework, the 3U1M Program, sets us apart as the most industry-linked university with a 90% employability rate for our graduates. This innovative program provides three years of education on campus (3U) and one year in the market (1M), allowing you to apply your knowledge in professional settings and be the preferred choice of employers worldwide. This program has also been

translated into Arabic and French by COMSTech for implementation in OIC countries due to its comprehensive academia-industry approach.

At the RAK Campus, you will immerse yourself deeply in learning, live fully, and chart your future paths beyond borders.

Rest assured that you are now part of one of the world's finest institutions dedicated to nurturing your present and building your future.

Welcome to Superior University – where your journey to excellence begins.

Prof. Dr. Ayesha Zahid

Director Academics
Superior University
RAK Campus



VISION

To be a leading University of UAE driving Excellence in Learning, Innovation and Research.

MISSION

We are committed to transform the lives of our students, faculty, staff and alumni by providing an excellent learning and research environment which ensures success in their lives and careers. We believe in developing emotionally intelligent Superheroes' who can create social and economic impact through entrepreneurial mindset to build a Superior UAE.

Values

- Student Success
- Excellence
- Innovation
- Teamwork
- Fairness
- Agility

INTRODUCTION TO THE HAND BOOK

Superior University has built a level of trust and confidence among its existing and aspiring students due to the launch of innovative but effective study and work plans. Here it is more of a proverbial way to say that it takes years to build a reputation and integrity in this world full of all sorts of competition, but to maintain that level and keep on upgrading that is much more difficult; however, the Superior University has reached this milestone after a long, arduous journey.

PURPOSE

This Student Handbook has been conceived to assist the students in becoming acquainted with the University, its policies, and procedures. This handbook provides information regarding a range of services, programs, and resources offered at the Superior University that may prove to be useful for the students. An important part of the Student Handbook is the Student Code of Conduct, which provides detailed information on how to be a responsible member of the student community. It is hoped that this booklet will be helpful for the students in beginning their University-life and in realising their dreams.

DISCLAIMER

Information given hereinafter, serves as a guide to regulate the student journey at the campus. This can't be treated as a legal document to be challenged in any court of law.

The Year of Global Recognition



RANKED NO. 1 IN
QUALITY OF EDUCATION
IN PAKISTAN

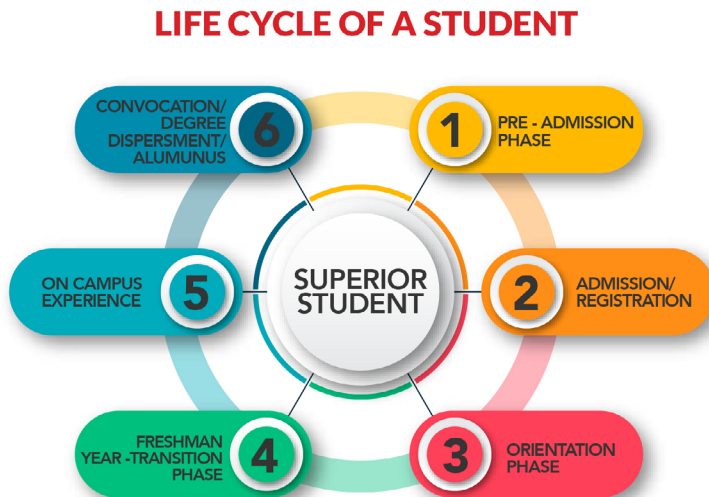
IMPORTANT OFFICES

STUDENT SUPPORT SERVICES

The Student Support Services is a department that looks after the student life cycle, problems at the campus and facilitates the students through one-window operations. The office is responsible for developing and maintaining a positive student experience at the University. Key functions of this office are:

- To plan, implement, administer and evaluate the services aimed at contributing to a meaningful student experience.
- To respond and resolve student issues.
- To participate in the development of the organization's framework, policies and procedures through student feedback.
- To provide one window operations to the students and solve their problems.
- To provide counselling and one-to-one support to individual students in the times of crisis.
- To issue student certificates/letters like bonafide certificates, English proficiency letters, NOCs, and internship letters upon the request of the student.
- To maintain contact with academic departments regarding fee challans, fine issues, class schedules, registrations, grades, roll number slips for midterm//final exams and student records and resolve the problems indicated by the students arisen thereof.

Typically this office will help the student at each cross road of the student life cycle exhibited below:



The Student Support Services office deals with the frameworks shown in the below image.



Contact us:

Admin Executive

Phone No: +971564117871

Email Address: zabeehullah@superior.ac.ae

or apply for support at support.superior.edu.pk

or

For Support:

Apply at:

support.superior.edu.pk

Submit a ticket at:

superior.ac.ae

or

Problem Solving Services:

Support.superior.edu.pk

uni.hotline@dok.rak.ae

ACADEMIC & CAREER GUIDANCE SERVICES

Academic & Career Guidance Services provide students with the support they need to excel in their studies and prepare for future career opportunities. These services help students make informed decisions about course selection, specialization, and career paths based on their interests, skills, and market trends. Through personalized counseling, workshops, and mentorship programs, students receive guidance on academic challenges, career planning, internship opportunities, and job placements. The goal is to empower students with the knowledge, skills, and confidence to achieve academic success and build a rewarding career.

Academic & Career Guidance Services:

- **Academic Counseling** – Personalized guidance on course selection, study strategies, and academic improvement plans.
- **Career Advising** – Support in career exploration, industry trends, and choosing the right career path based on skills and interests.
- **Internship & Job Placement Assistance** – Helping students secure internships and job opportunities through industry connections and on-campus recruitment drives.
- **Resume & Interview Preparation** – Training sessions on resume writing, interview techniques, and professional communication skills.
- **Skill Development Workshops** – Workshops on leadership, problem-solving, and other essential skills to enhance employability.

Process to Access Academic & Career Guidance Services:

1. **Initial Inquiry** – Students can visit the Academic & Career Guidance Manager or email at Imran.ejaz@superior.ac.ae to request the services.
2. **Consultation Session** – Meet with the career or academic manager to discuss concerns, explore options, and receive personalized guidance.
3. **Action Plan Development** – Receive recommendations, career roadmaps, or academic improvement strategies based on the session.
4. **Follow-up Support** – Additional sessions, workshops, or mentoring as needed to track progress and ensure continued guidance.

Contact us:

Academic & Career Guidance Manager

Mr. Amran Ijaz

Phone No: +971509406871

Email Address: Imran.ejaz@superior.ac.ae

REGISTRATION OFFICE

The second important office is Registration Office, with which the students have to interact for their academic recognition and maintenance of student files. During every admission campaign, the schedule of registration is issued by the Registration Office and Unique IDs are allotted to each student after record verification.

The students must complete their registration by the given deadline. The admission is confirmed upon the issuance of registration number by the registration officer available in the admission office after detailed scrutiny of documents.

Contact Details:

Admin Executive

Phone No: +97156411787

Email Address: zabeehullah@superior.ac.ae

SUPERIOR INFORMATION RESOURCE CENTRE (SIRC)

The Superior University's Information Resource Center manages a well-stocked library on campus to satisfy the study and research needs of its learners. The library offers wide range of valuable reserves in print and electronic form to support the mission of University and to promote the learning experience of the population. Through an e-library, Superior Information Resource Center provides access to worlds largest database Scopus and more then eight (8) international research databases, 9,000 electronic journals, hundreds of thousands of periodicals, newspapers, and government-issued articles.

Fully automated library can be accessed online. The hypermedia section has a compilation of renowned lectures, documentaries and educational films. In addition to the standard practice, the SIRC also offers "Ask a Librarian" feature, electronic document delivery, content alert and citation services and Turnitin anti-plagiarism, making it a fully user-centric and research-oriented library with a creative learning environment.

HEC National Digital Library (DL) is also linked with SIRC resources, providing access to high-quality, peer-reviewed journals, databases, articles and e-Books across a wide range of disciplines. The e-books support program will allow researchers to access most of the important text and reference books electronically in a variety of subject areas. Around 75,000 electronic contents have been made available through the Digital Library Program.

The list of HEC digital library provided databases is as under:

| SR.NO | Name of Database | Field of Knowledge |
|-------|---|--|
| 1 | ASTM | The ASTM Standards & Engineering Digital Library is a vast collection of industry-leading standards and technical engineering information. |
| 2 | Institute for Operations Research and the Management Sciences (INFORMS) | The Institute for Operations Research and the Management Sciences is an international society for practitioners in the fields of operations research, management science, and analytics. |
| 3 | SCOPUS | Scopus is the largest abstract and citation database of peer-reviewed literature – scientific journals, books and conference proceedings. Delivering a comprehensive overview of the world's research output in the fields science, technology, medicine, social sciences and arts and humanities, Scopus features smart tools to track, analyze and visualize research. |
| 4 | SpringerLink | SpringerLink is the world's most comprehensive online collection of scientific, technological and medical journals, books and reference works |
| 5 | Taylor & Francis Journals | Taylor & Francis Group's journal program provides a home for validated, trusted research from the world's brightest and best minds with 1,300 titles in humanities, social sciences and applied sciences |

| | | |
|---|---------------------------------|---|
| 6 | Wiley-Blackwell Journals | Wiley Open Access publishes authoritative peer reviewed open access journals across many research disciplines supported by a network of authoritative journals and societies as well as internationally renowned editorial board members. |
| 7 | Wolters Kluwer OvidSP | OvidSP is a search platform which provides access to databases, books and journals offered by the Medical Library at Health First and publishes over 275 journals, newsletters and loose-leaf products, including many of the industry's most respected titles. |

SIRC Policy and Usage Rules

General Rules:

The SIRC rules and regulations are designed to encourage the wise and equitable use of SIRC resources for the mutual benefit of the University community. While at the Library, all and sundry has to comply with following rules:

- Users are not allowed to bring their personal belongings in the library.
- No member is authorized to leave his/her personal belongings (books, files, briefcases, handbags, registers, etc.) at the entrance of the library except at the designated place.
- SIRC is not responsible for the loss or damage caused to user belongings.
- Use of mobile devices is strictly prohibited inside the SIRC. Users should keep their cell phones on silent or switched-off mode.
- Users are required to leave the SIRC resources/material used in the library on the tables after consultation which shall be shelved by the SIRC staff itself.

The culture and environment of SIRC is conducive for reading and research purposes. In order to keep the atmosphere peaceful following activities are strictly banned inside the SIRC:

1. Gossiping, shouting, whistling, playing music, making phone calls, listening and watching audio and videos movies, sleeping in the library, eating, drinking and smoking, chatting, disturbing the order of SIRC furniture and sitting on the floor is strictly prohibited.
2. Mutilation of library material is a crime qualifying for penalty under SIRC Rules. SIRC membership could be suspended or cancelled along with a penalty in the following cases:
 - Non-payment of SIRC fine(s)
 - Theft of SIRC material(s)
 - Non-payment of damaged book fine
 - Non-returning of the temporarily issued material within due time
 - Misconduct with the SIRC staff

Library Borrowing Rules

All registered members with valid **Superior University Identification Card** are entitled to borrow SIRC materials. The borrowing privileges for different membership are categorized as under:

| Category | Borrowing Privileges | Time Period |
|-----------------------------|----------------------|-------------|
| Undergraduate students | 2 | 7 days |
| Graduate students (MBA, MS) | 2 | 7 days |
| Faculty / Staff | 5 | 90 days |

- Valid University identification card holder shall be entitled to borrow SIRC materials.
- Books borrowed by any user/member can be reserved.
- The reserved book(s) may be collected within 1 day from the circulation desk.
- The borrowed book(s) shall be renewed for a further period of seven (7) days if these have not been reserved for another user. Overdue books shall not be renewed.
- Books and other material of the following description shall not be issued to borrowers but may be consulted in the SIRC premises during working hours such as reference books, CD-ROMs, annual reports, audio/video materials, textbooks, and research projects or any other material at the discretion of the SIRC staff.
- In case, a book is urgently required, the SIRC staff may recall it at a short notice any time and such a book shall be returned immediately by the borrower.
- The library books are carefully examined on return and the borrower will be held responsible for defacing

or damaging or causing loss of library material in his possession.

- If the patrons misplace any SIRC material and cannot find it, report it at the circulation desk immediately to avoid overdue fines.
 - Any SIRC materials not returned within thirty (30) days after the due date will be considered lost.
- or damaging or causing loss of library material in his possession.
- If the patrons misplace any SIRC material and cannot find it, report it at the circulation desk immediately to avoid overdue fines.
 - Any SIRC materials not returned within thirty (30) days after the due date will be considered lost.

SIRC Fines:

Certain fines are charged for SIRC materials overdue (not returned in time). The SIRC fines policy will provide patrons with an equal opportunity to use SIRC materials and maximize sharing of SIRC collections.

- Overdue fine is charged from the first overdue date/day.
- Overdue fine on general books would be AED10 per book per day.
- AED 1,000 would be charged in case of stealing SIRC materials.
- In case of any disciplinary violations, AED 100 would be charged on the first violation and AED . 500 on the second violation. In case of continuation of violations, the issue may be referred to the Disciplinary Committee.
- AED. 50 will be charged if case of ringing of mobile, attending or talking on phone call.

Relaxation in fine:

- University SIRC gives users relaxation in borrowing books up to an acceptable limit of AED. 300. After crossing this limit, user membership is automatically suspended till the submission of fine.

Lost of Materials:

- If SIRC material is available (in the same format) in the local market, the Patron would be required to pay the item's market price and AED. 200 in processing charges.
- If the book is not available in the local market, the patron will bear book+ shipment charges to buy it from the international market.
- In case of non-availability of material, Patron will pay three times the market price of the material in question.

Membership Process & Requirements:

The use of SIRC facilities will be open to all the students as soon as they get the University ID card. A formal membership is required to avail of SIRC resources and services. SIRC offers free membership to its students, permanent faculty, and staff members. They can use SIRC by showing their University ID card.

Contact Details:

Superior Information Resource Centre (SIRC)

Email Address: librarian@superior.ac.ae

UNIVERSITY ACADEMIC RULES AND REGULATIONS

MANDATORY ATTENDANCE POLICY

Regularity and punctuality are one of the fundamental requirements of students' learning process. It covers the presence of the student as well as it focuses on the delivery of course content in the classroom. Following are the features of attendance policy:

1. The Superior University strives to ensure 100% attendance; however, a minimum of 75% attendance is compulsory to make the student eligible for appearance in final term exams.
2. Attendance is counted from the date of start of regular classes; therefore, no leverage can be extended for late enrolment or registration.
3. Temporary struck off of students' names from the attendance record will be considered as an absence. This includes a period of portal blockage also.
4. There is no concept of leave. Medical or other absences have already been compensated under 25% leverage as explained in, clause No.1.
5. Objective of the University is to ensure 100% attendance and course coverage. Therefore, to reflect the seriousness of the purpose, subject Teacher is responsible to mark attendance on UMS/CMS/ ERP within 15 minutes of start of the class. However, if due to any reason, attendance is missed, he can mark the attendance within 24 hours at the maximum.
6. If any student feels aggrieved that his/her attendance has not been marked on the relevant software, he/she should apply to the Head of the Department concerned with five days for correction of record. After this time limit, no one is authorized to correct the same.
7. Percentage of attendance is calculated on the basis of classes held, which should not be more than required number of lectures.
8. Fractional percentage of presence can be rounded off up to the next digit (e.g., 74.1 = 75).
9. Late enrolment and add-drop period will be considered as the absence period by the students.
10. HOD should be approached to settle the attendance issue arisen due to change of section and late

admission in first semester.

Attendance of Students

Teacher of each course is responsible for updating the attendance of students on UMS for each course. Students must maintain their attendance for 80% of the classes or above.

Deadlines for Marking Attendance

- Teacher can update attendance of any student on UMS/CMS on same day.
- HOD can update attendance of any student on UMS/CMS within 05 days.

Course Drop

Students who have less than 80% attendance for each course will not be able to appear in the exam and that course will be dropped automatically. Students have to re-register for that dropped course in the upcoming semester by paying the prescribed dues.

UNDERSTANDING SEMESTER SYSTEM

IMPORTANT TERMINOLOGIES

a. CONTACT HOURS

- Means the total number of weekly hours of lectures, tutorials, laboratory, studio or any other academic work by whatever name it may be called.

b. CREDIT HOUR

- Means teaching a theory course of 50-60 minutes duration per week throughout the semester

c. FREEZING OF SEMESTER/RE-ADMISSION (UNFREEZING)

- Freezing/Re-admission or Unfreezing can only be allowed at the start of the semester (i.e., by the second week).
- A student dropping all the registered courses or choosing not to register in any course for a semester shall be required to apply for freezing his/her semester through COD/PL.
- No freezing shall be allowed in the first semester but under special circumstances may be considered with the approval of the Director Academics. Special circumstances includes:
 - a. Iddat
 - b. Accident
 - c. Death in the immediate family (first blood relation)
- The frozen semester shall be counted towards the maximum period allowed for completing the program.
- Frozen semester will automatically stand unfreeze after one semester but a student may extend this duration for a further semester by submitting another application. The maximum duration of the frozen semester shall not exceed the time limit of one year in a program.
- A student freezing a semester between the first 3-6 weeks of the commencement of the semester shall be required to pay the prescribed tuition fee and other dues.
- A student, who neither registers any course for a semester nor requests for freezing of the semester, shall deem to have abandoned his/her program. However, he/she may be allowed to reinstate his/her

program in a subsequent semester/session on his/her request, provided he/she has sufficient time to complete the requirements of the program within the maximum period allowed from the date of his/her initial admission in the program. He/she shall pay 100% of the admission fee as the prescribed reinstatement fee along with other dues of the semester/session.

d. EVALUATION SYSTEM

A student shall be evaluated in each course based on periodical quizzes, mid-semester test(s), assignment(s), group discussion(s), presentation(s), or project(s) during the semester and terminal (University) examination at the end of the semester. These to be determined by the teacher concerned will have different weightage towards the overall assessment in marks percentage which may be determined by the following guidelines:

| Nature of Examination | Course with Lab | Course Without Lab |
|---|------------------------|---------------------------|
| Quizzes | 5 – 10% | 5 – 15% |
| Mid Semester Examinations | 20 – 30% | 30 – 40 % |
| Assignments / Presentations/ Case Studies etc. | 5 – 10% | 5 – 10% |
| Practical / Project (if applicable) | 10 – 20% | |
| Final Semester Examination | 40 – 50% | 40 – 50% |

Note: The weightage can be varied by the Board of Studies depending upon the nature of the subject.

e. GRADES & GRADING SYSTEM

Each course shall carry 100 marks. The minimum pass marks for each course shall be 50%. Marks and grade points shall be calculated according to the following table.

TABLE FOR AWARD OF GRADES

| Percentage Marks | Grade | Grade Points |
|-------------------------|--------------|---------------------|
| 86 – 100 | A | 4.0 |
| 82 – 85 | A- | 3.67 |
| 78 – 81 | B+ | 3.33 |
| 74 – 77 | B | 3.0 |

| | | |
|------------------|-----|----------------------------|
| 70 – 73 | B- | 2.67 |
| 66 – 69 | C+ | 2.33 |
| 62 – 65 | C | 2.0 |
| 58 – 61 | C- | 1.67 |
| 54 – 57 | D+ | 1.33 |
| 50 – 53 | D | 1.0 |
| 0.0 – 50 | F | 0.0 |
| Incomplete | I | - |
| Withdrawal | W | - |
| Replaced Grade | R | - |
| Improvement | Imp | Grade awarded as per marks |
| Short Attendance | SA | - |

f. MIGRATION / TRANSFER OF CREDITS/EXEMPTION OF COURSES

- A student may be allowed to transfer the credit hours from other accredited Universities/Degree Awarding Institutes only at the time of admission or at the start of the regular semester of the University. Similarly, a student studying in any other undergraduate degree program offered by Superior University can be allowed to transfer credits provided that he meets the eligibility criteria for the program (in which he is seeking admission) as set by University or other accreditation bodies.
- The Dean shall constitute a committee to evaluate and recommend the transfer of credits. The Dean shall endorse the acceptance of transferred credit hours.
- No transfer will be allowed once the add/drop deadline of two weeks after the start of the semester has expired.
- No credit of a course shall be transferred if the letter grade is less than C with minimum grade point of 2.00 on the 4.00 scale or in case if grade is not available with minimum 60% marks.
- A maximum of 50% of the total credit hours required for completion of the program can be allowed for transfer.
- The courses allowed to be transferred shall have at least 70% similarity of the course contents for the core courses on the current scheme of study of the program and for the elective courses the Committee shall evaluate the courses and recommend the transfer on the basis of comparable and identical courses.
- A candidate who has already earned a degree or other qualification from a recognized University/DAI with a lesser duration/study as compared to that of the duration/studies of the program in which

he/she intends to take admission may be given exemption of studied courses and allowed to bridge his/her previous qualification with the required duration/studies of the desired program. The case of exemption shall also be dealt by departmental admission committee and referred to Dean for final approval.

- The grade and the grade point of the transferred course shall not be used in calculating the SGPA and CGPA.
- The candidate shall be responsible for providing the migration certificate/NOC, and syllabi (attested by the previous University/DAI), letter grades and grade points of all the courses that he/she has qualified at the last University/DAI and shall meet all the admission requirements of the program.

g. FINAL TERM EXAMINATION

After 16 weeks of teaching, there shall be an examination referred to as the Final Term Examination. It is usually a three-hour examination and the schedule of the same is published by the Controller of Examination Office, well in advance. Students are required to take the Final Term Examination of each registered course, failing which a grade shall be awarded as per the earlier status of the course. Only those students shall be eligible to sit in the Final Term Examination who have met the minimum attendance requirement and have cleared their semester dues. Under normal circumstances, there is no provision to retake the Final Term Examination. However, in case of exceptional circumstances, the case may be submitted to the Controller of Examinations along with certifiable documents, which after due consideration shall be forwarded to the concerned Committee for a decision.

SUMMER SEMESTER

The Superior University will offer Summer Session to dropped out/ failed/ freeze semester students (of Semester 3rd onward), a Summer Semester comprising 10 Weeks with double contact hours as per following guidelines:

- For Summer intake all students have to pay 100% fee for all the courses enrolled by them provided students can take a semester load of only 9 credit hours/3 courses in the Summer.
- All students have to pay fee according to fee structure in vogue or upcoming Fall semester.
- All departments are allowed to enroll their students in summer classes excluding Semester 1 and 2 students who are not eligible for Summer Semester.
- Each student must maintain a minimum attendance of 75 % failing which he/she is not allowed to attempt the final examination. Fine will be charged for each percentage which is below 80 % attendance as per the policy in vogue.
- Minimum class size for Summer Semester is 15.
- Add/Drop of courses is not allowed in summer.
- Once the students have enrolled in their courses, they are required to pay their fee/dues irrespective of the fact whether they appear in the exam or not.
- Regular Examination/Assessment process is followed as prescribed in the Academic Regulations.
- Generation of Roll number slips is compulsory to sit in Exams.

INCOMPLETE GRADE 'I'

- If a student fails to appear in the terminal examination of a course on medical or another reason, he/ she be treated as absent and failed. However, in special circumstances, on the request of the student,

the Dean of the Faculty concerned, on the recommendations of the teacher/supervisor concerned, may allow for the award of Grade 'I' to the student in a course provided the student's attendance and other requirements of the course are completed.

- No credits shall be given to the Grade 'I' and it shall not be used in the SGPA and CGPA calculations.
- Incomplete requirements must be met no later than the end of the next regular semester otherwise it will automatically be changed to an 'F'. It will be the student's responsibility to complete the specified requirements within the stipulated time as approved by the Dean on the recommendations of the teacher/ supervisor.
- In case the project is split into 2 parts then It will be written in the 1st part and it will be replaced by the original grade in the 2nd part.

CUMULATIVE GRADE POINT AVERAGE (CGPA)

For completion of the degree, the minimum qualifying CGPAs for BS and MS/MPhil Students are 2.00 and 2.50, respectively.

In case a student secures less than 2.00 CGPA (minimum qualifying CGPA) at the end of the final Semester, he/she may be allowed to get re-admission in one or more courses, in which his/her Grade is below C, along with the forthcoming semester, provided that he/she is not debarred under the CGPA Improvement Regulation and time duration specified for the program. To continue in PhD, scholars are required to maintain a CGPA of 3.00 out of 4.00 throughout their academic career.

ACADEMIC PROBATION AND EXPULSION

- A student shall be required to maintain a minimum CGPA of 2.0 throughout the period of his study.
- At the end of every regular semester a probation warning is issued to the student if the CGPA of the student falls below 2.0. If a student cannot earn a minimum SGPA of 1.0 in the first semester then he/she shall be dismissed from the program. In case GPA of a student in the first semester falls below 1.5 but equal to or above 1.0 then he/she shall be given a serious warning (the last chance to attain a Semester GPA of 2.0 or above). A student on “serious” warning shall be dismissed from the program if he/she fails to achieve minimum semester GPA of 2.0.
- A student while under warning cannot register courses in the subsequent semester without the approval of the Dean.
- If the CGPA of a student is less than the 2.0 after each regular semester, the probation count increases by one.
- If the CGPA of the student equals or exceeds 2.0 the probation count becomes zero.
- If the probation count of a student becomes two (2), he/she shall be relegated. After 3rd probation period the student will be expelled from the University. A relegated student shall not be allowed to register any new course(s) and only re-register his/her repeatable courses. During relegation he/she shall have to maintain a minimum SGPA of 2.00. To remove the relegation status, he/she shall have to earn a minimum CGPA of 2.00. The relegation period shall be counted towards the maximum period allowed for the program.

PROCEDURE FOR ISSUANCE OF ACADEMIC WARNING ON LOW PERFORMANCE

- Each student has to maintain a minimum 2.00 SGPA/CGPA to be promoted to the next semester. Whenever the requisite score falls below 2.00 he/she will be issued 1st warning requiring him/ her to remain careful to avoid 2nd warning. The examinations department will issue 1st warning on the UMS after analysis of the data which will pop up on the portal of each student below the required SGPA/CGPA.
- Heads of the Departments will generate a report after the announcement of result and hold a counselling session with the student in the presence of his/her parents. Holding of Counselling Sessions after the announcement of results will be mandatory for each Department. The Department of Examinations will monitor the process.
- 2nd warning if issued and also in a row /consecutively will be treated as final warning and if the student fails to meet the required standard in the next semester will be relegated to the relevant semester.
- The student is required to clear the probation/warning status in the next semester and henceforth, relegated to the relevant semester.
- The student is required to clear the probation/warning status in the next semester and henceforth.

**TIME LIMIT FOR PROGRAM
COMPLETION**

TIME LIMIT FOR PROGRAM COMPLETION

The Superior University complies with the HEC guidelines for degree completion within the time limit as given below:

Ph.D

| |
|--|
| Minimum 3 years (including course work duration and Thesis) |
| Maximum 3-8 years (including course work duration) with approval of Director Research/ Registrar/ Controller of Examinations |

MS/MPHIL

| |
|--|
| Minimum of semesters, (1.5/2 years) for full time students and minimum of 8 semester (4 years) for part time students 6 Maximum time limit of 3 years for full time students and maximum of 6 years for part time students, further extendable for one year with the approval of Statutory Bodies |
| These policy guidelines will be the same for formal system, distance system and virtual system in respect to duration |

BS

| |
|--|
| Minimum of 8 semesters (4 years/As per accreditation body*) |
| Maximum time limit of 6 years, further extendable for one year with the approval of Statutory Bodies. |
| Minimum of 160 and Maximum 180-above** Credit hours for 5 year degree program **Subject to meeting the requirements of the respective Accreditation Councils to meet the International Standards for Credit Hours required. |

RESCUE SERVICE OR EMERGENCY COMMUNICATION EMERGENCY CALL NUMBERS

University contact number: +97172369865,+971564117871

| OFFICE NAME | EXTENSION |
|--------------------|------------------|
| Director Academics | +971557909871 |
| Admissions | +971509401871 |
| Admin Office | +971564117871 |

FIRST AID FACILITY

First aid provision is available on the University premises at all times. First aid boxes containing at least the minimum required supplies are accessible within the University premises.

Contact us:

RESIDENT OFFICER

Mr. Azbar Khan

Phone No.: +971 50 916 8711

STUDENT CODE OF CONDUCT

The Students must:

- **Adhere to UAE Laws and Values:**
As per UAE Cultural Consideration Policy ensure all behaviors, practices, and displays align with the UAE's laws, cultural norms, values, and traditions.
- **Respect Cultural Norms:**
Avoid promoting inappropriate stereotypes, assumptions, or preconceptions about the UAE and its region.
- **Prohibit Inappropriate Behaviours:**
Avoid engaging in or promoting drug and alcohol use, smoking, violence, indoctrination, or practices inconsistent with UAE cultural values.
- **Not engage in Discrimination and Extremism:** Do not engage in activities, content, or discussions that promote extremism, racism, bullying, or any form of discrimination.
- **Prohibit Protests and Demonstrations:**
should not organize or participate in rallies, protests, or demonstrations on IBC premises or during IBC-related events.

The University has constituted Disciplinary Committee to provide peaceful atmosphere for seeking knowledge and education of its student. The Disciplinary Committee is responsible for the following:

- To inspect and regulate the conduct and discipline of students in the University
- To look into the matters relating to breach of discipline in the University
- To recommend punishments including rustication from the programs and expulsion from the University in severe cases
- To ensure and check the dress code of students in the University and set the ethical standards for the students
- Perform such other functions as may be prescribed from time to time

DRESS CODE

In order to maintain academic dignity and sanctity of the University, students of the University are required to wear decent dress. The dress restriction is not to impose any rigidity or regimentation but is in accordance with the spirit of discipline, which is the cardinal aspect of life style at the University. To abide by the student dress code, student are required to:

- Avoid wearing clothing that reveals the midriff, back, chest and/ or above knees.
- Avoid wearing clothes with offensive slogans or pictures, offensive gestures, or suggestive cartoons.
- Avoid wearing clothes with political slogans, offensive words, and graphic buttons.

LITTERING

Littering in any form on the premises of the University is not allowed. It is the responsibility of the entire student body to keep the classes, labs, corridors, and campus environment clean and tidy. Therefore, no littering or trash should be carelessly thrown or left on the campus premises.

The designated waste boxes should be used for this purpose.

USE OF DRUGS AND SMOKING

The use of drugs and smoking is completely banned as per UAE laws. Any student and staff member found abusing this policy will be dealt with under the disciplinary rules.

DISCIPLINE & LAW AND ORDER ISSUES

The code of ethics is clearly defined in various policy documents including the prospectus of the University. If any student is found guilty of an act of misbehavior, misconduct, indiscipline, or exhibits any unruly behavior in and around the campus shall be liable for each such act to one or more penalties. Moreover, use of indecent language, exhibiting ill mannerisms, making indecent remarks, bullying, harassing physically or through gestures, and indulging in subversive activities will be penalized accordingly.

MINOR PUNISHMENTS

- Warning: Notice to the offender, verbal or written, that continuation or repetition of prohibited conduct may lead to further disciplinary action
- Fine: Fine which may amount up to AED 1,000/-
- Withholding of Certificate: Withholding of character certificate

MAJOR PUNISHMENTS

- Expulsion: Expulsion from the class for a particular period with a maximum period of one or two semesters
- Fine: Fine which may amount up to AED. 5,000/-
- Exam Result: Cancellation of examination(s) result
- Rustication: Expulsion or rustication from the institution for a specific period
- Degree: Non-conferment of degree/transcript
- Relegation/withdrawal from course, program or University

PUNISHABLE ACTS OF ACADEMIC DISHONESTY

Examination Malpractices

- Being in possession of book(s), notes, papers, or any other like materials connected with the examination
- Receiving or giving assistance in copying or in any form during the course of the examination
- Smuggling in or out of the examination hall of Answer Book etc., and tearing leaf/leaves from the Answer Book or tampering with the Answer Book in any way.

- Using abusive/derogatory language orally or in the Answer Book/against the Center Superintendent/ Examiner/Invigilator or Threatening/using violence towards Invigilators or Center Superintendent.
- Impersonation, i.e., sending some other person to take the examination.
- Communicating with the Examiner or any other person connected with the examination, with the object of unduly influencing him in any way.
- Any other type of misconduct or a deliberate arrangement to cheat in the examination.
- Writing questions and answers on any paper other than the Answer Book.
- Appearing in the Examination Center other than the allotted to the candidate without the permission of the Controller of Examinations.
- Any other unethical and unlawful activity by the student.
- Any other case of Unfair Means detected at any stage during or after the examination

PENALTIES IN ACADEMIC DISHONESTY CASES/UMC

- Written warning
- Cancellation of the answer book
- Cancellation of a course/subject
- Cancellation of the Midterm exam for all courses, during the Midterm exams
- Cancellation of one complete semester
- Rustication for a certain period of time
- Expulsion from the University

ACADEMIC DISCIPLINE

Your days at Superior University will be full of activities, interactions and memories. You have to enjoy your presence keeping in mind the discipline you have to maintain. We do not compromise on discipline. We believe disciplined students effectively manage organizations to deliver services and thrive in a prosperous manner. Students are, therefore, expected to diligently observe disciplinary rules set by the institute. Breach of any rules & regulations shall amount to disciplinary action such as fines, suspension or expulsion.

The following is a brief overview of our disciplinary values:

1. Concurrent admission at any other institution is not allowed.
2. Admission obtained on false documentation will earn expulsion.
3. Students must be respectful towards faculty, administrative staff and fellow students.
4. Any political activity or indecent behavior in or around the Campus is a punishable offense.
5. Students must carry their ID cards on campus.
6. All students are required to follow the dress code.
7. Students should lock their vehicles in parking areas on their own risk.
8. Institute will not be responsible for any loss, theft of personal belongings.
9. No student is allowed to leave the classroom during lectures without permission of the teacher or until the class is over.
10. Use of mobile phones is strictly prohibited during lectures and must be switched off or put on silent mode.
11. Late comers will be marked absent.
12. Absentees for three consecutive working days without any notice or valid reason shall be considered for expulsion.
13. It is the responsibility of each student to observe orientation details, date sheets and any other course related announcements displayed on our notice board.
14. Students must clear their dues before appearing in mid-term and final examinations, failure to do so will prevent them from appearing in their respective examinations.

15. No makeup assignments, quizzes and presentations are allowed after the assigned dates, unless permission is sought from the concerned teacher.
16. Semester dues are nonrefundable and nontransferable for any reason.
17. Any student misbehaving in class or on campus will be reported to the Director of Academics by the teacher. The concerned authority will take the necessary action deemed appropriate.
18. Roll No. slips for exams shall not be issued to any student if his/her dues are not cleared.
19. The registration/admission fees of the institute shall be paid by all students.
20. Unfair means in quizzes, assignments, exams, and reports will result in punishment with a heavy fine or suspension.
21. Smoking is prohibited in and around all our premises.
22. A daily fine will be charged to students who remain absent or fail to pay their dues on time.
23. Any student found damaging the University property shall pay five times the cost of the damage.
24. No student is allowed to paste, exhibit, prepare or distribute any poster, leaflet, notice, pamphlet or handbill on the University premises, without seeking permission.
25. All students are expected to behave in a manner that does not disturb the academic environment of the classrooms or the institution. Any such actions may result in disciplinary action leading to a reprimand, suspension, heavy fine or cancellation of registration or dismissal from the Institution.
26. Any student aggrieved by any event in the University must lodge a complaint with the Director of academics and not with any outside authority unless the concerned authority permits him/her to do so.
27. Food can be taken inside the cafeterias only.
28. To accommodate modern trends, the University may reserve the right to change course requirements, fees, course classifications, course contents, class schedules, venues, faculty, and the like, whenever it deems appropriate.
29. In case of award of degree/diploma/certificate, students shall abide by the policies framed by competent authorities.

FEE REFUND POLICY

PURPOSE

This policy outlines the refund process for students canceling, withdrawing, or postponing their enrollment at Superior University RAK Campus. The policy ensures a fair and transparent approach to handling tuition fee refunds in accordance with university regulations.

CANCELLATION/WITHDRAWAL:

- **Eligibility for Refund:**

Students who cancel or withdraw from their program of study may be entitled to a refund of the Tuition Fee, provided their request falls under one of the following categories:

- **Personal Emergencies**
- **Health Reasons**
- **Care and Medical Needs of Family Members**
- **Legal/Immigration Matters**
- **Other (considered on an individual case basis)**

- **Refund Due to Admission Disqualification**

If a student is required to withdraw due to non-fulfillment of entry or admission requirements upon the official announcement of examination results, he/she will be eligible for a refund.

POSTPONEMENT OF STUDIES

- **Carry Forward of Tuition Fee**

- If a student seeks postponement of studies within two (2) weeks of the semester commencement, the Tuition Fee can be carried forward and utilized for the following semester.
- Requests submitted after two (2) weeks will only be considered on medical grounds, subject to verification by the university's medical officer or a government hospital doctor. The university reserves the right to verify the authenticity of the medical certificate.

REFUNDABLE FEE & PROCESS

- **Application Process**

- A refund request must be submitted by completing the Refund Application Form and providing proof of payment.
- Refunds will be issued to the student, parents/guardians, or sponsoring body as applicable.

- **Refund Schedule**

The refund amount for the Tuition Fee is determined as per the following schedule:

| Timeline | Percentage of Fee Refund |
|---|--------------------------|
| Up to 10 th day of commencement of classes | 100% refund |
| Up to 15 th day of commencement of classes | 75% refund |
| Up to 20 th day of commencement of classes | 50% refund |
| Up to 30 th day of commencement of classes | 25% refund |
| 31 st day onwards of commencement of classes | No Refund |

Note: The refund timelines include weekends.

NON-REFUNDABLE FEE

- **Admission Fee**

- The fee paid as an admission fee is non-refundable.
- However, if a student has paid an admission fee in one of the constituent/affiliated colleges of the university and is later offered admission in another college for the same program, the admission fee will be transferred to the later college for that student.

- **Registration/Application Fee**

- Any fee paid at the time of initial application is non-refundable under any circumstances.

- **No Refund Policy**

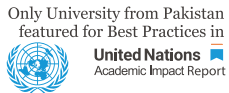
- A student expelled from the university due to disciplinary misconduct shall not be eligible for any refund, except for the refundable Security/Deposit Fee.

IMPLEMENTATION & COMPLIANCE

- This policy will be enforced uniformly across all academic programs at Superior University RAK Campus.
- Any disputes regarding refunds will be reviewed by the Finance & Student Affairs Office, whose decision will be final.
- The university reserves the right to amend this policy as necessary, with prior notification to students.



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RANKED NO. 1 IN
QUALITY OF EDUCATION