

# *Student Terms and Conditions*

*2020 -2021*

AOU

[aou.edu.lb](http://aou.edu.lb)



الجامعة العربية المفتوحة  
Arab Open University

# Table of Contents

1 Introduction	2
2 Application	3
3 Evidence of Qualifications	3
4 Acceptance of Offer	4
5 Changes to an Acceptance Offer	4
6 Changes to the Programme/ Track prior to Registration	4
7 Acceptance of an Offer	5
8 Changes to the Programme after Registration	5
9 Studying on the Programme	5
10 Registration & Tuition Fee Payment and Payment Methods	6
11 Payment of Fees by a Third Party	6
12 Non-Payment of Fees	6
13 Complaints Procedures	7
14 Disciplinary Offences	7
15 Data Protection	7

---

## 1 INTRODUCTION

- 1.1 These terms and conditions represent an agreement between the Arab Open University-Lebanon and you (“the student”) for this Academic Year. By accepting to enroll at the university, or by continuing your registration, you accept these Terms and Conditions in full. If you have any questions or concerns about these Terms and Conditions, you should contact us using the Contact Us link on our website before accepting the Offer.
- 1.2 The terms and conditions apply to registration for undergraduate and postgraduate programmes studied with The Arab Open University.
- 1.3 In addition to these Terms and Conditions, there are other regulations, policies and procedures which apply to your registration (or continuing registration) at the University and your Programme. Details of the regulations, policies and procedures applicable at the time of accepting these Terms and Conditions can be found on the website <http://web.aou.edu.lb/about/Pages/regulations.aspx>. It is your responsibility to read these documents carefully. Together, these documents set out the details of your rights and obligations as a student of The Arab Open University-Lebanon.

# BEFORE YOU REGISTER

## 2 APPLICATION

- 2.1 The university will only assess your application once you have paid the Application Fee relevant to your Programme.
- 2.2 It is your responsibility to ensure that all of the information, which you provide, is true, accurate, and complete, and that you have not omitted any key information.
- 2.3 Any incorrect information may result in a rejection of your application at the University discretion.
- 2.4 If you are completing the online application form, you must ensure that the information you enter within the Applicant Portal is in English and uses English characters only.
- 2.5 By entering information into the Applicant Portal, you give the administering body of your application permission to access that information prior to the submission of your application for the purpose of progressing your application. We use the information that we hold in our records to process your registration, to keep in touch with you, to support you in your studies and to provide services and facilities, so it is important that it is correct. It is your responsibility to keep your personal information up to date and to notify us of any changes or errors.

## 3 EVIDENCE OF QUALIFICATIONS

- 3.1 By submitting your application, you acknowledge that you must provide the University with the supporting documentation of your application outlined in the admission requirement section of the website. Failure to do so may result in a rejection of your application.
- 3.2 The University audits the authenticity of the documentation provided. The registrar's office will normally request evidence of your qualifications directly from the awarding body. If we do not receive evidence to our satisfaction, this may prevent us from making you an acceptance offer.

---

## 4 ACCEPTANCE OFFER

If you meet the academic requirements and any other applicable requirements for admission upon making your application, the Arab Open University-Lebanon will make you an offer and accordingly you will receive an acceptance letter and a welcoming letter from your academic advisor.

---

## 5 CHANGES TO AN ACCEPTANCE OFFER

The Arab Open University-Lebanon may make changes to the acceptance offer at any time before you accept it. We will inform you as soon as possible and issue an updated acceptance offer.

---

## 6 CHANGES TO THE PROGRAMME/TRACK PRIOR TO REGISTRATION

**Cancellation of Programme/Track:** The University will use all reasonable efforts to deliver all Programmes/tracks described in the student guide. However, if there are insufficient student numbers either to make a Programme/ track viable or to deliver a quality student experience, we may cancel the Programme/track. If you have received an acceptance offer for any Programme/ track described in the guide, but we discontinue the Programme/track **prior to your registration** with the Arab Open University-Lebanon, we will notify you as soon as possible and, where possible, we will recommend an alternative programme/ Track for which you are qualified. If we are unable to provide a suitable alternative programme/ track, or if you are unhappy with the recommended alternative programme/track, you may withdraw your application. Where you withdraw your application in these circumstances, any Application Fee paid made by you will be refunded.

# REGISTERING AS A STUDENT

---

## 7 ACCEPTANCE OF AN OFFER

If you have met all the academic and/or other requirements for admission and have received an acceptance letter, you can proceed to register by the Registration Deadline.

---

## 8 CHANGES TO THE PROGRAMME AFTER REGISTRATION

8.1 Once you have registered as a student of the Arab Open University, the university will use its reasonable efforts to deliver your Programme as per the terms of the Contract.

8.1.1 In circumstances where there is no material disadvantage to you, the university reserves the right to make minor variations to the contents or methods of delivery of Programmes from those described in the student guide. These will be made to improve the quality of the educational services, to meet the latest requirements of the ministry of higher education or the accrediting body, or in response to student feedback. How we notify you will depend on the nature of the changes but, in any event, such changes will be announced in the Programme information on our website.

8.2 Discontinuing a Programme

If for any reason the university decides to discontinue your Programme for matters beyond control, the university will inform you as soon as is reasonably possible. In such circumstances the university will endeavor to offer the Programme until the last student on the programme has completed their studies.

---

## 9 STUDYING ON THE PROGRAMME

9.1 The university shall deliver your Programme in accordance with the description in the Programme Specification available on the website for the Academic Year; and clearly set out the academic requirements for the Programme to you.

9.2 You shall:

9.2.2 use all efforts to fulfil the academic requirements of your Programme, including ensuring that all work you submit is entirely your own; and

9.2.3 ensure that you have appropriate access to a computer, internet connection, and any related requirements in line with the technical specifications of your Programme

---

## **10 REGISTRATION & TUITION FEE PAYMENT AND PAYMENT METHODS**

10.1 You agree to pay all registration and tuition fees required for your Programme. These consist of Programme Fees and any additional charges associated with your study. Information in relation to Programme Fees and how to pay can be found on the website.

10.2 As part of your obligation to pay any applicable Programme Fees, you are required to pay a Registration Fee every semester.

10.3 Until the Registration Fee is paid in full:

10.3.1 you cannot re-register and enroll in any course;

10.3.2 the university will not release the relevant Programme materials to you

10.3.3 you will not be able to enter any assessments for the semester;

---

## **11 PAYMENT OF FEES BY A THIRD PARTY**

If a third party is paying all or part of your fees on your behalf, you will remain liable for the payment of those fees in all respects, including (without limitation) the consequences of non-payment, late payment or failed payment by the third party.

---

## **12 NON-PAYMENT OF FEES**

12.1 Until all outstanding Programme Fees are paid, the university reserves the right at any time during the Academic Year to suspend or withhold all education-related services and facilities (including assessment entry, online Learning services, and provision of student support).

12.2 Before exercising our rights, the university will give you reasonable notice of its intentions.

- 12.3 If you are in debt to the university for Programme Fees, you may not be allowed to sit your examinations and we reserve the right not to allow you to register for the next semester.
- 12.4 If you are in the final year of your Programme, the university will not release your certificate, or a letter of confirmation of award, until all outstanding Programme Fees are paid. In order to attend the Graduation ceremony your Programme Fees must be paid in full.
- 

## 13 COMPLAINTS PROCEDURES

The Arab Open University has a Student Complaints and Appeals Procedure outlined on the website. Should you have any complaint or appeal, submit the online form available on the student services portal.

---

## 14 DISCIPLINARY OFFENCES

The Arab Open University has a "[Students' Conduct and Disciplinary Procedures Bylaw](#)" When you register to study with The Arab Open University you agree to be bound by this bylaw.

---

## 15 DATA PROTECTION

- 15.1 Your application data will form part of your student record. By enrolling at the Arab open University, you are agreeing to us holding and processing your personal data including some special category personal data. The university will process your personal data in accordance with the Data Protection Policy
- 15.2 You agree that our Data Protection Policy which can be found on our [website](#) applies to your application and throughout your registration at the university
- 

**Note:** It is important to read and understand the Terms and Conditions before proceeding.

I have read the above Terms and Conditions. I accept the above Terms and Conditions and agree to be bound by them