STUDENT GUIDE

2026 - 2027

Shaping the Shapers of the Future

AOU
الجامعة العربية المفتوحة
Arab Open University
Lebanon

aou.edu.lb

Student Guide | 2026-2027

Table of Contents

01 Message from the director 05

02 Introduction 06

03 Arab Open University in Brief 07

3.1 Vision
3.2 Mission
3.3 Goals
3.4 Partnership with OU-UK
3.5 Student Support Services
3.6 Services for students with disabilities/special requirements
3.7 Integrated learning system
3.8 Quality Assurance

04 Admission and Registration 11

4.1 Applications for admission
4.2 Admission Criteria
4.3 Placement test
4.4 Academic year
4.5 Study duration
4.6 Academic Load and registration
4.7 Course equivalency
4.8 Drop and Add
4.9 Attendance and tutorials
4.10 Postponement of Study
4.11 Drop-out of study
4.12 Transfer

Table of Contents

05 Evaluation and Assestment 18

5.1 Assessment in courses
5.2 Absenteeism on exams
5.3 Grades and its corresponding points
5.4 Academic Warning and dismissal
5.5 Conditions for re-studying a course
5.6 Student Conduct, Bylaws and Disciplinary Procedures
- 5.6.1 Violations
- 5.6.2 Penalties
- 5.6.3 Cheating and Plagiarism in TMAs Penalties
- 5.6.4 Student grievances; appeals and complaints procedure

5.7 Graduation
5.8 Exit Awards (OU awards only)

06 Academic Programmes 28

6.1 Academic degrees offered
6.2 Faculty of Business studies
- 6.2.1 Bachelor Degree
- 6.2.2 Master Degree

6.3 Faculty of Computer studies
- 6.3.1 Bachelor Degree
- 6.3.2 Master Degree

6.4 Faculty of Language Studies
- 6.4.1 Bachelor Degree
- 6.4.2 Master Degree

6.5 Faculty of Education Studies
6.6 Graphic and Multimedia design technology

Table of Contents

07 Financial Affairs ---------- 64

7.1 Study fees

7.2 Student funds

08 University Resources ---------- 65

8.1 Learning resources center

8.2 Computer labs

8.3 Physical facilities (gym, infirmary, cafeteria, etc...)

8.4 Student support facilities

09 Student Life ---------- 67

9.1 Clubs

9.2 Sport activities

10 Student Representation ---------- 68

11 Contact Details ---------- 71

12 Appendix ---------- 72

Appendix A1: The Bachelor's Degree Award Requirements Bylaws at AOU

Appendix A2: The Bachelor's Degree Award Examination and Assessment Bylaws at AOU

Appendix A3: The Summer Semester Bylaws at AOU

Appendix A4: The Student Transfer Bylaws at AOU

Appendix A5: The Course Equivalency Bylaws at AOU

Appendix A6: The Student Conduct and Disciplinary Procedures Bylaws at AOU

Appendix A7: AOU Scheme of Plagiarism Penalties

Appendix A8: AOU Extenuating Circumstances Policy

Appendix A9: AOU TMA Late Submission Policy

Appendix A10: AOU Students' Appeals and Complaints Process and Procedures

Appendix A11: AOU Equal Opportunity and Respect for Diversity Policy

Appendix A12: AOU Safeguarding Policy

01
Message from the Director

As we prepare for a new academic year ahead (2026-2027), we take a minute to acknowledge the dedication and commitment of our faculty and staff and, to welcome our new and continuing students.

The Arab Open University is a relatively young, vigorous and progressive institution of higher education established for the purpose of providing students with access to quality British programmes of international standards with British and Lebanese degrees.

The AOU programmes and teaching model aim to prepare students to take on the growing challenges in today's continuously changing workplace. We are dedicated to the personal development and empowerment of our community including faculty, staff and our students. Accordingly, following the UK Open University, our teaching approach is designed to provide hands on practical experiences and to engage students to develop their analytical and critical thinking capabilities.

We believe that the pursuit and creation of knowledge are paramount to the responsibilities of higher education institutions. Therefore, the Arab Open University is dedicated to create a learning environment where faculty and students can come together to work on research projects which can change people's life in the fields of information technology, forensics and security, marketing, human resources management, entrepreneurship, microfinance, innovation, graphic design, special education and early childhood education.

By joining the AOU as a new student, you become a member of this exclusive academic community of faculty, staff and students that will provide you with guidance and support to successfully reach your goals. During your journey, we will stimulate your growth and development to fulfill your aspirations. The AOU model of teaching and learning fosters innovative ways of thinking and provides students with theoretical and technical knowledge in addition to hard and soft skills necessary for career readiness and professional advancement. You will be empowered to take part in research projects and to explore internships and work opportunities in various fields related to your study.

Consistent with our mission, we promote among our students the values of integrity, work ethics and respect for diversity and we are committed to serve our local community through various outreach and civic engagement activities.
Hope the AOU Lebanon Student Guide will provide you with the full resources needed to know more about our institution and our programme offerings.

Dr. Yara Abdallah
Director, Arab Open University, Lebanon

02
Introduction

The idea of establishing a non-profit Open University in the Arab world was initiated by HRH **Prince Talal Bin Abdulaziz,** President of the Arab Gulf Development Programme (AGFUND). In 1996, HRH Prince Talal officially announced the concept of establishing the Arab Open University as a non-conventional academic institution and as a foundation which contributes to steering development in scientific, social and cultural spheres. Five Arab countries offered to host AOU's headquarters (HQ).

In December 2000, a decision was made for HQ and a branch to be located in Kuwait. This initiative developed to a full pledged Arab Open University in 2002 in a strategic partnership with the Open University in the United Kingdom. At that time, five branches were established in Bahrain, Egypt, Jordan, Lebanon and Saudi Arabia in 2002. The seventh branch was established in September 2007 in the Sultanate of Oman. As for the eighth branch, it was established in the Republic of Sudan in September 2013. The ninth branch was established in Palestine in 2017. Lastly, and most recently, the tenth branch was established in Morocco in 2026. AOU intends to establish more branches, mainly in Yemen and in collaboration with the local authorities. In addition to Syria and Mauritania when the time is right.

The Arab Open University-Lebanon was established under the decree 3257 dated June 22, 2000 issued by the Lebanese Ministry of Education and Higher Education. The decree states that AOU is a licensed university and not an institute. All the degrees that the university offers are recognized and certified by the Lebanese Ministry of Education and Higher Education.

03
Arab Open University in brief

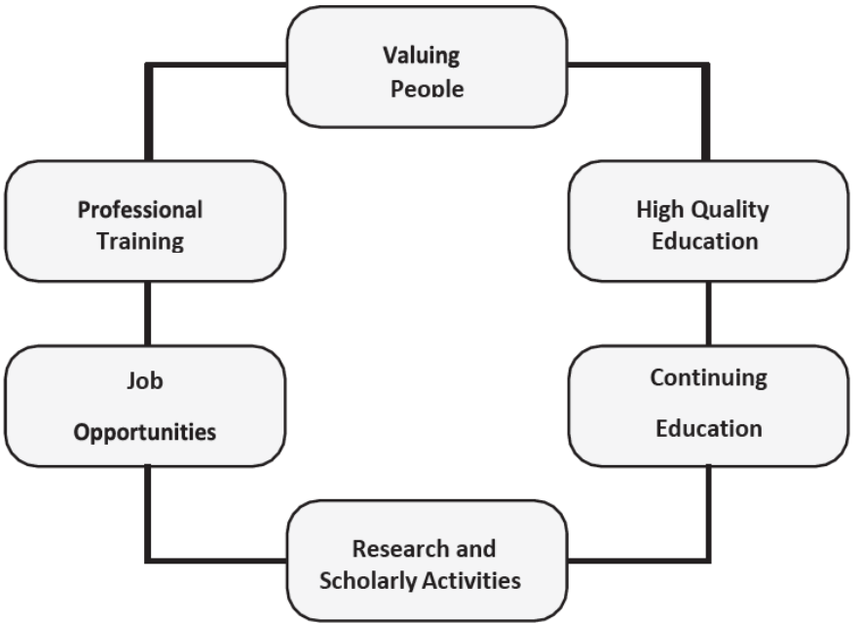
3.1 University Vision

A pioneering Arab Open University dedicated to building the science and knowledge society.

3.2 University Mission

Developing and disseminating knowledge, and building expertise according to international quality standards without temporal or spatial barriers, in order to contribute in preparing the manpower needed for sustainable development, and building the science and knowledge society in Arab countries.

3.3 University Goals



3.3 University Goals

Motivated by the vision, and in order to achieve the mission, the University adopted the following:

- Developing a Center of Excellence for open education and distance learning.
- Providing opportunities of quality higher education to large and diverse student population.
- Providing special opportunities in higher education to disadvantaged groups of potential students, such as women and those residing in remote areas.
- Providing a forum for continuing education across the region, for the benefit of both individuals and local communities.
- Providing opportunities for professional training in accordance with the latest market demands.
- As a contributing partner, participating in promoting research and scholarly activities in areas of special concern to the Arab society.
- Promoting humanitarian values and ethics.

3.4 Partnership with OU, UK

AOU sought institutional accreditation and validation from the Open University Validation Partnerships (OUVP) to demonstrate a commitment to high quality by accepting UK academic, operational and service norms to students. AOU received institutional accreditation and validation

from OUVP in the years 2003, 2007, 2017 and 2022, each valid for a period of 5 years.
AOU is approved by OU, UK to offer higher education programmes leading to OU, UK validated awards. These validated awards have a parity of esteem similar to awards offered throughout UK higher education institutions. Additionally, a validated award is exactly the same as an OU direct award in terms of employment or postgraduate application.

Under this partnership, OU, UK provides the following to AOU:
- Validated programmes and courses.
- Learning materials (textbooks, audiovisuals, etc.)
- Programme monitoring and external examining.
- Dual awards (BA/BSc/MBA/MSc/MA + internationally recognized UK qualification).
- Exit awards (Diplomas and certificates).

3.5 Student support services

AOU's basic value perceives students as the actual wealth of Arab societies, and therefore, caring for them and investing in them is among its priorities. This basic value is further strengthened by its Equal Opportunities and Respect for Diversity policy wherein AOU makes provision to facilitate the teaching and learning of all individuals irrespective of gender, age, religion, nationality, ethnicity or disabilities and special requirements.

3.6 Services for students with disabilities/special requirements

Objective:

- To serve all students equitably by facilitating in areas a student might be challenged either physically, mentally, emotionally or having any particular type of learning disability.
- To ensure that no student is disadvantaged and feels deprived of any opportunity that may impede their learning.
- To provide the best possible professional services to students with disabilities/special requirements in a non-judgmental environment.

While AOU will provide students with disabilities, all possible assistance on campus, the journey to learning is mutual and therefore the student is expected to:

- Declare disability that requires special attention. It is essential that the student is forthcoming in reporting to the University the exact nature of the challenge the student faces in learning. The AOU disability declaration form must be completed in this regard.
- Be aware of the exact nature of their disability and present it to the Student affairs office at the time of admission or as and when it has been identified. In case, where the student is unable to present the same, the guardian (preferably a family member) may do the same on behalf of the student and duly sign on the declaration form.
- Take equal responsibility for his/her progress, success and failure in academics. The student must communicate regularly with the tutors and academic advisors in case of facing any difficulty in learning.

Student Entitlements:

Students across AOU branches are covered by the Arab Open University Equal Opportunity and Respect for Diversity, and the disability regulations towards inclusive education:

- Equal access to all courses, programmes, services and facilities offered to students at AOU.
- Equal opportunity to participate in student events.
- Access to information in the appropriate format that meet their 'special requirements' and that include announcements, text material, assessments, results etc.
- Access to appeals and complaints systems resulting from any dissatisfaction with grades or other teaching and learning provisions.
- Entitlement to complain if the student has been violated due to disability of any right or privilege otherwise available to other students.

3.7 Integrated Learning System

Open learning refers generally to activities that enhance and broaden learning opportunities beyond formal education systems. These include but are not limited to distance learning, E-Learning and blended learning which is the approach that AOU adopts.
The Open Learning system is a flexible system that offers a number of advantages to both learners and to providers of opportunities for learning.

Blended learning at AOU is a fit for purpose approach wherein student-learning needs are met through a combination of:

- **Tutorials:** Unlike the conventional learning system wherein students are taught, at AOU tutorials are used to facilitate and assist student learning thus encouraging independent learning skills. Tutorials are led by a tutor who is in charge of the delivery of the course. Tutors are entrusted with the responsibility of encouraging students to understand the University's blended learning systems of education and to develop self-learning skills.
- **Office Hours:** Office hours provide students with the opportunity to communicate with tutors before or after the tutorial. Students use office hours to seek help related to their course matters.
- **Self-Study Packages:** The study material provided at AOU enables students' self-studying to a large extent.
- **Electronic Learning Resources and Systems:** The electronic learning resources such as the Learning Management System (LMS) and e-library form a part of the teaching and learning process at AOU.

3.8 Quality Assurance

To ensure a high quality learning experience for students, the University monitors and evaluates its procedures, practices and student services on a systematic and regular basis.

A) Designing Learning Materials

Designing courses learning materials is the direct responsibility of the Deans of the respective faculties. For newly designed courses, academic teams from inside and outside the University are usually tasked with producing the required materials. Production of learning materials is conducted with certain specifications and implementation methodologies. Assessment is done externally by other universities to ensure that materials are of a high academic standard, comparable to materials used and taught in international institutions.

All programmes are taught in English; Business Studies, IT and Computing Studies, and English Language Studies. Courses under these programmes are produced according to OU, UK's very high standards.

Faculty of Education programmes (taught in Arabic) have also been developed to meet local accreditation requirements.

The University also offers an in-house local programme, Graphics and Multimedia Design Technology.

B) Tutors Management and Monitoring

Since tutors are the interface between the University and its student body, care is taken to ensure that they deliver a high quality experience to students. Upon appointment, tutors are trained in generic teaching skills and in the specifics of the courses they will be tutoring. Each tutor is assigned 25-30 students. A full-time course coordinator in the branch monitors face-to-face sessions. Grading and the quality of feedback given to students on Tutor-Marked Assignments (TMAs) are also monitored. Additionally, students have the chance to evaluate their tutor's performance on a by-semester basis via an especially designed questionnaire. If inadequate performance is detected, the branch Director/ will take appropriate actions.

C) Assessment

The relevant faculty's academic staff sets all assessment material. However, before an assignment or exam is approved for use, external assessors must approve the questions and model answers. In the case of OU, UK validated programmes, the assessors are external examiners.

The University adopts a rigorous policy for student achievement assessment in courses and programmes. The policy aims to create a robust and fair system of evaluation. Each system component intends to serve a learning need within the overall learning process.

The components are as following:

C.1) Tutor-Marked Assignments (TMAs) — Part of Continuous Assessment

Each course requires students to complete a number of TMAs that are spread over its duration. They are marked by the student's course tutor, and they contribute to the total grade of the course. The number of TMAs is dependent on the level and the number of credits of the course. At higher levels of study, some TMAs are set as thematic projects that require students to assemble rational arguments derived from many credible information sources.

TMAs are submitted on the specified dates in the course calendar via the LMS. For each TMA not submitted on its due date, the student shall receive a 0 mark unless he/she presents a valid excuse to the bodies assigned by the University. If the excuse is accepted, the student may be given a grace period of 7 calendar days, i.e. this period includes the immediate weekend following the TMA submission deadline.

C.2) Midterm Assessments (MTAs) — Part of Continuous Assessment

Another important mean of monitoring student progress during a course. MTAs are unified across all branches. The General Course Coordinator (GCC) prepares MTAs and the Dean submits them to the external examiners for final approval.
According to University rules and regulations, a student's grade in Continuous Assessment

(TMAs and MTAs) in each course should be entered in the Student Information System (SIS) without delay, so that the student's grade record is completed at most 1 week before the beginning of final exams.

C.3) Final Exams

These exams are designed under the direct supervision of the Dean of the faculty, and are approved by the external examiners. Final exams also take place simultaneously in all AOU branches.

C.4) Assessment and Examination Policy

The University adopts various methods to assess the student progression rate toward achieving the programme's objectives. The assessment strategy may vary from one course to another, but it usually includes the following:

- 50 marks are allocated for Continuous Assessment, distributed up to 20 for TMAs and up to 30 for MTAs. The other 50 marks are allocated for the final exam, which is held at the end of the semester.
- To pass a course, a student must achieve a 50/100 marks in the course result, i.e. a minimum of 15 marks in continuous assessment and 35 marks in the final exam.
- For programmes validated by OU, UK, the degree award classification is calculated based on the student's average grade in his/her best 32 credit hours of courses in Level 5 and the best 32 credit hours of courses in Level 6, in a 1:2 ratio in accordance with the new framework for higher education qualifications in the UK.
- All students must present identification in order to enter the examination room and attend the final exam.
- Final exam scripts are marked under the supervision of the branch Director in coordination with the concerned Dean. Additionally, students' final exam scripts must be anonymous during the marking process.
- A student unable to attend the final exam due to an acceptable medical report or a force majeure excuse will be given an Incomplete (I) grade and he/she shall be allowed to sit for a make-up final exam in the nearest semester when that course is offered, otherwise he/she shall receive a Fail (F) grade.

04
Admission and Registration

4.1 Applications for Admission

- Prospective students can submit their applications electronically through the university website.
- Online applicants will receive an automatic reply confirming receipt of the application.
- Prospective students may need to submit their applications to the Admission and Registration Office in person if an online admission service is not available or accessible.
- Prospective students with disabilities may require assistance from admission staff to complete their applications.

4.2 Admission Criteria

A. General Admission Criteria for the Undergraduate programmes

To be admitted to any bachelor programme the applicant should have a **general secondary school certificate** or **Technical Baccalaureate Certificate** (BT3), on condition that such students enroll in the field of specialization relevant to the technical track as determined by the Lebanese Ministry of Higher Education

B. General Admission Criteria for the Postgraduate programmes:

For the MBA programme

- A bachelor's degree from an accredited institution or an equivalent degree as evaluated by the Ministry of Higher Education.
- Applicants should have relevant professional experience.
- A minimum GPA on of 2.5 in the undergraduate degree.

- MBA applicants are required to sit for an English placement test. The test results do not affect the admission decision but help place the candidate at the appropriate language level.

- MBA applicants are required to sit for a Graduate Entrance Exam (GEE). The results, along with the applicant's submitted documents, will be evaluated by the MBA admission committee and will serve as the basis for admission.

N.B

1. Applicants with evidence of a minimum score of 7.0 on the IELTS, 600 on the paper-based TOEFL, 250 on the TOEFL CBT, or 100 on the internet-based TOEFL will be exempted from the English placement test. (For the test scores to be valid, they should have been obtained within the past 2 years.)
2. Applicants with evidence of a minimum score of 500 on the GMAT or its equivalent will be exempted from the GEE.
3. MBA applicants from a non-business background are required to complete 16 credit hours of remedial courses (REM1 and REM2).

For the MSc Programme

- Applicants should have a BSc in Information Technology related subjects with a minimum GPA of 2.5, from AOU or any other recognized university. Applicants having a BSc degree from other subjects (mathematics, physics or business computing) should complete additional 12 credit-courses from the BSc information technology and computing (ITC) programme before starting the MSc programme. This would be essential to confirm that the applicant has the necessary underpinning knowledge and understanding to undertake the MSc.

- MSc applicants are required to sit for an English placement test. The test results do not affect the admission decision but help place the candidate at the appropriate language level. Applicants with an evidence of a minimum score of 7.0 for IELTS, or 600 on the paper based TOEFL, 250 for the TOEFL CBT or 100 for the internet based TOEFL will be exempted from the English placement test (for the test scores to be valid they should have been obtained within the past 2 years.

For the MA in TEFL Programme

• Applicants should have a BA degree in English Language and Literature, or a related specialization from the Arab Open University or another recognized university with a graduation rating of GOOD or higher as evaluated by the Ministry of Higher Education.

• Achieve Band 6.5 or higher in the Academic Version of the 'International English Language Testing System' (IELTS) test, OR Achieve a score of 550 or more in the 'Test of English as a Foreign Language' (TOEFL) (Paper-Based Test) or the equivalent score in the Computer-Based Test.

4.3 Placement Test

A. Undergraduate programmes

• All students applying to the undergraduate programmes are required to sit for an English placement test. The test results do not affect admission decision, but help place the student at the appropriate language and computer level. Depending on the test results, students who do not meet the language required level will be given remedial courses or students who achieve high results will be exempted from taking the language courses.

English Oxford Placement Test for All Students	
Score	**English Level Course**
0 - 29	EL 99
30 – 60	EL 111
61 – 79	EL 112
80-120	Exempted from taking any English language level course

Additional Exemptions from the English Language Level Courses

If you have previously taken TOFEL or IELTS, you shall be exempted from taking the placement test and exempted from some English language courses, according to your score, provided that the tests result is not older than two years:

		TOFEL		
	IELTS	Paper Based	Computer Based (CBT)	Internet Based (IBT)
EL099	4.5	477	153	53
EL111	5.5	513	183	65
EL112	6.5	550	213	79

• Students applying to the **Faculty of Education** or are holders of the equivalence of the Lebanese Baccalaurate are required to sit also for an **Arabic** Placement Test.

Arabic Placement Test for Education Students and Holders of the Equivalence of the Lebanese Baccalaureate	
Score	**Arabic Level Course**
0 - 74	AR 113
above 75	Exempted from taking the Arabic language course

• Students applying to join the **Faculty of Computer Studies** are required to sit for a **math test.**

B. Postgraduate Programmes

- MBA & MSC applicants are required to sit for an **English placement test.** The test results do not affect the admission decision but help place the candidate at the appropriate language level.

- MBA applicants are required to sit for a Graduate Entrance Exam (GEE). The results, along with the applicant's submitted documents, will be evaluated by the MBA admission committee and will serve as the basis for admission.
Applicants with evidence of a minimum score of 500 on the GMAT or its equivalent will be exempted from the GEE.
Applicants with an evidence of a minimum score of 7.0 for IELTS, or 600 on the paper based TOEFL, 250 for the TOEFL CBT or 100 for the internet based TOEFL will be exempted from the English placement test (for the test scores to be valid they should have been obtained within the past 2 years.

4.4 Academic Year

Each academic year consists of two semesters. Each semester consists of sixteen weeks, including the final exam period.

The University offers an optional summer semester for interested students. The duration of study in the summer semester is eight weeks, including the final exam period.

4.5 Study Duration

A. Bachelor's Degree

The minimum number of semesters for a Bachelor degree is six regular semesters.

The maximum number of semesters for a Bachelor degree is twenty-four semesters excluding summers (twelve academic years).

B. Master's Degree

The minimum number of semesters for a Master degree is four regular semesters (two academic years).

The maximum number of semesters for a Master degree is eight regular semesters (four years).

4.6 Academic Load and Registration

• Students should register courses from their study plan and as indicated by the academic advisors.

• Students are not allowed to register in any course unless they passed its prerequisite, or scored in both the continuous assessment and the final exam at least **"30 out of 100"** of the total score.

• If a student is a prospect graduate, he/she may register the course & its prerequisite simultaneously

• A Student may register any course offered by the university, even it is outside the study plan. This course is not counted among the achieved credit hours for graduation and not included within the semester and cumulative GPA.

• Students with a cumulative average under 2.00 on a scale of 4.00 shall not be permitted to register more than 16 credit hours in a semester.

4.7 Course Equivalency

The student may apply for equivalency requests during the first weeks of the semester. The current University policy allows a student who has been admitted into an academic programme to apply for credit transfer against Level 3 courses (Level 1 previously). The current University policy does not allow level 5 or level 6 OU-UK courses to be equalized. Courses that have contents corresponding to those offered by AOU may be equated for AOU's local programmes only, if their total value does not exceed 64 credit hours. Admitted students may thereafter submit the required documents in order to gain the credit transfer for courses successfully completed at other recognized higher education institutions.

Each application must include a detailed description of each successfully-completed course alongside an official transcript showing the number of credit hours and marks earned with the detailed course description. The course should be at least equivalent in its academic content and number of credit hours to the course offered by the University. Applications for credit transfer are carefully scrutinized in accordance with the approved University criteria (refer to BA/BSc degree requirement bylaws posted on the website).

When the course is transferred, the "T" grade appears as a letter grade for the equivalent course at the beginning of the transcript.

No points are counted for the equivalent courses and therefore do not count within the semester or cumulative GPA, but the number of credits is counted within the number of completed credits for the programme.

4.8 Drop and Add

The student may drop and add some courses that are included in the study plan within the drop and add period announced in the university calendar. The symbol (W) shall be entered in the student academic record upon withdrawal from a course after the drop and add period up to one week prior to the final examination date according to the academic calendar.

4.9 Attendance and tutorials

Lectures' attendance is **mandatory** at least once a week (or twice for some courses) for each registered course. Tutorials are offered from **8:00am to 9:00pm** and can be scheduled into 1 or 2 days per week to accommodate working students.

Office hours, on a one-on-one basis, are **optional** where students individually meet with their

course tutors. These hours aim to help students cope with the topics that they face difficulties with and provide help to students in any other academic issue. Office hours are available till late evening hours, enabling working students to meet with their tutors according to their work schedule.

4.10 Postponement of Study

• Continuing students may apply for postponement of study within a period not exceeding **two weeks from the beginning of the semester.**

• The period of postponement must not **exceed six semesters for the Bachelor's degree and 2 semesters for the Master's degree,** whether continuous or interrupted.

• Postponing of study is not counted from the maximum allowed study duration to complete the graduation requirements.

4.11 Drop-out of study

• A student is considered dropout of the semester if he didn't register any course during the semester. However, if he/she subsequently submits a valid excuse before the end of the semester, the suspension period will be considered a postponement instead.

• The dropout semester is counted as part of the maximum study duration allowed unless the student provides a convincing excuse.

• A student's enrollment shall be cancelled if he/she fails to register in any course during the first semester following their enrollment at the University and/or not registering in any course for 3 consecutive or interrupted semesters without a valid excuse.

4.12 Transfer

Between Tracks:

Students can change tracks within the same programme. The following rules will be applied:

• Courses in the study plan of the old track and which are common with courses in the study plan of the new track will be transferred (passing and failing) and counted into GPA calculation;

• Courses in the old track study plan which are NOT common with courses in the study plan of the new track will appear in transcript but will not be counted within the cumulative GPA (out of plan).

• Compulsory courses in one track can be considered as elective courses in another track of the same programme.

Between programmes:

When submitting a request for transfer:

Before Approval:

• Availability of vacant places within the programme according to the students' numbers that have been accepted or can be accommodated.

• Availability of other academic qualifications required for the programme at the time of application.

• The student shall pass any exams required by the programme subject of the transfer.

After Approval:

The courses are to be counted as follow:

• All studied courses common between the previous and the current track study

plans (passing and failing).

• Other courses - not common between the two study plans –will appear in his transcript but not counted within the cumulative GPA (out of plan).

• Upon formal transfer approval by the respective authority and course transfers will be dealt with according to section “b” of article 7 of this bylaw.

Between Branches:

Before the approval:

The concerned committee looks into the following:

• The student must be registered in the original branch, not interrupted and not subject to a penalty requiring dismissal from the university at the time of submitting the transfer request.

• The student will be charged a “transfer between branches” fee. This fee is to be refunded to the student if the transfer request is rejected.

• The transfer must be within the same track/programme in which the student is enrolled. Otherwise, the student shall be directed to submit a transfer request to the other academic track/programme in accordance with the admission requirements of the track/programme in the original branch, and then the transfer request to be considered.

• It is the student’s responsibility to get residency in the other country, necessary visas, etc.

• The student should settle any financial claims with the university in the original branch.

• The student’s academic file is to be sent from the original branch to the new branch when the student joins the new branch to make the appropriate arrangements to continue his study.

• The student shall be notified of any other approved admission requirements for the transferred branch to meet these conditions before or after enrolment, as appropriate.

• Tuition fees prescribed in the new branch will be applied to the student after transfer.

After the approval:

The courses are to be counted as follow:

• All courses passed successfully by the student in his original branch and found in the new branch (transferring to) study plan are to be counted.

• Exempted courses, based on the result of the placement test (CR), are to be transferred to the student’s transcript in his new branch.

• The local requirements of equivalency are to be considered and applied in the new branch for every course’s equivalency which occurred in the original branch. The student’s grades will be transferred according to the procedures set in article (7-A) of this bylaw.

05
Evaluation and Assessments

5.1 Assessment in courses

At AOU assessments are formative and summative and are conducted through the continuous course assessment and course final exam assessment. For every course, there are two types of assessments

5.1.1 Continuous assessment consisting of an MTA & TMA

The Midterm assessment (MTA) is a standardized and centralized test. The MTA is prepared by the General Course Coordinator (GCC) and submitted by the Dean to the external examiner for final approval. The MTA is a test formatted and designed to test the knowledge of students similar to that of the final exam.

The TMA or tutor marked assignments are an important learning and assessment tool in the Open Learning System and are take home assignments. TMAs test and help build students skills in academic writing, critical thinking, and problem solving, analyzing, and researching. TMAs vary in format depending on the nature of the course. TMAs like MTAs are centralized and standardized and are designed at the Deanship level with due approval of the External examiner. TMAs also have an explicit and clear marking guideline that is used to assess students fairly and objectively.

The assignments have a prescheduled date and time, which is announced to students through the formal means of communication used at AOU. TMAs are submitted on the specified dates in the course calendar via the LMS. Any TMA not submitted by the cutoff date will result in a zero mark, unless the student provides evidence of a medical report or occurrence of circumstances beyond his/her control within 3 days of the cutoff date. The reason for non-submission has to be reported to the relevant course coordinator based on a recommendation by the student's course tutor. If the case is approved, the TMA may be submitted within 7 days from the cut-off date.

Assignment Marking, Grading and feedback: Fairness and transparency in marking is essential. Each Course/module Tutor is required to provide detailed written feedback for each assignment showing where marks were awarded and lost. The main purpose of such feedback is to enable the student to make effective use the assignment process in their learning and in preparation for their final exam. The Course Coordinator monitors and reviews the assignment grades and feedback for quality control purposes. Assignments and examination papers are made available to external examiners and to relevant examination committees to review where or as requested, and to ensure the transparency of the assessment process. Results and feedback from assessed work are posted as soon as is practicable on the LMS which student can access by using their student identity numbers.

5.1.2 Final Exam (unified across AOU branches)

These exams are designed under the direct supervision of the Dean of the faculty, and are approved by the external examiners.

2

5.2 Absenteeism on exams (Extenuating circumstances)

The table below applies for all academic levels

Exam Type	When to apply for an excuse	Procedures on "Approval "	Procedures when "NO excuse" is submitted or "Refusal"
MTA	Within one week of the examination day	Take the Makeup of MTA during the same semester	A "Zero" mark is assigned
Final	Within one week of the examination day	An "F" grade is initially assigned. In case the reason for absence was accepted, the letter "F" shall be replaced with an "I" in the student's academic record and he/she shall be permitted to re-sit for the examination on its first subsequent session	A "Zero" mark is assigned and the course is "failed"

During an MTA or a Final exam, it is possible for a student to be faced with unpredictable circumstances (medical, personal or family matters/issues) that are beyond his/her control. At the Arab Open University (AOU), such circumstances are referred to as extenuating (mitigating). When students miss Midterm Assignments (MTA) or a Final Exams, they will still have the chance to sit for a Makeup MTA or a Makeup Final Exam in case the absence' reason was one but not limited to the following:

- Serious accident.
- Severe illness.
- Sudden onset of a mental health problem.
- A physical attack (due to a natural disaster or political turmoil).
- Severe illness or death of an immediate kin (parent, spouse or child).

Important Notes:

To request a Makeup exam, a student should submit a "Makeup Excuse Form" with its corresponding supporting documents through "Student Service" portal within 7 calendar days of an MTA or a Final exam date, as stipulated in the Bachelor's Degree Award Requirements Bylaws at the Arab Open University

The Branch Examination Committee (BEC) will review all the received Makeup requests. In case the excuse was found valid, a letter (I) – Incomplete shall be entered in the student's academic record, provided that he has not failed in the Continuous Assessment. Makeup MTAs will be held in the same semester; Makeup Final Exams will be held with regular final exams of the following semester (the summer semester is optional). If the BEC rejects the case, the student is awarded a zero mark in the exam. Students will receive emails about the results of their requests between 5 to 10 working days. **If a student fails to show up to his makeup final exam, the letter (I) shall be replaced with the letter "F" in his/her academic record. Such students will not be allowed to delay further their makeup exams (i.e. Makeup requests for Makeup exams are not allowed). The incomplete course credits are not to be counted within the semester GPA & cumulative GPA until its completion.**

5.3 Grades and corresponding points

A. Bachelor's Degree

AOU applies the grades' policy based on the fixed scale mentioned below:

Letter Grades	A	B+	B	C+	C	D	F
Range	100 - 90	89 - 82	81 - 74	73 - 66	65 - 58	57 - 50	Below 50

The table below shows the grades and its corresponding weight (points):

Letter Grades	A	B+	B	C+	C	D	F
Points	4	3.5	3	2.5	2	1.5	0

The "D" grade is the minimum passing grade.

You are **considered failed in a course**, if your case falls in one of the below categories:

Failing status	Failing causes	Corresponding Letter Grade
Fail in the Continuous Assessment (CA)	A grade below 30% of the CA grade	**FC**
Fail in Final Exams	A grade below 40% of the Final grade	**FF**
Fail	Total grades (CA + Final) below 50%	**F**

The fail grade resulting due to any of the above cases is counted within the semester and cumulative GPA

B. Master's Degree

For every course, the deanship set the grades' scale as convenient and based on the students' results in the semester.

The table below shows the grades and its corresponding weight (points):

Letter Grades	A	B+	B	C+	C	D	F
Points	4	3.5	3	2.5	2	1.5	0

The "C+" grade is the minimum passing grade.
You are **considered failed in a course**, if your case falls in one of the below categories:

Failing status	Failing causes	Corresponding Letter Grade
Fail in the Continuous Assessment (CA)	A grade below 60% of the CA grade	**FC**
Fail in Final Exams	A grade below 60% of the Final grade	**FF**
Fail	Total grades (CA + Final) below 70%	**F**

5.4 Academic Warning and dismissal

A. Bachelor's Degree:

• The academic warning is applied to students who have passed **12 credit hours** or more.

• A student with a Cumulative **GPA of less than two points (2.0)** shall be warned at the end of any semester except the summer semesters.

• The student shall be dismissed from the university if his warnings reach **five warnings** during five consecutive semesters.

• A student who has accomplished **(80) credits or more,** regardless of the number of his warnings, shall not be dismissed, but transferred to the special study programme (non-degree) and shall remain under the category of warning, provided that he does not exceed the upper limit allowed for obtaining a bachelor's degree.

• A student who was academically dismissed from a certain track (specialization) is not entitled to apply for a new enrollment for the same track (specialization) from which he was dismissed.

• A student who has an academic dismissal from the University may apply for a programme other than the one from which he was dismissed or apply for any other track (specialization) within the programme from which he was dismissed. The student is allowed to submit a request to count the courses achieved previously and common between the two study plans, provided that the cumulative GPA is not less than two points after the calculation of those courses.

B. Master's Degree:

1. A student whose **GPA is less than (2.67)** will be warned at the end of any semester except the summer semester.

2. A student shall be dismissed (academic) from the University if he receives t**hree warnings** during three consecutive semesters that do not include the summer semester.

3. A student who has an academic dismissal from the University may re-apply for any of the University's programmes, **except for the programme from which he was dismissed.**

5.5 Conditions for repeating a course

A. Bachelor Degree:

General Conditions for repetition:

• The student may **not** re-study any of the AOU courses in which he received a grade (B) or more, except when the repetition is to raise the cumulative GPA to the minimum required for graduation.

• The student may not re-study any validated course from the OU-UK falling in Level 5 and Level 6 (level 2 and level 3 previously) in which he obtained a grade (C) or more.

Repetition of an Elective Course.	Repetition of an Obligatory Course.	Repetition to raise the cumulative GPA for graduation
• If you failed an **Elective Course**, you may repeat the same course or any other Elective Course to complete the requirements of your study plan • In case of passing the course, the repetition grade enters in your semester and cumulative GPA calculation • In case of failure, the effect of the repetition shall be canceled from your cumulative GPA	• If you failed a **Compulsory Course**, it is required to repeat the same course to complete your study plan • In case of passing the course, the repetition grade enters in your semester and cumulative GPA calculation • In case of failure, the effect of the repetition shall be canceled from your cumulative GPA	• Any course's repetition is allowed within the General Conditions of repetitions. • Validated OU-UK courses from 5th and 6th level are available for repetition with cap by "C" grade condition for the repeated course. • Passing or failing, the new grade is counted in the cumulative GPA, whether it is higher or lower than the previous grade and the points earned the first time are cancelled

B. Master's Degree:

• The student may re-study any course in the study plan to raise his cumulative GPA to the required level if his score is less than (B).

Re-Study of an Elective Course	Re-Study of an Obligatory Course
• If you failed an elective course, you may repeat the same course or any other elective course to complete the requirements of your study plan. • In case of passing the course, the repetition grade enters in your semester and cumulative GPA calculation. • In case of failure, the effect of the repetition grade shall be canceled from you cumulative GPA.	• If you failed a compulsory course, it is required to repeat the same course to complete the study plan. • In case of passing the course, the repetition grade enters in your semester and cumulative GPA calculation. • In case of failure, the effect of the repetition grade shall be canceled from the cumulative GPA.

5.6 Student Conduct, Bylaws and Disciplinary Procedures

5.6.1 Violations

Any violation of the University's laws, statutes and bylaws, and any breach of proper conduct, norms and University traditions shall be deemed punishable.

Examples include, but not limited to:

- Any act that is incompatible with honor and dignity, or that which breaches good conduct inside the University.
- Actions that result in inflicting harm to the University's properties.
- Direct disruption of tutorials or exams, or incitement to do so.
- Any attempt to leak exam questions or cover up those attempting to do so.
- Organizing gatherings or non-academic meetings within the University without prior approval of the University's administration.
- Distribution of leaflets, issuance of bulletins, in any form, or collecting signatures for any purpose without the approval of the University's administration.
- Any sit-in within the University campus or participation in demonstrations or gatherings that are deemed contrary to public order or public morals in the University.
- Any publication that offends the University's reputation or its employees, or reporting false information to the administrators of the University.
- Assault by word or action, or both on any of the faculty members, employees, students, or guests.

5.6.2 Penalties

A student who commits any of the violations **presented in 5.6.1 above** may be subjectto one or more of the following actions, following an investigation by the Branch Disciplinary Council (BDC):

- Written Notice.
- Written Warning.
- Final Written Warning.
- Failure in the Course.
- Dismissal from the University for the duration of one semester following the violation.
- Dismissal from the University for more than one semester following the violation.
- Final Dismissal from the University.

The penalties inflicted should be dependent on the case at hand without abiding by the sequence listed above. Additionally, any action imposed will be recorded in the student's file.

5.6.3 Cheating and Plagiarism in TMAs Penalties

Any student caught cheating or found to have committed an act of plagiarism shall be referred to the competent authority, which shall make decisions as per AOU rules and regulations. Punishment, if warranted, may include dismissal from the University. The following are considered acts of cheating and plagiarism:

- Copying printed material and submitting it as part of a TMA or examination scripts without proper acknowledgement and documentation.
- Copying material from the Internet, including tables and pictures, without proper acknowledgement.

• Copying other students' work.

• Using material prepared for the student by other individuals or institutions (not the student's own work).

• Taking unauthorized material into the examination room.

If a student is suspected of committing plagiarism in a TMA, the tutor will report the incident to the Course Coordinator. If proven, the tutor shall implement the proper penalty in accordance with the University approved scheme of plagiarism penalties:

A) A 0 mark will be given on the plagiarized TMA and the incident will be recorded in the student's file.

B) In the case of repeated plagiarism in student assignments, the student shall be referred **to the Primary Disciplinary Council to receive one or more of the following penalties:**

• Failure in the course.

• Dismissal from the University for the duration of one semester following the violation.

• Dismissal from the University for more than one semester following the violation.

• Final Dismissal from the University.

5.6.4 Student Grievance Procedures

A. Appeals Procedures

First Appeal

• A Student may submit an appeal by filling the online form within seven (7) calendar days from the announcement of the course results. The student can also attach any relevant documents.

• The Branch Appeal Committee (BAC) will look into the appeal and forward their recommendations to the Branch Rector/Director along with a copy of the assessment script or any other relevant documents.

• The BAC will look into the assessment or examination script to ensure that all answers are marked and that compilation of marks is conducted properly. Based on the outcome, the BAC will take a decision. The decision is either to uphold the appeal (recommendation for change of marks) or to reject the appeal (no grounds for appeal).

• If the appeal is valid, a copy of the BAC recommendation will be sent to the Branch Rector/ Director and copies will be sent to the Vice President for Academic Affairs & Scientific Research (VPAA &SR)-HQ, and, Registration and Examination Department-HQ (ARE).

• The VPAA&SR will submit the appeals lists to the Central Examination Committee (CEC) for approval.

• The student will be notified with the decision through the online appeals and complaints system.

Second Appeal (Re-Appeal)

• If the appeal is rejected and the student is dissatisfied with the decision of the BAC, he or she may take the appeal to a higher level by appealing to the Branch Re-Appeal Committee (BRC) through the Branch Rector within seven (7) calendar days of notification of the decision.

• The BRC will review the appeal and communicate its decision to the Branch Rector and copies will be sent to the Vice President for Academic Affairs & Scientific Research(VPAA&SR), Registration and Examination Department (RE) and Programme Deanship at the headquarter (HQ).

• If the appeal is accepted, the VPAA&SR will submit the recommendations that the appeals are upheld to the CEC for approval.

• The student will be informed through the Branch Rector's/Directors office.

• If the student is not satisfied with the BRC decision, he/she may appeal to the President of the University.

• If the student is registered in an Open University Validated Award Programme and still dissatisfied with the decision, and providing that the appeal / complaint is eligible under their rules, he or she may complain to the Open University-United Kingdom.

• The student will find more information on OU-UK appeals and complaints process in the Student guide to studying on a programme validated by 'The Open University'.

B. Complaints Procedures

First Complaint

The student may lodge a complaint any time during the academic year, by completing the University's formal student complaints form. The student must state the grounds for complaint, giving detailed reasons to support his or her case. A copy will be automatically forwarded to the concerned department and to Student Affairs Office and Branch Quality Assurance Unit/coordinator for follow up and monitoring.

• If the complaint can be addressed by the Student Affairs Office, then the office will prepare a formal response and send it to the student.

• The concerned department will examine the complaint and it may consult other members of University staff or departments if it is deemed appropriate in particular cases.

• The Concerned department may find grounds for complaint and produce a report on the case setting out its recommendations and the documentations considered.

• The report will be sent to the Assistant Rector/Director for Administration and Finance or Assistant Director for Academic Affairs based on the nature and subject of the complaints for approval.

• Upon the approval of the concerned Assistant Rector/ Director, the Student will be notified of the final outcome of the complaint within one week(7 Calendar days) and not later than four weeks (28 Calendar days) in certain cases) of submitting the complaint. Copies of the decision will be sent to the Branch Rector and the Branch Quality Assurance Unit/Coordinator.

Second Complaint

• If the student is dissatisfied with the decision, he or she may re-complain to the Branch Rector/ Director within seven (7) calendar days of notification of the decision to reject the complaint.

• The student will be informed with the decision by the Branch Rector/Director's office within 7 to 28 calendar days depending on the gravity of the case.

• If the student is registered in an Open University Validated Award Programme and still dissatisfied with the decision, and providing that the appeal / complaint is eligible under their rules, he or she may complain to the Open University-UK.

• Each semester a summary report and analysis of all appeal and complaints cases will be prepared by the QAU in each branch. A copy of the summary report should be sent to Quality Assurance and Accreditation Department at HQ.

• Processing complaints may take a period up to four weeks.

5.7 Graduation

University degrees are awarded by a decision of the University Council upon the recommendation of the concerned examination committee.

A. Bachelor's degree:

• It is awarded after the student's success in all courses included in his programme study plan provided that his cumulative GPA is not less than two points out of four points scale.

• Classification of students' certificates is derived from OU, UK as follows: The OU validated award is classified based on the student's grade point average in the best 32 credit hours at Level 5 and the best 32 credit hours at Level 6.

• To ensure that graduates of the Business, ITC, GMDT, and English programs meet the University's English proficiency requirements, students are required to take the Aptis (General) test and achieve a minimum overall CEFR level of B2, with a C-level result encouraged.

Award Classification by OU, UK	AOU Rating / Cumulative Average
First Class	Excellent
Second Class (1st Division)	Very Good
Second Class (2nd Division)	Good
Third Class	Pass

B. Master's degree:

• It is awarded after the student's success in all courses included in his programme study plan.

• The cumulative GPA is not less than (3.00) points out of four points scale.

• Passing the "Dissertation" defense or the "Comprehensive Exam" as per regulations.

• Any other requirements stipulated in the programme study plan, university regulations and local accreditation requirements.

• To ensure that graduates of the MBA, MSc and MA in TEFL programs meet the University's English proficiency requirements, students are required to take the Aptis (Advanced) test and achieve a minimum overall CEFR level of C1, with a C2-level result encouraged.

5.8 Exit Awards (OU awards only)

Exit awards are part of the BA/Bsc (Hons.) degree validated programmes at the University. The rationale behind exit awards is that sometimes unseen circumstances (social/family considerations, job requirements, etc.) can cause students to exit without completing their Bachelor's programme, and the University wants to provide them with the opportunity to obtain a certificate or diploma for the efforts they have put in up to the point of exit. The objectives of doing exit awards are:

- To provide the student with a certain sense of satisfaction, having not wasted their time thus far.
- To help the student transfer credit if he/she is moving to a different institution.
- To help the student in finding a job, if he/she is unemployed.
- To strengthen the student's position, if he/she is already employed.

The following awards are only available to students registered in the programme whom leave part-way. They are not free-standing awards and are only awarded by OU, UK.

A. Exit Awards in ELL for Undergraduates (developed by OU, UK)

OU Award	Requirements
(HE) Certificate in English Language and Literature	Successful completion of Level 4 courses from the BA ELL programme, totaling 32 credit hours or 120 credit points.
(HE) Diploma in English Language and Literature	Successful completion of Level 5 courses from the BA ELL programme in addition to the Level 4 courses in the table above, totaling 64 credit hours or 240 credit points.

B. Exit Awards in ITC

OU Award	Requirements
HE Certificate in ITC	All Level 4 courses in the ITC track 32 credit hours (120 credit points)
HE Diploma in ITC	All Level 4 and Level 5 courses in the ITC track (240 credit points)

C. Exit Awards in Business

OU Award	Requirements
HE Certificate in Business	32 credit hours (120 credit points at Level 4 and Level 5)
HE Diploma in Business	32 credit hours (120 credit points) at Level 4 and 32 credit hours (120 credit points) at Level 5

Check appendix A1 for more details on exit awards

06
Academic Programmes

6.1 Academic Degrees offered at the AOU

The Arab Open University offers educational programmes in 4 faculties:

Faculty of Business Studies

1) Undergraduate Level

Bachelor of Arts in Business Studies with Five tracks:

Accounting | Finance | Management | Marketing | Human Resource Management

2) Postgraduate Level

Master of Business Administration with Three tracks:

Business Administration | Finance | Human Resource Management

Faculty of Computer Studies

1) Undergraduate Level

Bachelor of Science in Computer Studies with Six tracks:

Computer Science | Computing with Business | Data Science | Artificial Intelligence

Information Technology and Computing (ITC) | Networking and Security

2) Post Graduate Level

Master of Science in Computing with One track

Cyber Security and Forensics

Faculty of Language Studies

Bachelor of Arts with two tracks:

English Language and Literature | Translation

2) Post Graduate Level

MA in Teaching English as a Foreign Language (TEFL)

Faculty of Education Studies

Bachelor of Arts in Elementary Education with Three tracks:

English Language | Arabic and Social Studies | Science and Mathematics

Other undergraduate programmes at AOU:

BS in Graphic and Multimedia Design Technology -Media and Arts Design

Except for the **Education programme, all** Bachelor and Master programmes offered at AOU are licensed from the Open University - UK. Thus a student graduating from AOU with a Bachelor or Master degree will receive 2 degrees, one from AOU recognized from the Lebanese Ministry of Higher Education, and one from the Open University - UK in the same field.

6.2 Faculty of Business Studies

6.2.1 Bachelor of Arts (Hons) in Business Studies

A. Degree Requirement

Developed and delivered by AOU, the BA degree in Business Studies has been validated through a process of external peer review by OU, UK, which is an appropriate quality standard that leads to the OU, UK validated award of BA (Hons.). Per local accreditation requirements, the degree comprises between *112-133 credit hours to be completed over a 3-year period of full-time study. **The programme's credit hours can be broken down as following:**

Category	Credit Hours
University requirements/Mandatory	*6-18
University requirements/Electives	*0-3
Faculty requirements/Mandatory	*4-12
Faculty requirements/Elective	*4
Specialization requirements/Mandatory	96
Practicum Courses	2
Total Credit Hours	*112-133

***For holders of Lebanese Baccalaureate or Technical Baccalaureate**

***The number of credits required for holders of Lebanese or technical Baccalaureate for the faculty requirements (mandatory & electives) depends on the track.**

B. Programme Description

The overall goal of the programme is to provide students with modern theoretical knowledge and practical skills in the various domains of business in a way which responds to the demands of the private sector, in addition to preparing them for graduate studies in business. The faculty of Business Studies currently offers a Bachelor of Arts in Business studies (BABS) degree programme with five track options:

Accounting | Finance | Management | Marketing | Human Resource Management

University Requirements Mandatory **Total 18 Credit-Hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
AR113	Arabic Communication Skills III	3		Granted for holders of Lebanese Bac.
EL111	English Communication Skills I	3	EL099	
EL112	English Communication Skills II	3	EL111	
GB102	Principles of Entrepreneurship for Non-Specialists	3		Granted for holders of Lebanese Bac..
GR118	Life Skills and Coexistence	3		Granted for holders of Lebanese Bac.
GT101	Learning and Information Technology	3	EL099	Granted for holders of Lebanese Bac.

University Requirements / Electives **Total 3 Credit-Hours**

Course Code	Course Title	Credit Hours	Remarks
GR131	Social & Economic Development	3	Granted for Lebanese Bac.

Practicum Courses **Total 2 Credit-Hours**

Course Code	Course Title	Credit Hours	Remarks
GR77	Skills for Success	1	
GR99	Learning with Technology	1	
EAW1	English Academic Writing 1	0	
EAW2	English Academic Writing 2	0	
EAW3	English Academic Writing 3	0	
EL119-P	English Speaking and Listening	0	

For a description of courses visit:
https://web.aou.edu.lb/faculties/business/Pages/course-catalogue.aspx

C. Programme tracks:

1) Accounting

The accounting track aims at giving students the skills needed for measuring and analyzing financial information used basically by managers, investors, tax authorities and decision makers for the purpose of resource allocation and distribution within enterprises, organizations, and governments.

Faculty Requirements / Mandatory **Total 12 Credit-Hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
BUC111	Business Communication I	4	EL111	
BUC112	Business Communication II	4	BUC111	Granted for holders of Lebanese Bac.
ECO101	Principle of Microeconomics	4	EL099	Granted for holders of Lebanese Bac.

Faculty Requirements / Elective **Total 4 Credit-Hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
BUS110	Introduction to Business Studies	8	EL111	
ACC204	Intermediate financial accounting	4	ACT112	

Accounting core modules **Total 96 Credit-Hours**

Course Code	Course Title	Credit Hours	Prerequisite
ACT111	Financial Accounting	4	EL111
ACT112	Managerial Accounting	4	ACT111
BUS101	Introduction to Math for Business	4	EL099
BUS102	Introduction to Statistics	4	BUS101
MGT111	Principles of Management I	4	EL111
MGT112	Principles of Management II	4	MGT111
MKT111	Principles of Marketing I	4	EL111
MKT112	Principles of Marketing II	4	MKT111
B207A	Shaping Business Opportunities I	8	MKT112 + MGT112
B207B	Shaping Business Opportunities II	8	B207A + BUC112
BB293	Financial Accounting in Context	8	ACT112 + ECO101
B294	Financial Analysis and Decision Making	8	ACT112 + BUS102
BUS310	Strategic Management	8	B207B
B326	Advanced financial accounting	8	BB293
B391	Management accounting & Finance	8	B294
ACC300	Accounting Information System	4	BB293 + B294
ACC302	Auditing theory and Practice	4	BB293 + B294

2) Finance

The Finance track aims to provide students with an understanding of the financial sector of an economy, the role and services provided by the main financial institutions and markets, and an understanding of how international corporate financial decisions are made. Students will also gain an understanding of economics as a social theory, and an understanding of the main principles of economic analysis and their
organizational and policy implications. The program also aims to develop students' specialist skills in Finance. Students will acquire relevant and practical skills in numerical and financial analysis, and they will develop their critical thinking skills.

Faculty Requirements / Mandatory **Total 12 Credit-Hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
BUC111	Business Communication I	4	EL111	
BUC112	Business Communication II	4	BUC111	Granted for holders of Lebanese Bac.
ECO101	Principle of Microeconomics	4	EL099	Granted for holders of Lebanese Bac.

Faculty Requirements / Elective **Total 4 Credit-Hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
BUS110	Introduction to Business Studies	8	EL111	
ACC204	Intermediate financial accounting	4	ACT112	

Finance - Core Modules **Total 96 Credit-Hours**

Course Code	Course Title	Credit Hours	Prerequisite
ACT111	Financial Accounting	4	EL111
ACT112	Managerial Accounting	4	ACT111
BUS101	Introduction to Math for Business	4	EL099
BUS102	Introduction to statistics	4	BUS101
MGT111	Principles of Management I	4	EL111
MGT112	Principles of Management II	4	MGT111
MKT111	Principles of Marketing I	4	EL111
MKT112	Principles of Marketing II	4	MKT111
B207A	Shaping Business Opportunities I	8	MKT112 + MGT112
B207B	Shaping Business Opportunities II	8	B207A + BUC112
FIN241	Microfinance	4	ACT112 + ECO101
FIN242	Financial Technology	4	ACT112 + ECO101
B294	Financial Analysis & Decision Making	8	ACT112 + BUS102
BUS310	Strategic Management	8	B207B
B391	Management accounting & Finance	8	B294
FIN301	Financial and Securities Markets	4	FIN241+FIN242
FIN302	Portfolio Theory	4	FIN301
FIN340	Corporate Finance	4	FIN241
FIN341	Islamic Finance	4	FIN241

3) Management

The business studies in management track aims at giving students the needed skills for managing investments through an organized behavior which takes into consideration the principles of financial management and organization for public and private sector enterprises.

Faculty Requirements / Mandatory **Total 12 Credit-Hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
BUC111	Business Communication I	4	EL111	
BUC112	Business Communication II	4	BUC111	
ECO101	Principle of Microeconomics	4	EL099	Granted for holders of Lebanese Bac.

Faculty Requirements / Elective **Total 4 Credit-Hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
BUS110	Introduction to Business Studies	8	EL111	
ECO102	Principles of Macroeconomics	4	ECO101	
BUS115	Small Business Management	4	EL112	Granted for holders of Lebanese Bac.

Management - Core Modules **Total 96 Credit-Hours**

Course Code	Course Title	Credit Hours	Prerequisite
ACT111	Financial Accounting	4	EL111
ACT112	Managerial Accounting	4	ACT111
BUS101	Introduction to Math for Business	4	EL099
BUS102	Introduction to statistics	4	BUS101
MGT111	Principles of Management I	4	EL111
MGT112	Principles of Management II	4	MGT111
MKT111	Principles of Marketing I	4	EL111
MKT112	Principles of Marketing II	4	MKT111
B207A	Shaping Business Opportunities I	8	MKT112+MGT112
B207B	Shaping Business Opportunities II	8	B207A+BUC112
B205A	Exploring innovation & entrepreneurship A	8	BUC112+ACT112
B205B	Exploring innovation & entrepreneurship B	8	B205A+ECO101
BUS310	Strategic Management	8	B207B
B329	Leadership in a changing world	8	B207B
BUS628	Global Human Resource Management	8	B207B
BUS629	International Management	8	B205B

4) Marketing

The marketing track aims at giving students the required skills necessary for discovering the needs and desires of customers in order to develop a group of products or services capable of satisfying those needs and of insuring a good profit for the organization within an acceptable time frame through the focus on marketing tools such as the product, distribution, promotion and price.

Faculty Requirements / Mandatory **Total 12 Credit-Hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
BUC111	Business Communication I	4	EL111	
BUC112	Business Communication II	4	BUC111	
ECO101	Principle of Microeconomics	4	EL099	Granted for holders of Lebanese Bac.

Faculty Requirements / Elective **Total 4 Credit-Hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
BUS110	Introduction to Busines Studies	8	EL111	
ECO102	Principles of Macroeconomics	4	ECO101	
BUS115	Small Business Management	4	EL112	Granted for holders of Lebanese Bac.

Marketing - Core Modules **Total 96 Credit-Hours**

Course Code	Course Title	Credit Hours	Prerequisite
ACT111	Financial Accounting	4	EL111
ACT112	Managerial Accounting	4	ACT111
BUS101	Introduction to Math for Business	4	EL099
BUS102	Introduction to Statistics	4	BUS101
MGT111	Principles of Management I	4	EL111
MGT112	Principles of Management II	4	MGT111
MKT111	Principles of Marketing I	4	EL111
MKT112	Principles of Marketing II	4	MKT111
B207A	Shaping Business Opportunities I	8	MKT112+MGT112
B207B	Shaping Business Opportunities II	8	B207A+BUC112
B206	Understanding Customers	8	BUC112+ACT112
BUS208	Contemporary issues in Marketing	8	B206+MKT112
BUS310	Strategic Management	8	B207B
B327	Sustainable enterprise & innovation	8	B207B
B328	Marketing in Action	8	BUS208
MKT331	Services Marketing	4	BUS208
MKT332	Digital Marketing	4	BUS208

5) Human Resource Management

The Human Resource Management track will provide the students with a general understanding of business organizations, their key elements, wider considerations such as environments, markets and processes, and how all these work together. Students will be able to analyze how businesses develop strategies, handle risk and take decisions.

Faculty Requirements / Mandatory **Total 12 Credit-Hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
BUC111	Business Communication I	4	EL111	
BUC112	Business Communication II	4	BUC111	
ECO101	Principle of Microeconomics	4	EL099	Granted for holders of Lebanese Bac.

Faculty Requirements / Elective **Total 4 Credit-Hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
BUS110	Introduction to Business Studies	8	EL111	
HRM111	Principles of Human Resource Management	4	EL111	Granted for holders of Lebanese Bac.
BUS115	Small Business Management	4	EL112	

Human Resource Management - Core Modules **Total 96 Credit-Hours**

Course Code	Course Title	Credit Hours	Prerequisite
ACT111	Financial Accounting	4	EL111
ACT112	Managerial Accounting	4	ACT111
BUS101	Introduction to Math for Business	4	EL099
BUS102	Introduction to statistics	4	BUS101
MGT111	Principles of Management I	4	EL111
MGT112	Principles of Management II	4	MGT111
MKT111	Principles of Marketing I	4	EL111
MKT112	Principles of Marketing II	4	MKT111
B207A	Shaping Business Opportunities I	8	MKT112+MGT112
B207B	Shaping Business Opportunities II	8	B207A+BUC112
HRM205	Employment & Labor Law	4	ACT112+ECO101
HRM206	Staffing Organizations	4	BUC112+ACT112
HRM210	Training & Development	4	HRM205
HRM215	Employment Compensation & Benefits	4	HRM206
BUS310	Strategic Management	8	B207B
B329	Leadership in a changing world	8	B207B
BUS628	Global Human Resource Management	8	B207B
HRM320	Workplace Health & Safety	4	HRM215
HRM330	Strategic Human Resources Management	4	HRM210

6.2.2 Master of Business Administration

A. Degree Requirement

Developed and delivered by AOU, the Master of Business Administration degree has been validated through a process of external peer review by OU, UK, which is an appropriate quality standard that leads to the OU, UK validated award.
Per local accreditation requirements, the degree comprises between 48 credit hours to be completed over a 2-year period of full-time study.

The programme's credit hours can be broken down as following:

Category	Credit Hours
Faculty requirements/Mandatory	36
Faculty requirements/Elective	12
Total Credit Hours	48

B. Programme Description

The AOU MBA Programme is a demanding and broad-based graduate programme. It enables students to gain core knowledge of subjects fundamental to management, develop analytical skills which are indispensable in problem solving and decision making, understand the process of management and human behavior in organizations, and gain insights into the changing business, economic, social and political environments which influence the business world.

The MBA emphasizes both the acquisition of a body of knowledge and the critical understanding of it, as well as the development of a variety of personal skills. The MBA is a professional development program for those with significant relevant work experience after graduation. The program's main focus is on strategic management as a means of leadership. While the academic level is master's, the curriculum has a strong practical and professional focus.

The MBA programme is designed to provide the opportunity to:

- Develop a strategic management concept and perspective on real-world business, and thus management practice in a diverse and global business environment.
- Develop managerial skills for effective policy implementation within an organizational context.
- Enhance analytical and problem-solving skills for making decisions on complex business issues and problems.
- Use a variety of analytical tools, models, and methodologies, and critically evaluating their benefits and limitations.
- Use the most recent case studies and research projects developed by course tutors and approved by the Course Assessment Committee and the Academic Committee to bridge the gap between theory and practice.
- Improve your oral and written communication, presentation skills, and critical thinking.

These objectives represent the overall program's essential theme, and they are reflected in each of the core and elective courses.

This program would be especially appealing to those who are currently employed in junior or middle management positions or who wish to pursue such careers in the financial sector, marketing industry, human resources management, and risk management positions.

C. Programme Tracks

1) Master in Business Administration – General

This internationally recognized MBA is designed for practicing managers aspiring to higher positions. The emphasis for your learning is directly rooted in management practice – the 'master' in the degree title signifies your 'mastery' of the art and science of management. To achieve this level of capability the program concentrates on strategic analysis, interdisciplinary skills, intellectual stimulation and independent judgment and builds these upon a solid foundation of core disciplines, including human resource management, organizational behavior, accounting and finance, marketing and operations. You will learn to analyze, synthesize and evaluate a wide range of situations within the broad framework of organizations, their external context and internal management. Among these you will look at economic, environmental, social and technological change issues, corporate governance, markets and customers, managing resources and operations, financing organizations, management and development of people, developing information technologies for application in business and management within a global knowledge-based economy, and development of appropriate business policies and strategies within a changing context to meet stakeholder interest.

Master in Business Administration – General **Total 48 Credit-Hours**

Course Code	Course Title	Credit Hours	Prerequisite
Mandatory Courses		**36 Credit Hours**	
B870A	Managing in a changing world - Management	4	
B870B	Managing in a changing world - Marketing	4	B870A
B872	Creating and Sustaining value - Financial Management	4	
BB849	Supply Chain Management	4	
B873	Effective Strategic Management	8	B870A
B874	Finance for strategic decision making	4	Co-requisite B872
B875	MBA project: Leaders of Change (Capstone)	8	B874 & B873
Elective Courses		**12 Credit Hours**	
B863	The Human resources Professional	8	B870B
BB848	Leadership and Management intercultural context	4	
BB851	Entrepreneurship in context	4	

For a description of courses visit:
https://web.aou.edu.lb/faculties/business/Pages/course-catalogue.aspx

2) Master in Business Administration – Finance

The MBA in Finance will equip students with necessary skills to analyze and solve complex amorphous business finance problems. In addition, graduates will be able to communicate their finance related findings and will develop the skills to implement them effectively and efficiently. Students will also develop strong relational capacities and will be able to relate commendably with a range of finance related topics.

Master in Business Administration – Finance **Total 48 Credit-Hours**

Course Code	Course Title	Credit Hours	Prerequisite
Mandatory Courses		**36 Credit Hours**	
B870A	Managing in a changing world - Management	4	
B870B	Managing in a changing world - Marketing	4	B870A
B872	Creating & Sustaining value - Financial Management	4	
BB849	Supply Chain Management	4	
B859	Financial Strategy: Valuation, governance & ethics	8	B874
B874	Finance for strategic decision making	4	Co-requisite B872
B875	MBA project: Leaders of Change (Capstone)	8	B874 & B859
Elective Courses		**12 Credit Hours**	
B861	Investment & portfolio management	8	B874
BB848	Leadership and Management intercultural context	4	
BB851	Entrepreneurship in context	4	
BDE850	Digital Economy in Business	4	

3) Master in Business Administration - Human Resource Management

The MBA in HRM integrates theory, research, and practice to develop effective HRM professionals. It equips graduates with the ability to analyse and resolve complex, unstructured HR issues. Students develop strong interpersonal and communication skills to address and communicated HRM-related challenges effectively.

MBA Concentration in Human Resource Management **Total 48 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite
Mandatory Courses		**36 Credit Hours**	
B870A	Managing in a changing world - Management	4	
B870B	Managing in a changing world - Marketing	4	B870A
B872	Creating and Sustaining value - Financial Management	4	
BB848	Leadership & Management intercultural context	4	
B863	The Human resources Professional	8	B870A
B874	Finance for strategic decision making	4	Co-requisite B872
B875	MBA project: Leaders of Change (Capstone)	8	B874 & B863
Elective Courses		**12 Credit Hours**	
B864	Human resource management in context	8	B870B
BB849	Supply Chain Management	4	
BB851	Entrepreneurship in context	4	
BDE850	Digital Economy in Business	4	

For a description of courses visit:

https://web.aou.edu.lb/faculties/computer/Pages/course-catalogue.aspx

6.3 Faculty of Computer Studies

6.3.1 Bachelor of Science (Hons) in Information Technology and Computing:

A. Degree Requirement

Developed and delivered by AOU, the BA degree in Information Technology and Computing has been validated through a process of external peer review by OU-UK, which is an appropriate quality standard that leads to the OU, UK validated award. Per local accreditation requirements, the degree comprises between *110-131 credit hours to be completed over a 3-year period of full-time study. The
programme's credit hours can be broken down as following:

Category	Credit Hours
University requirements/Mandatory	*9-18
University requirements/Electives	*0-3
Faculty requirements/Mandatory	*0-8
Faculty requirements/Elective	*3-6
Specialization requirements/Mandatory	96
Practicum Courses	2
Total Credit Hours	*110-131

***For holders of Lebanese Baccalaureate or Technical Baccalaureate**

B. Programme Description

The Information Technology and Computing (ITC) programme has been designed and developed to provide a high-quality programme of study. The design and development of this programme have taken into consideration the guidelines provided by professional standard bodies, including the QAA, UK (QAA2019) and the curriculum guidelines of ACM-IEEE 2013 and 2017 in addition to the up-to-date prospectus of the Computing and Information Technology provided by the Open University-UK. Hence, this programme will enable the students to fulfil the standards expected of the ITC graduates. The faculty of Computer Studies currently offers a
Bachelor of Science in Computer studies degree programme with six track options:

Computer Science | Computing with Business | Data Science | Artificial Intelligence

Information Technology and Computing (ITC) | Networking and Security

University Requirements / Mandatory **Total 18 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
AR113	Arabic Communication Skills III	3		Granted for holders of Lebanese Bac.
EL111	English Communication Skills I	3	EL099	
EL112	English Communication Skills II	3	EL111	
GB102	Principles of Entrepreneurship for Non-Specialists	3		
GR118	Life Skills and Coexistence	3		Granted for holders of Lebanese Bac.
GT101	Learning and Information Technology	3	EL099	Granted for holders of Lebanese Bac.

University Requirements /Electives **Total 3 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
GR111	Arabic Islamic Civilization	3		Granted for holders of Lebanese Bac.
GR112	Issues and Problems of Development in the Arab World	3		
GR115	Current International Issues &Problems	3		
GR131	General Branch Requirement	3		Granted for holders of Lebanese Bac.
BE322/4	Entrepreneurship & Small Business Management	4	B120	
EL118	Reading	4	EL111	

Faculty Requirements /Mandatory **Total 8 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
MST129	Applied Calculus	4	EL099	Granted for holders of Lebanese Bac.
TM260	Ethics, Law and the Governance in IT	4	TM112	Granted for holders of Lebanese Bac.

Practicum Courses **Total 2 Credit-Hours**

Course Code	Course Title	Credit Hours	Remarks
GR77	Skills for Success	1	
GR99	Learning with Technology	1	
EAW1	English Academic Writing 1	0	
EAW2	English Academic Writing 2	0	
EAW3	English Academic Writing 3	0	
EL119-P	English Speaking and Listening	0	

For a description of courses visit:
https://web.aou.edu.lb/faculties/computer/Pages/course-catalogue.aspx

C. Programme Tracks

1) Computing with Business Studies (CwB)

This pathway is a good blend of Computing and Business concepts. Students will acquire knowledge about important topics, including Object-Oriented Programming, Data Management and Analysis, Web Mobile and Cloud Technologies, Business Opportunities and Strategic Management.

In particular, it has the following overall aims:

• To provide the students a grasp of the key concepts of computing and of modern computer systems, especially in Business context.

• To provide the students an acquaintance with all facets of the world of business: markets, organizations, processes, strategies, policies and decision-making, etc., along with the role of ITC.

• To prepare the students to understand the types of software systems that are now being constructed and used in business and management fields such as, e-commerce systems, Management Information systems, ERP solutions, Human Capital Management, data analytics, etc.

• To provide students with essential skills required for software development and maintenance, such as analysis, design, programming and evaluation are built and maintained.

• To prepare the students to develop key business skills of communication, presentation & team working.

• To enable students to acquire the qualities that come with being a graduate: specialist knowledge, inte lectual self-confidence and independence, analytical ability and the life- long learning skills needed to keep up with fast-changing technologies.

Faculty Requirements /Electives **Total 6 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
MS102	Physics	3	EL111	Granted for holders of Lebanese Bac.
M109	.NET Programming	3	EL111	
TM291	Management Information Systems	3	BUS110 & TM105	
TM391	E-commerce	3	B207B & M251	

Computing with Business (CWB) - Core Modules **Total 96 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite
TM103	Computer Organization and Architecture	4	EL111
TM105	Introduction to Programming	4	EL111
MT131	Discrete Mathematics	4	EL111
MT132	Linear Algebra	4	EL111
M110	Python Programming	8	EL111
BUS110	Introduction to Business	8	EL111
B207A	Shaping Business Opportunities - A	8	BUS110
B207B	Shaping Business Opportunities - B	8	B207A
M251	Object-Oriented Programming using Java	8	TM105
TM254	Managing IT: the why, the what and the how	8	M110
BUS310	Strategic Management	8	B207B
TM351	Data Management and Analysis	8	M269 or M251
TM354	Software Engineering	8	M251
TM471	Graduation Project -CWB	8	TM351 & BUS310 or TM354 & BUS310

2) Computer Science (CS)

Through the study of this pathway, the students will gain in depth knowledge about the key Computer Science areas such as Object-Oriented Programming, Data Structures and Algorithms, Operating Systems, Computer Graphics and Multimedia, Data Management and Analysis, Changing Work Environments and Flexible working arrangements and Artificial Intelligence. In particular, our aim is to give the student:

- A grasp of computer science and of modern computer systems.
- Strong skills in software engineering, strategy and project management in addition to multimedia technologies.
- The ability to understand and work in software systems that are now being constructed and used, including distributed Internet systems, intelligent systems and databases.
- Essential skills required for software development and maintenance, such as analysis, design, programming and evaluation are built and maintained.
- A familiarity with a variety of modern programming languages and the underlying principles of Programming paradigms-functional, object oriented, logical, etc.
- An ability to solve scientific problems, along with appreciation for mathematical and scientific methods which will provide lifelong support to their carrier.
- An ability to work with other people in a team, communicating computing ideas effectively in a verbal and written manner.
- The qualities that come with being a graduate such as: specialist knowledge, intellectual self-confidence and independence, analytical ability and the life-long learning skills needed to keep up with fast-changing technologies.

Faculty Requirements /Electives **Total 6 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
MS102	Physics	3	EL111	Granted for holders of Lebanese Bac.
M109	.NET Programming	3	EL111	
TM295	System Modelling	3	MT132	
MT372	Parallel Computing	3	M269 & M251	

Computer Science (CS) - Core Modules **Total 96 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite
TM103	Computer Organization and Architecture	4	EL111
TM105	Introduction to Programming	4	EL111
MT131	Discrete Mathematics	4	EL111
MT132	Linear Algebra	4	EL111
M110	Python Programming	8	EL111
TM112	Introduction to Computing and Information Technology B	8	M110
M251	Object-Oriented programming using Java	8	TM105
TT284	Web Technologies	8	TM112
M269	Algorithms, Data Structures and Computability	8	M110 & MT131
TM298	Operating Systems	4	TM105 & TM103
TM240	Computer Graphics and Multimedia	4	MT132 & TM105
TM351	Data Management and Analysis	8	M269 or M251
TM354	Software Engineering	8	M251
TM358	Machine Learning & Artificial Intelligence	8	M269
TM471	Graduation Project (CS Pathway)	8	TM354 or TM358 or TM351

3) Information Technologies and Computing (ITC)

Students will acquire knowledge and key skills about important topics in the field of ITC, including Communication and Information Technologies, Object Oriented Programming, Software Engineering, Data Management and Analysis.

This flexibly structured pathway has the following overall aims:

• Provide students with up-to-date principles and concepts of system based technologies, including hardware and/or software based systems.

• Enable students to apply their knowledge and understanding appropriately in activities such as analysis, abstraction, problem-solving, design, development and testing in awide range of industries and organisations.

• Prepare students for employment in the field of ITC, including developing, integrating, and/or maintaining software and/or hardware based systems.

• Equip students with appropriate cognitive, key, practical and professional skills, including the skills needed to undertake lifelong learning in their chosen professional field.

• Enhance students' experience in communication, time management, analysis and problem solving related to ITC systems.

• Develop students' skills for working in a team to tackle an appropriate development task and accomplish projects to demonstrate their ability to undertake a substantial piece of work.

Faculty Requirements /Electives **Total 6 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
MS102	Physics	3	EL111	Granted for holders of Lebanese Bac.
M109	.NET Programming	3	EL111	
TM297	Compression Methods for Multimedia	3	TM112 & MT131	
MT390	Image Processing	3	MT132 & M251	

ITC - Core Modules **Total 96 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite
TM103	Computer Organization and Architecture	4	EL111
TM105	Introduction to Programming	4	EL111
MT131	Discrete Mathematics	4	EL111
MT132	Linear Algebra	4	EL111
M110	Python Programming	8	EL111
TM112	Introduction to Computing and Information Technology B	8	M110
TM255	Communications and Information Technologies	8	TM112
T215B	Communications and Information Technologies-B	8	TM255
M251	Object-Oriented Programmingusing Java	8	TM105
M269	Algorithms, Data Structures and Computability	8	M110 & MT131
TM355	Communications Technology	8	T215B
TM351	Data Management and Analysis	8	M269 & M251
TM354	Software Engineering	8	M251
TM471	Graduation Project (ITC Pathway)	8	TM354 or TM355 or or TM351

4) Networking and Security (N&S)

This pathway provides students with opportunities to study specialized topics related to Networks and Security, including studying of CISCO Networking, Advanced Networking, Applied Network Security, Communication Technology and Changing Work Environments and Flexible working arrangements.

It has the following overall aims to:

- Enable students to develop knowledge and understanding of the fundamental concepts and technologies related to Networking and Security.
- Prepare students to apply, creatively and responsibly, their knowledge and understanding of

networking systems and security techniques in activities such as: the critical analysis of these systems; effective planning, administration, and management of such systems; the proposal and planning of enhancements to these systems; the objective evaluation of the use of such systems.

• Enable students to make reasoned arguments concerning the wide range of issues and challenges faced by networking and security systems.

• Prepare students for professional work in the fields of networking and security by providing them with the skills and capabilities needed to undertake lifelong learning and to keep their knowledge and understanding up to date.

• Enable the student to work with other people in a team, communicating ideas effectively in a verbal and written manner.

• Prepare students to not only be employed as Network related specialist, but also a Security specialist such as, Cyber Security Analysts, etc.

• Provide the student with the qualities that come with being a graduate such as: specialist knowledge, intellectual self-confidence and independence, analytical ability and the life-long learning skills needed to keep up with fast-changing technologies.

Faculty Requirements /Electives **Total 6 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
MS102	Physics	3	EL111	Granted for holders of Lebanese Bac.
M109	.NET Programming	3	EL111	
TM290	Cryptography and Internet Security	3	TM112	
MT395	Applied Cyber Security	3	TM260	

N&S - Core Modules **Total 96 credit HOURS**

Course Code	Course Title	Credit Hours	Prerequisite
TM103	Computer Organization and Architecture	4	EL111
TM105	Introduction to Programming	4	EL111
MT131	Discrete Mathematics	4	EL111
MT132	Linear Algebra	4	EL111
M110	Python Programming	8	EL111
TM112	Introduction to Computing and Information Technology B	8	M110
T216A	Cisco Networking (CCNA)-A	8	TM112
T216B	Cisco Networking (CCNA)-B	8	T216A
M251	Object-Oriented Programming using Java	8	TM105
TM254	Managing IT, the why, the what and the how	8	M110
T316	Advanced Networking	8	T216B
T318	Applied Network Security	8	T216B
T321	Operating System Server Administration	8	T216A
TM471	Graduation Project (N&S Pathway)	8	T316 or T318 or T321

5) Artificial Intelligence (AI)

The aim of the pathway is to provide the student with a rigorous foundation of Artificial Intelligence, tools and applications that an Artificial Intelligence expert needs. Further, it prepares students for a variety of in-demand information technology careers, dedicated to professional working in software. The aim of the AI pathway is to equip the student with the knowledge and skills s/he will need to take part in AI-software related industry.

AI Pathway aim is to:

• Prepare students for a professionally proven career able to meet industry demand for high calibre graduates in the domain of Computing and Artificial Intelligence as well as their related fields.

• Provide students with necessary knowledge in Mathematics and Computing to enable their depth and breadth study in the Artificial Intelligence fields.

• Develop students' theoretical and practical skills over a broad range of Artificial Intelligence key areas together with a knowledge of currently available tools and technologies.

• Build the students' practical and analytical skills required for software development, such as analysis, design, implementation, evaluation and maintenance.

• Develop students' legal background and ethical standards to become a responsible and socially aware information technology professional.

• Nurture student's confidence and transferable skills in communication, self-learning, scientific research, problem-solving, critical thinking, as well as being efficiently able to work in a team and as an individual.

Faculty Requirements /Electives **Total 6 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
MS102	Physics	3	EL111	Granted for holders of Lebanese Bac.
M109	.NET Programming	3	EL111	
MT101	General Mathematics	3		
TM280	Smart IoT Systems	3	TM112	
TM380	Autonomous Robotic System	3	TM471	

Artificial Intelligence (AI) **Total 96 Credit Hours**

Course Code	Course Title	Credit Hours	Prerequisite
TM103	Computer Organization and Architecture	4	EL111
MT131	Discrete Mathematics	4	EL111
MT132	Linear Algebra	4	EL111
M110	Python Programming	8	EL111
TM112	Introduction to Computing and Information Technology B	8	M110
MT141	Introduction to Probability and Statistics	4	EL111
M269	Algorithms, Data Structures and Computability	8	M110 & MT131

Course Code	Course Title	Credit Hours	Prerequisite
TM275	Parallel and Distributed Systems	4	TM103
TM270	Artificial Intelligence	8	TM112 & MT141
TM271	Machine Learning and Deep Learning	8	TM270 & MT141
TM276	Software Development Processes & Methodologies	4	TM112
TM351	Data Management & Analysis	8	M269 or M251
TM340	Natural Language Processing	8	TM271
TM341	Computer Vision	8	TM271
TM471	Graduation Project (AI)	8	TM351 or TM340 or TM341

6) Data Science (DS)

Data Science is a new field that is still evolving and spreads across a wide range of discipline areas based in the enabling disciplines of computer science, statistics and applied mathematics. There is a need for universities to offer curriculum to equip employees with the multi-skilled data talent which employers are increasingly seeking. There is a growing demand for Data Scientists in both public and private sectors to identify and solve complex business problems. The emergence of Data Science, has recently led to a surge of demand globally for relevant courses, typically at the interface between Statistics and Computer Science with much of that demand coming from mature students wishing to up-skill in mid-career.

The graduate of this pathway will acquire a deep understanding of statistical and machine learning methods, programming and software development, algorithms and data structure. The graduates will develop expertise in communicating and visualizing data, including to non-specialists, and skills in thinking critically about the possibilities and limits of big data. The graduates will learn theories and techniques that will equip you with a range of skills to analyse complex data and guide evidence based decision and policy making across a range of public and private businesses. Together with developing knowledge and understanding of the fundamental concepts, techniques and technologies, and issues involved in their application, the DS Pathway aims to:

- Enable the student to keep ahead in a rapidly changing subject area by helping him/her to develop as an independent learner
- Develop relevant skills in communication and problem solving
- Imbue the qualities that come with being a graduate in any subject: specialist knowledge, intellectual self-confidence and independent, analytical ability and the lifelong learning skills needed to keep up with fast-changing technologies and techniques
- Develop the capability to work with abstract concepts.
- Develop in depth understanding of the key technologies in data science, business analytics, data mining, machine learning, visualization techniques, predictive modelling, and statistics.
- Familiarise the students with mathematical techniques involving matrices, linear algebra and calculus which are fundamental to applied mathematics and needed to analyse data using advanced numerical analysis, optimisation, network and graph theory.

- Provide practical experience in the use of information and communication technologies.
- Contribute understanding of machine learning, artificial intelligence and computer programming.
- Give the ability to model real world situations and apply knowledge of statistics, mathematics and computing to develop solutions to practical problems.
- Uphold ethical practices in professional and industrial projects and work.

Faculty Requirements /Electives **Total 6 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
MS102	Physics	3	EL111	Granted for holders of Lebanese Bac.
M109	.NET Programming	3	EL111	
M115	Python for ML & DS	3	M110	
MT101	General Mathematics	3		
TM338	Data Mining	3	MT249	
TM339	Big Data Analytics	3	MT249	

Data Science (DS) - Core Modules **Total 96 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite
MT131	Discrete Mathematics	4	EL111
MT132	Linear Algebra	4	EL111
M110	Python Programming	8	EL111
TM112	Introduction to Computing and Information Technology B	8	M110
M140	Introducing Statistics	8	EL111
M269	Algorithms, Data Structures and Computability	8	M110 & MT131
MT248	Analysing Data	4	M140
MST224	Mathematical Methods	8	MST129 & MT132
MT249	Practical Modern Statistics	4	MT248
M218	Relational Databases	4	M110 & MT131
M238	Data Visualization	4	M110
TM351	Data Management & Analysis	8	M269 or M251
M348	Applied Statistical Modelling	8	MT248
TM358	Machine Learning & Artificial Intelligence	8	M269
TM471	Graduation Project (DS)	8	M348 or TM358 or TM351

6.3.2 Master of Science in Computing

A. Degree Requirement

Developed and delivered by AOU, the Master of Science in Computing degree has been validated through a process of external peer review by OU, UK, which is an appropriate quality standard that leads to the OU, UK validated award.

Per local accreditation requirements, the degree comprises between 48 credit hours to be completed over a 2-year period of full-time study. The programme's credit hours can be broken down as following:

Category	Credit Hours
Faculty requirements/Mandatory	24
Faculty requirements/Elective	8
Research Project & Dissertation	16
Total Credit Hours	48

B. Programme Description

The MSc in Computing is an intensive programme of study designed specifically for graduates of computing and related disciplines, and for those with appropriate industrial experience. The qualification enables the students to develop their knowledge and skills in computing and to promote a professional attitude to the application of those skills.

C. Programme track

Cyber Security and Forensics

The aims of the Cyber Security and Forensics Pathway is to provide students sufficient knowledge, skills, and competencies required for a career in the Cyber Security and Forensics specialization. Therefore, this pathway aims to provide sufficient high-level technological and thinking skills for students to be considered as cyber security and forensics professionals. In addition, in this pathway, several opportunities are provided for students to improve practical skills and theoretical methods. Students will acquire the required technical knowledge, analytical skills and organizational strategies to propose, analyse, develop and carry out a research project of their own. Moreover, students will work with real-world scenario simulations to develop higher-level thinking skills and train them for challenging problems in the field of cyber security and forensics. This allows them to learn the practical, technical, and ethical skills required by industry and gain a critical, analytical, systematic, and comprehensive understanding of the cyber security and forensics field.

- The pathway will provide students with advanced knowledge and understanding of Cyber Security and Forensics theory and concepts.
- The pathway will teach foundations and methods from several Cyber Security disciplines such as data security, network security, cryptography, formal security analysis, secure systems and web applications, multimedia security, digital forensics, privacy-enhancing technologies, and human-centered security.
- The pathway teaches students how to conduct investigations to correctly gather,

analyze and present digital evidence to both business and legal audiences.

• It provides students with sufficient knowledge to be able to conduct digital investigation procedures, and skills including evidence handling, note taking and report writing.

• The pathway will teach students to apply their knowledge of scientific methods and gained Cyber Security and digital forensics skills in practice through lab sessions and individual dissertation projects where students will be offered an opportunity to analyze, evaluate and interpret existing Cyber Security and Forensics mechanisms and/or carry out their own research activities.

• The pathway will support students in carrying out their own scientific investigation under the guidance and advice of their supervisor. Students will be able to identify Cyber Security and Forensics problems and find suitable Cyber Security and Forensics mechanisms based on their skills and relevant literature sources.

Cyber Security and Forensics - MSc **Total 48 credit hours**

Course Code	Course Title	Credit Hours
Compulsory Courses		24 Credit Hours
M811-A	Information Security - A	4
M811-B	Information Security - B	4
M812-A	Digital Forensics - A	4
M812-B	Digital Forensics - B	4
T828-A	Network Security - A	4
T828-B	Network Security - B	4
Elective Courses		8 Credits Hours
M816-A	Data Management - A	4
M816-B	Data Management - B	4
M818-A	Machine Learning in Cyber Security - A	4
M818-B	Machine Learning in Cyber Security - B	4
M819	Network Security and Defense	4
M820	Ethical Hacking and Penetration Testing	4
Research & Project Dissertation		16 Credits Hours
T802	Research Project	16

For a description of courses visit:

https://web.aou.edu.lb/faculties/computer/Pages/course-catalogue.aspx

6.4 Faculty of Language Studies

A. Degree Requirement

Developed and delivered by AOU, The Bachelor of Arts (Hons) in English Language and Literature (ELL) degree has been validated through a process of external peer review by OU, UK, which is an appropriate quality standard that leads to the OU, UK validated award of BA (Hons.) in ELL.

Per local accreditation requirements, the degree comprises between *111-129 credit hours to be completed over a 3-year period of full-time study. The programme's credit hours can be broken down as following:

Category	Credit Hours
University requirements/Mandatory	*9-18
University requirements/Elective	*0-3
Faculty requirements/Mandatory	*0-8
Faculty requirements/Elective	4
Specialization requirements/Mandatory	96
Practicum	2
Total Credit Hours	*111-129

***For holders of Lebanese Baccalaureate or Technical Baccalaureate**

B. Programme Description

The Faculty of Language Studies (FLS) was established in 2002, at the very start of the Arab Open University (AOU).
At present, it offers a BA Programme (Hons) in English Language and Literature (ELL) and a BA Programme (Hons) in English Language and Literature with Translation track (ELLT). The programmes are based on core courses derived from the Open University UK and use textbooks, support materials, and approaches of the highest international standards.

C. Programme Tracks

1) English Language and Literature

The Bachelor degree in English Language and Literature offered by the Faculty of Language Studies is designed to give students a focused, relevant and utilizable body of knowledge in Language, literature and linguistics related topics. The program introduces students to core Linguistics and literary concepts; such as second and foreign language acquisition, English language teaching, discourse analysis,
Shakespeare and the English canon. The programme equips students with knowledge about the development and spread of the English language, literary texts in their wider intellectual and historical contexts, the critical processes used to analyse literary genres and technique, in addition to a myriad of socio-cultural and philosophical theories associated with studying English language and literature.

The knowledge and skills offered by the program provide student with vital assets to enable future employability and career success.

University Requirements / Mandatory **Total 18 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
AR113	Arabic Communication Skills III	3		Granted for holders of Lebanese Bac.
EL111	English Communication Skills I	3	EL099	
EL112	English Communication Skills II	3	EL111	
GB102	Principles of Entrepreneurship for Non-Specialists	3		
GR118	Life Skills and Coexistence	3		Granted for holders of Lebanese Bac.
GT101	Learning and Information Technology	3	EL099	Granted for holders of Lebanese Bac.

University Requirements / Electives **Total 3 credit hours**

Course Code	Course Title	Credit Hours	Remarks
GR131	Branch Requirement	3	Granted for holders of Lebanese Bac.

Faculty Requirements / Mandatory **Total 8 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
EL117	Writing	4	EL111	Granted for holders of Lebanese Bac.
EL119	Oral & Presentation Skills	4	EL111	Granted for holders of Lebanese Bac.

Faculty Requirements / Electives **Total 4 Credit Hours**

Course Code	Course Title	Credit Hours	Prerequisite
EL123	Discourse Analysis	4	EL112
TR102	Introduction to Translation	4	EL112
EL230	American Literature	4	E121
EL240	Drama	4	EL112
EL340	Teaching English as a Foreign Language	4	EL112
EL350	Introduction to Literature Theory	4	EL112

English Language and Literature - Core Modules **Total 96 credit Hours**

Course Code	Course Title	Credit Hours	Prerequisite
EL118	Reading	4	EL111
E120	Introduction to Language	4	EL111
E121	Introduction to Literature	4	EL112
EL122	Writing Research	4	EL112
A112A	Cultures (I)	8	EL112
A112B	Cultures (II)	8	A112A
A230A	Reading and Studying Literature A	8	A112B
A230B	Reading and Studying Literature B	8	A230A
L201A	English in the World (I)	8	E120

Course Code	Course Title	Credit Hours	Prerequisite
L201B	English in the World (II)	8	L201A
EA300A	Children's Literature (I)	8	A230B
EA300B	Children's Literature (II)	8	EA300A
E304A	Exploring English Grammar (I)	8	L201B
E304B	Exploring English Grammar (II)	8	E304A

Practicum Courses **Total 2 Credit-Hours**

Course Code	Course Title	Credit Hours	Remarks
GR77	Skills for Success	1	
GR99	Learning with Technology	1	
EAW1	English Academic Writing 1	0	
EAW2	English Academic Writing 2	0	
EAW3	English Academic Writing 3	0	
EL119-P	English Speaking and Listening	0	

For a description of courses visit:
https://web.aou.edu.lb/faculties/Language/Pages/course-catalogue.aspx

2) English Language and Literature with Translation

The Translation Track offered by the faculty of Language studies is designed to give students a focused, relevant and utilizable body of knowledge in the major principles and approaches to translation, in addition to application and practice. The programme equips students with knowledge about the skills involved in translation and the linguistic expertise needed to analyze language and produce the appropriate expressions in the source and target language. Graduates also enjoy an improved technical experience in the use of computer and electronic translation tools.

The knowledge and skills offered by the program provide students with vital assets to enable future employability and career success.

University Requirements / Mandatory **Total 18 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
AR113	Arabic Communication Skills III	3		Granted for holders of Lebanese Bac.
EL111	English Communication Skills I	3	EL099	
EL112	English Communication Skills II	3	EL111	
GB102	Principles of Entrepreneurship for Non-Specialists	3		
GR118	Life Skills and Coexistence	3		Granted for holders of Lebanese Bac.
GT101	Learning and Information	3	EL099	Granted for holders of Lebanese Bac.

University Requirements / Electives **Total 3 credit hours**

Course Code	Course Title	Credit Hours	Prerequi-site	Remarks
GR111	Arabic Islamic Civilization	3		Granted for holders of Lebanese Bac.
GR112	Issues and Problems of Development in the Arab Region	3		
GR115	Current International Affairs	3		
GR131	Branch Requirement	3		Granted for holders of Lebanese Bac.

Faculty Requirements / Mandatory **Total 8 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
EL117	Writing	4	EL111	Granted for holders of Lebanese Bac.
EL119	Oral and Presentation Skills	4	EL111	Granted for holders of Lebanese Bac.

Faculty Requirements / Electives **Total 4 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite
EL230	American Literature	4	E121
EL123	Discourse Analysis	4	EL112
EL340	Teaching English as a Foreign Language	4	EL112
AR102	Introduction to creative writing in Arabic	4	AR113
EL240	Drama	4	EL112
EL350	Introduction to Literature Theory	4	EL112

English Language & Literature - Core Modules **Total 56 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite
EL118	Reading	4	EL111
E120	Introduction to Language	4	EL111
E121	Introduction to Literature	4	EL112
EL122	Writing Research	4	EL112
A112T	Cultures T	8	EL112
L201A	English in the World (I)	8	E120
L201B	English in the World (II)	8	L201A
A215A	Creative Writing (I)	8	A112T
A215B	Creative Writing (II)	8	A215A

Translation - Core Modules **Total 40 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite
TR102	Introduction to Translation	4	EL117
TR103	Contrastive Analysis for Translation Purposes	4	EL117
TR301	Creative writing in Arabic	4	AR113
TR302	Computer Assisted Translation	4	TR102
TR303	Translation of Business Texts	4	TR103

Course Code	Course Title	Credit Hours	Prerequisite
TR304	Translation of Official and Legal Documents	4	TR103
TR305	Translation of Media Texts	4	TR103
TR306	Consecutive & Simultaneous Interpreting	4	TR304
TR307	Political & Diplomatic Translation	4	TR304
TR308	Special Topic in Translation	4	TR302

Practicum Courses **Total 2 Credit-Hours**

Course Code	Course Title	Credit Hours	Remarks
GR77	Skills for Success	1	
GR99	Learning with Technology	1	
EAW1	English Academic Writing 1	0	
EAW2	English Academic Writing 2	0	
EAW3	English Academic Writing 3	0	
EL119-P	English Speaking and Listening	0	

6.4.2 MA in Teaching English as a Foreign Language

A. Degree Requirement

The MA in Teaching English as a Foreign Language (TEFL) is one of the very few Master degrees in teaching English, available in Lebanon.

It is the only MA in teaching English as a Foreign Language that is validated by the British Open University, supported by AGFUND and offered at competitive fee.

The duration of the programme is two years. The Programme's credit hours can be broken down as follows:

Category	Credit Hours
Faculty requirements/ Mandatory	32
Specific requirements/ Electives	4
Thesis/Dissertation	12
Total Credit Hours	48

B. Programme Description

The MA in TEFL programme is intended to

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

The programme is made up of the following compulsory components:

Specification Requirements/ Mandatory (32 credit hours)

Course Code	Course Title	Credit Hours
EFL501	Theories of Foreign Language Learning	4
EFL502	Research Methods	4
EFL506	Classroom Management	4
EFL507	Foreign Language Testing	4
EFL508	Practicum	4
EFL509	English Language Teaching Methods: Receptive and Productive Skills	4
EFL510	AI-Technology in the Classroom	4
EFL529	Proposal Prep	4

Specification Requirements/ Electives (4credit hours)

Course Code	Course Title	Credit Hours
EFL511	English Linguistics and Applications	4
EFL512	Sociolinguistics	4
EFL513	Discourse Analysis	4
EFL514	Pedagogic Grammar	4

Thesis/ Dissertaion (12 credit hours)

Course Code	Course Title	Credit Hours
EFL531	Thesis Module	12

6.5 Faculty of Education Studies

A. Degree Requirement

Per local accreditation requirements, the Bachelor of Arts in Elementary Education degree comprises 128 credit hours to be completed over a 4-year period of full-time study. The program prepares graduates to specialize in one of the following areas: Mathematics and Science, Arabic Language and Social Studies , or English Language. The programme's credit hours can be broken down as follows:

Category	Credit Hours
University requirements/Mandatory	15
University requirements/Elective	3
Faculty Requirements/Electives	6
Faculty Requirements/Mandatory	54
Practicum courses	0
Specialization Requirements/ Mandatory	50
Total Credit Hours	**128**

B. Programme Description

The Elementary Education program provides students with appropriate educational and professional preparation, enabling them to perform effectively at all levels of elementary education. The program aims to prepare qualified teachers in both theory and methodology while developing strong knowledge of the subject matter taught at the elementary level.

The program offers three specialized tracks: Mathematics and Science, Arabic Language, and English Language, allowing students to develop in-depth subject-matter knowledge and pedagogical expertise in their chosen area of specialization. Courses are delivered in Arabic and English, as appropriate to the course and area of specialization.

Our degree enables future teachers to become mentors and inspiring role models who demonstrate ethical and professional practice. Moreover, students will acquire a comprehensive understanding of learning, instruction, and assessment. They will be able to communicate professionally with their students, enhance their performance, design effective and supportive learning environments, employ diverse teaching approaches, and implement the latest technological tools in education.

University Requirements / Mandatory **Total 15 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite
AR113	Arabic Communication Skills III	3	
EL111	English Communication Skills I	3	
EL112	English Communication Skills II	3	EL111
GR100	Computer and Internet Skills	3	
GR118	Life Skills	3	

University Requirements / Electives **Total 3 credit hours**

Course Code	Course Title	Credit Hours	Prerequi-site
GR111	Arabic-Islamic Civilization	3	
GR112	Issues and Problems of Development in the Arab World	3	AR111
GR121	Environment and Health	3	
GR131	History and civilization of Lebanon	3	
EL118E	Reading	3	

Faculty Requirements / Electives **Total 6 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite
ED131	Art Education	3	
SP100	مقدمة في التربية الخاصة	3	AR111
SP202	التدخل المبكر في التربية الخاصة	3	
SP233	بناء وتعديل السلوك	3	
SP325	التعلم باللعب	3	
ED421	Principles of school counseling and Guidance	3	

Practicum Courses **Total 0 Credit-Hours**

Course Code	Course Title	Credit Hours	Remarks
EAW1	English Academic Writing 1	0	
EAW2	English Academic Writing 2	0	
EAW3	English Academic Writing 3	0	

Faculty Requirements/Mandatory **Total 54 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite
ED115	Descriptive Statistics and Probability	3	
ED121	Psychology of Child Growth	3	
ED222	علم نفس تربوي	3	
ED241	Curriculum & General Instructional Methods	3	
ED313	Classroom management and Learning Environment	3	
ED331	Instructional Technology	3	GR100
ED332	Computer–Assisted Instruction	3	ED331
ED334	Citizenship Education	3	
ED335	Education for Sustainable Development	3	
ED336	Ethics of Teaching Profession	3	
SP302	مدخل الى صعوبات التعلم	3	
ED423	Evaluation, Measurement and Constructing Classroom	3	ED241
ED427	Artificial Inteligence & Advanced Educational Technology	2	
ED428	Digital Citizenship and Values in Elementary Education	2	ED427
ED431	Design and Production Educational Software	3	ED332
ED440	Classroom Observation	3	
ED447	Practicum in Education II	4	ED440
ED449	Practicum in Education II	4	ED447

C. Programme tracks:

1) Science and Mathematics

Specialization Requirements/ Mandatory **Total 50 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite
ED369	Physical Sciences	3	
ED370	Life Science I	3	
ED384	Arithmetic	3	
ED385	Calculus I	3	
ED391	Life Science II	3	ED370
ED392	Earth Science - Geology	3	
ED393	Health and Environmental Sciences	3	
ED395	Calculus II	3	ED385
ED396	Geometry and Measurement	3	
ED477	Educational Research Methodology	4	
ED478	Action Research	4	ED477
ED483	Methods of Teaching Science I	3	
ED485	Methods of Teaching Science II	3	ED483
ED491	Methods of Teaching Mathematics I	3	
ED492	Methods of Teaching Mathematics II	3	ED491
ED493	STEM	3	

2) Arabic Language and Social Studies

Specialization Requirements/ Mandatory **Total 50 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite
ED345	Phonetics, Morphology, Syntax, & Lexicography 2	3	ED379
ED372	Social Studies I	3	
ED373	Social Studies II	3	ED372
ED374	Development and Citizenship in Lebanon - Introduction to teaching	3	
ED375	Development Issues in the Arab World	3	
ED378	The New Global Sphere: Issues and Problems	3	
ED379	Phonetics, Morphology, Syntax, and Lexicography 1	3	
ED382	Writing Skills and Their Type for Elementary School Teachers	3	
ED383	Semantics, Rhetoric, and Stylistics for Elementary School Teachers	3	
ED451	Methods of Teaching Arabic Language I	3	
ED452	Methods of Teaching Arabic Language I	3	ED451
ED-456	Children Literature	3	
ED471	Methods of Teaching Social Studies I	3	
ED472	Methods of Teaching Social Studies II	3	ED471
ED477	Educational Research Methodology	4	
ED478	Action Research	4	ED477

3) English Language

Specialization Requirements/ Mandatory **Total 50 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite
ED117	Academic Writing	4	
ED118	Reading Comprehension	4	
ED119	Oral and Presentation Skills	4	
ED129	Introduction to Language	4	
ED230	Introduction to Literature	4	
ED397	Concepts and Theories in Children's Literature	4	
ED398	Novels and Short Stories in Children's Literature	4	
ED399	Changing Perspectives s in Children's Literature	4	
ED400	Meaning and Illustrations in Children's Literature	4	
ED473	Methods of Teaching English Language I	3	
ED474	Methods of Teaching English Language II	3	ED473
ED477	Educational Research Methodology	4	
ED478	Action Research	4	ED477

For a description of courses visit:
https://web.aou.edu.lb/faculties/education/Pages/course-catalogue.aspx

6.6 Graphic and Multimedia Design Technology Programme (GMDT)

A. Degree Requirement

Per local accreditation requirements, the degree comprises between *113-123 credit hours to be completed over a 3-year period of full-time study. The programme's credit hours can be broken down as following:

Category	Credit Hours
University requirements/Mandatory	*11-18
University requirements/ Electives	3
Faculty requirements/ Mandatory	*6
Specialization requirements/ Mandatory	96
Total Credit Hours	*113-123

***For holders of Lebanese Baccalaureate or Technical Baccalaureate**

B. Programme Description

The Graphic and Multimedia Design Technology (GMDT) program is designed and developed to provide a high-quality program of study for students in the Faculty of Computer Studies (FCS), Arab Open University (AOU). The design and development of this program took into account the guidelines provided by professional standards bodies, including the QAA, UK (QAA2019) Hence, this program addresses these requirements by providing a structured curriculum that integrates and links key methodologies and technologies, and graphic design for animation and digital production. However, the program supports these with a solid grounding in the technical and practical foundations of the creative world as a discipline to enable graduates to continue working efficiently in an ever-evolving, changing, and complex sector in terms of technology as well as end-user/customer requirements

BA in Graphic and Multimedia Design Technology - Media Arts & Design Track

The Graphic and Multimedia Design/Technology- Media Arts & Design Track aims and objectives are to:

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

University Requirements/ Mandatory **Total 20 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
GR118	Life Skills and Coexistence	3		Granted for holders of Lebanese Bac.
EL111	English Communication Skills I	3		
EL112	English Communication Skills II	3	EL111	
GR77	Skills for success	1	EL099	
GR99	Learning with technology	1	EL099	
GT101	Learning and Information Technology	3	EL111	Granted for holders of Lebanese Bac.
AR113	Arabic Communication Skills	3		Granted for holders of Lebanese Bac.
GB102	Principles of Entrepreneurship for Non-Specialists	3		

University Requirements/ Electives **Total 3 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite	Remarks
GR111	Arabic Islamic Civilization	3		Granted for holders of Lebanese Bac.
GR112	Issues and Problems of Development in the Arab Region	3		
GR115	Current International Affairs	3		
GR131	Branch Requirement	3		Granted for holders of Lebanese Bac.

Faculty Requirements/ Mandatory **Total 6 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite
LM102	Mathematics for Graphic Design	3	EL111
GL260	Ethics and Law in Graphic and Multimedia Design	3	GD202

Core Specialization/Mandatory **Total 96 credit hours**

Course Code	Course Title	Credit Hours	Prerequisite
LEVEL 1			
GD101	Drawing	4	EL099
GD102	Basic Design and Composition	4	EL111+GD101
GD103	Introduction to Digital Media Design	4	EL111+GD101
GD104	Digital photography	4	GD103
GD105	Typography I	4	GD102+GD103
GD106	Design Thinking & Research Methodologies	4	EL111
GD107	Motion Graphic	4	GD102+GD103
MD111	Introduction to Multimedia Design	4	EL111+GD103
LEVEL 2			
GD202	UX/UI	4	GD105
GD203	Video Editing	4	GD104 + GD107 or MD212 + MD211
GD204	Introduction to 3D	4	GD103 or GD201
MD211	Cinematic Styles	4	MD111
MD212	Cinematography	4	MD111
GD209	Typography II	4	GD105
MD213	3D Production	4	GD204
GD222	Branding	4	GD209
LEVEL 3			
GD305	Internship/ Portfolio	4	GD222
GD306	Digital Marketing	4	GD106
MD311	Art direction	4	GD222
GD312	Packaging	4	GD222
MD321	Filmmaking	4	MD211 - MD212-GD203
MD322	Design Innovation and Entrepreneurship	4	EL112
GD307 A	Graduation Project A	4	GD222+ MD212
GD307 B	Graduation Project B	4	GD307A

For a description of courses visit:
https://web.aou.edu.lb/faculties/gmdt/ Pages/course-catalogue.aspx

07
Financial Affairs

7.1 Study Fees

Being a non-profit institution, AOU aims to keep the fee levels as low as possible, so long as it allows for the offering of its high quality learning experience.

A. Tuition fees:

Check the university website for information on tuition fees for each programme

B. Other Fees

Mode of Payment	Category	Fees
Paid Once	Application Fees	50$
	Placement test Fees - Bachelor's Degree	30$
	Placement Test Fees - MBA	30$
	Student Guide	10$
Paid every semester	Registration fees (new and continuing students) Bachelor's level	150$
	Registration fees (new and continuing students)-Master's level	200$
	Operational fees	100$
	Technical fees for GMDT students	125$
Paid Yearly	NSSF	LBP 8,400,000
Penalties	Late Registration fees less than a week	30$
	Late Registration fees more than a week	30$
	Late payment on 1st installment & NSSF	30$
	Late payment on 2nd, 3rd & 4th installment	30$

Mode of Payment	Category	Fees
Paid upon request	Transfer between branches	100$
	Transfer between programmes	30$
	Transfer of courses	30$
	Transfer between Tracks	25$
	Official transcript	5$
	To whom it may concern	5$
	Grade revision	30$
	Make-up test	35$
	Certificate fees	10$
	Graduation Fees	100$
	Activation Fees	25$
	Lost certificate fees	125$
	Graduation ceremony fees + graduation cap & Gown	TBA
	Exit Award	100$

7.2 Student Funds

AOU offers various types of Scholarships and Financial Aid targeted mainly to undergraduate students who have a financial need or a distinguished academic record:
Need- Based Financial aid for all registered students, with the below eligibility criteria:

- **GPA greater than or equal to 2**
- **Successfully completed 16 credits**
- **Student does not benefit from any other scholarship**

Merit- Based Financial aid for students with exceptional academic grades, however priority is given for need-based students.

Partial or Full scholarship offered for new or continuing students whenever available.

Graduate Assistantship:

Graduate students can benefit from a graduate assistantship that will help support part of their tuition in exchange for a specified number of working hours, whenever there is a need for it.

Graduate student can submit a Graduate Assistant application; given that they have distinguished grades.

Contact your academic advisor to apply for a graduate assistantship.

08
University Resources

8.1 Learning Resources

To support academic programmes, students and tutors, the university offers a variety of learning resources such as textbooks and IT resources. All students have access to a variety of programme and course resources that are accessible through the internet. This is known as the E-Library. Specifically, a Moodle-based software called Learning Management System (LMS)

provides students and faculties with access to all electronic resources to which AOU is subscribed. There is also a student support service electronic resource.

8.2 Computer Laboratories

The university provides the students with various-purpose computer laboratories. Some courses have mandatory online components as primary or supporting course material intended to help in learning, and such material can be accessed in the labs. Electronic support for all courses is provided through the University's LMS, which also includes a teleconferencing facility. Additionally, AOU encourages electronic submission for student assignments.

8.3 Physical Facilities

• Gym facilities:

AOU provides a gym on campus, equipped with various, basic sport machines.

• Infirmary:

A professional nurse is available on AOU premises to help promote the prevention of illness and disability and to assist students and staff in any health related emergency issue.

• Cafeteria:

A cafeteria is opened daily offering sandwiches, snacks, and drinks, while providing a facility for students to chill and socialize.

• Multipurpose hall for club meetings and activities

AOU has a multipurpose hall for students to engage in various activities and clubs.

8.4 Student Support Facilities

Career Placement:

The Student Affairs office has a career-related function whereby it assists students in resume writing and job interview skills, refers them to vacancies and available positions in various organizations, and organizes annual career days and job fairs. It also supports its graduates in helping them secure a job.

Internship opportunities:

High achieving students in their 2nd or 3rd year are placed in internships and training programs at private and public firms in various sectors.

Work-study programme:

AOU offers students the opportunity to work on campus. Students with financial need or high GPA are assigned to work on an hourly basis in various departments depending on needs.

Support for students with special need:

AOU supports and accommodates students with various special needs: visual needs, learning difficulties, physical needs

• Students who feel that certain circumstances have impacted their performance negatively when completing their assignments, or who need particular support, should present their case to their tutor whom will discuss it with the appropriate authority.

• Students requiring an extension to an examination duration/time must submit their needs not less than 3 weeks before the date of the exam or the due date of a research/project submission.

09
Student Life

The Department of Student Affairs at AOU University encourages students to participate in a diverse range of extracurricular activities, clubs, events, and initiatives that complement their academic studies and contribute to their personal, social, and professional growth. Through active involvement, students have the opportunity to develop leadership, teamwork, communication, and organizational skills, while fostering creativity, community engagement, and social responsibility. These experiences enrich university life, build self-confidence, create meaningful connections, and help students acquire valuable competencies that support their future academic and career success.

9.1 Student Clubs and Extracurricular Activities

Students may join a variety of clubs based on their interests and talents, including:

- Music Club: Organizes music performances, talent competitions, and cultural events.
- Photography Club: Conducts photography workshops, exhibitions, and competitions.
- Drama Club: Offers acting workshops and theatrical performances.
- Entrepreneurship Center: Supports innovation and entrepreneurship through participation in competitions such as the Hult Prize and MIT-related challenges.
- Programming Club: Prepares students for national and international programming competitions and technology-related activities.
- Mental Health Club: Promotes mental well-being, awareness campaigns, & peer support initiatives
- Hiking Club: Encourages outdoor activities & environmental appreciation through hiking events
- Book Club: Fosters a culture of reading, critical thinking, and intellectual discussion.
- GMDT Club: Engages students in activities that support creativity, innovation, & skill development.
- Dance Club: Provides opportunities for students to explore various forms of dance and participate in cultural performances.

Club Activities and Community Engagement

Student clubs organize and participate in a variety of activities and initiatives throughout the academic year, including:

- Blood donation drives.
- Community service and volunteer projects in collaboration with NGOs & community organizations.
- Charity and donation campaigns.
- National academic, cultural, and professional competitions.
- Environmental sustainability initiatives, including recycling and awareness campaigns.
- Reforestation and environmental conservation activities.

Through active participation in these clubs and activities, students are encouraged to develop a well-rounded university experience, contribute positively to society, and acquire transferable skills that support their academic, personal, and professional success.

9.2 Sports and Recreational Activities

Sports and recreational activities are an integral part of student life at AOU University, providing Students with opportunities to develop teamwork, leadership, discipline, resilience, and healthy lifestyle habits.
Through participation in a variety of sports programs, training sessions, and competitive events under the guidance of qualified coaches, students enhance their physical well-being, build lasting friendships, and proudly represent the

Sports Offered

Students may participate in a range of individual and team sports, including:

- Football
- Mini Football
- Futsal
- Basketball
- Padel
- Chess
- Badminton
- Fighting Sports and Martial Arts Championships
- Muay Thai

Competitions and Championships:

AOU University teams regularly take part in:

- Friendly matches and inter-university tournaments.
- National championships among universities across Lebanon.
- Regional competitions within the Middle East and North Africa (MENA) region.
- International championships and sporting events held in Europe and Asia.
- Specialized tournaments for team sports, martial arts, and individual sports disciplines.

Through these activities, students have the opportunity to enhance their athletic abilities, develop a spirit of sportsmanship and fair play, and proudly represent AOU University at local, regional, and international levels.

10 Student Representation

The University recognizes that student engagement is crucial in supporting of the University's mission and in enhancing the student learning experience. Student representative bodies are responsible for ensuring that the student voice is heard and exerts some influence on the University planning process. Students are represented in the Branch Council through nominations. In addition, students are also represented in the quality assurance committee. Student Representatives attend committee meetings, and so they are familiar with how the University/Faculties run, and they are up to date on issues that are of concern to their constituents. Additionally, various student societies are established in every branch to enable students to participate actively in social activities and community service

11 Contact Details

To facilitate the educational process and achieve meaningful results, AOU established websites for its various programmes and activities. Unless otherwise noted, all websites are available in the English language.

Faculty	Website
Business Studies (FBS)	https://web.aou.edu.lb/faculties/business/Pages/default.aspx
Computing Studies (FCS)	https://web.aou.edu.lb/faculties/computer/Pages/default.aspx
Language Studies (FLS)	https://web.aou.edu.lb/faculties/language/Pages/default.aspx
Education Studies (FES)	https://web.aou.edu.lb/faculties/education/Pages/default.aspx

University Addresses and Information

Lebanon Branch	20584518 - Beirut - Lebanon **Email: admin@aou.edu.lb / info@aou.edu.lb / studentaffairs@aou.edu.lb** **Tel: (+961) 01-392139 / Fax: (+961) 01-392146** Direction: Horsh Beirut, Tayouneh, Omar Bayhum Street -Antelias -Tripoli

Headquarters (HQ)	PO Box 3322 Safat - Postal Code 13033 - State of Kuwait **Email: info@arabou.edu.kw** **Tel: (+965) 24394143 / Fax: (+965) 24394150** Directions: Al-Farwaniya, Al-Ardiya Industrial Area, government usages zone next to the Public Institution for Social Security

Bahrain Branch	PO Box 18211 - Manama - Kingdom of Bahrain **Email: student-affairs@aou.org.bh / info.desk@aou.org.bh** **Tel: (+973) 17407077 / Fax: (+973) 17402548** Directions: A'ali, Street 3220 (Building 890, Block 732)

Egypt Branch	PO Box 51 - El-Sherouk City behind City Hall - Cairo - Egypt **Email: info@aou.edu.eg** **Tel: (+202) 26890500 - Hotline: 19268 / Fax: (+202) 26890590** Directions: Cairo, El-Sherouk City, Al-Hay Al-Thani

Jordan Branch	PO Box 1339 Amman - Postal Code 11953 - Jordan **Email: info@aou.edu.jo** **Tel: (+962) 6 5630630 / Fax: (+962) 6 5630610** Directions: Amman, Tareq, Behind Queen Alia Hospital

Kuwait Branch	PO Box 830 Al-Ardiya - Postal Code 92400 - State of Kuwait **Email: director2@aou.edu.kw /** **info@aou.edu.kw** **Tel: (+965) 24394400 / Fax: (+965) 24394200** Directions: Al-Farwaniya, Al-Ardiya Industrial Area, government usages zone

Oman Branch	PO Box 1596 - PC 130 - Azaiba - Sultanate of Oman **Email: info@aou.edu.om /** **admission@aou.edu.om** **Tel: (+968) 24957300 / Fax: (+968) 24699669** Directions: Muscat, Qurm 18, Madinat Sultan Qaboos

Saudi Arabia Branch	PO Box 84901 - Riyadh 11681 - Kingdom of Saudi Arabia **Tel: (+966) 112742277 / Fax: (+966) 112742696** **Email: support@arabou.edu.sa** Directions: Riyadh, Hittin, Prince Faisal Ibn Abdullah Ibn Abdulrahman Street

Sudan Branch	PO Box 7818 - Postal Code 11123 - Republic of Sudan **Email: info@aou.edu.sd** **Tel: (+249) 154891834 / Fax: (+249) 154891832** Directions: Khartoum, Al-Amarat Street 17, Opposite of the Local Government

Palestine Branch	PO Box 4375 - Palestine **Email: info@aou.edu.ps** **Tel: (+972) 2 2429777 / Fax: (+972) 2 2429444** Directions: RamAllah, Al-Bireh, Al-Sheikh Hasan Salameh Street

12
Appendices

From Appendix A1 to Appendix A12

Appendix A1

AOU
الجامعة العربية المفتوحة
Arab Open University
Lebanon

The Bachelor's Degree Award Requirements Bylaws at the Arab Open University

Approved by University Council No. 752022

Article 1: Title

The present bylaws shall be named: **"The Bachelor's Degree Award Requirements Bylaws at the Arab Open University."**

Article 2: Definitions

Unless the context indicates otherwise, the following words and expressions shall have the meanings specified here under:

University	AOU - The Arab Open University
President	The University President
VPAA&SR	The Vice President of Academic Affairs and Scientific Research
Dean	The Dean of an Academic programme that offers a Bachelor's Degree
Deanship	The Deanship of an academic program that offers a Bachelor's Degree
Director/Rector	The Director/Rector of an Arab Open University branch or campus
Branch	An Arab Open University branch or campus
Headquarters / HQ	The Arab Open University headquarters
Programme	An academic major accredited for a Bachelor's award
Tutorial	A face-to-face classroom teaching hour
Study Plan	A distribution of courses according to the components of an accredited academic programme
Academic Committee	A permanent committee formed by the University Council
CEC	The Central Examination Committee at the University's headquarters
FEC	The Faculty Examination Committee in a Deanship
BEC	The Branch Examination Committee

Article 3: Study Plans

A) The University Council shall approve the Bachelor's programme study plans according to the recommendation of the competent Faculty Council and the endorsement of the Academic Committee.

B) Academic programme study plans shall be based on the credit hour system.

C) The total credit hours required for obtaining a Bachelor's degree in any programme shall not be less than 128 credit hours (480 credit points). These credit hours are distributed as follows:

- A minimum of 18 credit hours (68 credit points) of compulsory general University requirements.
- A range of 80 to 100 credit hours (300 to 375 credit points) of a programme's specialized requirements.
- A minimum of 14 credit hours of Deanship requirements and elective courses that are specified in the approved study plan of the academic programme.

D) The distribution of credit hours in some AOU programmes may not follow the

distribution highlighted in Clause C herein so long as the overall credit hours required for obtaining the Bachelor's degree is maintained; 128 credit hours (480 credit points).

Article 4: The Academic Year

A) The academic year shall consist of two semesters. Each semester's duration is 1 6 weeks, including the final exams period.

• The summer semester is optional and shall span eight (8) weeks including the final exams period.

B) The University calendar, as approved by the University Council shall determine the commencement of the academic year, semesters, and examination dates.

Article 5: Admission

A) To be admitted into any Bachelor's programme, an applicant should have fulfilled the following conditions:

• Obtained a general secondary school certificate or an equivalent certificate.

• Fulfilled any other conditions determined by the University or by the competent authorities of the country in which the AOU Branch is located.

B) The Branch Council shall devise and approve a specific admission policy according to admission requirements in the branch country.

C) Any applicant who meets admission requirements, but could not be admitted due to competition may re-apply in any forthcoming opportunity.

D) The Branch may admit students willing to study specific courses (if exist) as non registered students, if they meet any other conditions determined by the nature of these courses.

E) A student who studied at a Branch as a non-registered student in previous semesters may submit an admission application to any of the programmes offered in the Branch after filing an application during the specified admission period announced by the Branch. If admitted, and at his/her request, courses studied previously will be credited provided that they are consistent with the current study plan of the programme in which he/she is admitted and with the local accreditation conditions. Additionally, the grades earned in these courses shall be entered onto his/her new academic record.

F) A prospective student may appeal against an admission decision or file a complaint against an admission process.

Article 6: Language Placement Test (LPT)

A) All freshmen shall undertake the Language Placement Test (LPT) in Arabic and English according to the approved standards by the University Council as shown in the table below.

B) Non-Arabic speaking freshmen shall be exempt from the Arabic LPT and shall be treated according to approved standards by the University Council.
C) Depending on the freshmen's score in TOEFL and/or IELTS, he/she either can be exempt from taking the English LPT or exempted from some courses as shown below. They also ought to have taken either test not more than two years prior to applying

TOEFL Score			IELTS Score	The Student is Exempted from
Internet-Based Test (IBT)	Computer-Based Test (CBT)	Paper-Based Test		
30	93	397	3	EL097
41	123	437	4	EL098
53	153	477	4.5	EL099
65	183	513	5.5	EL111
79	213	550	6.5	EL112

D) Students may be exempted from pursuing one or more University-required Arabic compulsory courses according to scores obtained in the Arabic Language Placement Test (LPT), and in accordance with the approved standards by the University Council.

Student Grade in Placement Test	The Student is Exempted from
0 — 59%	No exemption
60 — 89%	AR111
90% and above	AR112

If a student is undertaking the updated University requirements, the exemptions will differ as follows:

Student Grade in Placement Test	The Student is Exempted from
0 — 74%	No exemption
75% and above	AR113

E) On entry, the freshman's academic record shall contain a record of all courses from which the freshman has been exempted due to his/her performance at the Arabic and/or English LPTs. These exempted courses shall be marked "CR". Moreover, the credit hours associated with exempted courses shall not be included in the freshman's cumulative averages.

Article 7: Duration of Study

The maximum duration for obtaining a Bachelor's degree award shall be twenty-four semesters (12 years), taking into account the local accreditation requirements.

Article 8: Study Load

Study Load:

The following is only applicable to normal (non-summer) classes and with due regard to local accreditation requirements in each branch country:

1) Minimum Load: the minimum study load per student shall be eight credit hours (30 credit points) per semester. However, with the branch Rector's approval, this load may be reduced to six credit hours (22 credit points).

2) Maximum Load: The maximum study load per student shall be 21 credit hours (78 credit points) per semester. However, for students expected to graduate in the same semester, the branch Rector may raise the maximum load to 24 credit hours (90 credit points).

3) Students with a cumulative average **under 2.00 on a scale of 4.00** shall not be permitted to register more than 16 credit hours in a semester.

Article 9: Registration

A) Registration within the Study Plan:

1) Students must register for courses included in their study plan according to the sequence prescribed by the concerned Deanship in order to obtain the required academic degree.

2) Students are not allowed to register for a course if they had not passed its prerequisite or obtained a mark in its continuous assessment and final exam that is less than 30/100.

3) A graduating student may register for a course and its pre-requisite simultaneously.

4) A student may be allowed to register for a course and its pre-requisite simultaneously if it allows him/her to reach the minimum study load of 8 credit hours, and only by recommendation from the programme coordinator and by approval from the branch Director/Rector.

B) Registration Outside the Study Plan:

1) A student may register for any course offered by the University even if outside of his/her study plan.

2) The credit hours of registered courses that are not included in the student's study plan will not be attributed to him/her. Consequently, they will also not be included in the student's semester or cumulative averages.

C) Registration and Study in another Branch:

1) A student registered in one branch may study courses within his/her study plan in another branch upon the approval of both concerned branch Rectors.

2) The required courses are registered and paid for in the host branch.

Article 10: Drop and Add

A) Without prejudice to the provisions of Article 8 hereof, the student may drop and add certain courses included in the study plan within the statutory drop and add period declared in the University calendar.

B) In financial terms, drop and add procedures are dealt with according to the following table and in a manner that does not conflict with the financial plans approved by the branch Rector.

Withdrawal	% of Student Reimbursed Fees	Symbol Shown in the Student's Record
Before study commencement and during drop and add period	100%	It is not shown
After drop and add period	70%	Withdrawn — W
After week 3	No reimbursement	Withdrawn — W

C) A student is considered deferred if he/she had withdrawn from all courses in a certain semester after getting the approval of the respective authority.

D) A student is not allowed to withdraw after the last week of study.

Article 11: Deferral of Study

A continuing student (non-freshmen) may defer his/her study within a period not exceeding two (2) weeks after semester commencement, provided that such deferral does not exceed six (6) consecutive or interrupted semesters. Such deferral shall not be included within the maximum study duration limit allowed for graduation requirements completion.

Article 12: Discontinuation of Study

A) A student is considered discontinued in a semester if he/she fails to register for any courses in that specific semester.

B) This semester is accounted for within the allowed period of study.

C) Students may submit a petition to the branch Rector showing proof of the force majeure3 that prevented them from registering in the semester. If approved, they shall be deemed deferred for that semester.

D) No student is allowed to discontinue his/her study for more than three consecutive or interrupted semesters.

Article 13: Withdrawal from the University

5) A student is considered officially withdrawn from the University when he/she fills an application of withdrawal from the University.

6) The Fees refund policy will apply to the specific withdrawal semester according to the following tables:

1: Withdrawal from the University in the First or Second Academic Semester

Withdrawal Period	% of Student Reimbursed Fees
Before study commencement	85% total fees of the registered study hours
During the first week of the semester	50% total fees of the registered study hours
After the first week of the semester	No reimbursement

2: Withdrawal from the University in the Summer Semester

Withdrawal Period	% of Student Reimbursed Fees
Before study commencement	85% total fees of the registered study hours
During the first three days of the first week of the semester	50% total fees of the registered study hours
From day 4 of the first week of the semester	No reimbursement

Article 14: Cancellation of Enrollment

A) A student enrollment is cancelled as follows:

a. Upon personally applying for withdrawal from the University.

b. If he/she fails to register for any course during the first semester following enrollment at the University.

c. Should he/she discontinue his/her studies for three consecutive semesters without any valid reason.

d. If deferral periods exceeded six consecutive or interrupted semesters.

e. If he/she is dismissed from the University.

2) A student with cancelled enrollment due to discontinued studies may apply for reenrollment if his/her current study plan was identical to his/her previous one. The academic record is then restored with his/her previous registration number.

3) If the two plans were not identical, he/she may apply again and all completed courses are credited in accordance with the **Course Equivalency Bylaws at the Arab Open University.**

Article 15: Face-to-Face Tutorial Sessions

The local accreditation conditions required by each University branch are as follows:

1) Definition in Law: unforeseeable circumstances that prevent someone from fulfilling a contract.

- The minimum face-to-face classroom meeting hours allocated for tutorials in each course during a single semester shall be four classroom hours against each credit hour allotted to the course. In other words, **1 credit hour = 4 classroom hours.**
- Face-to-face tutorial classroom hours may increase in the case of certain courses having a special nature. This is determined by a competent Deanship or a branch with a view to fulfill local accreditation requirements, for instance.
- Attending the face-to-face tutorial sessions of the registered course is mandatory by students. Absence from such tutorials may not exceed 25% of the prescribed tutorials as stated in the approved University calendar. A student whose absence exceeds this percentage fails the course.

Article 16: Course Assessment

A) Each course shall have a final mark out of 100 marks to be equally distributed between the continuous assessment and the final exam.

B) The continuous assessment's 50 marks shall be allotted as follows:

- A minimum of 20 marks shall be assigned to Tutor Marked Assignments (TMAs).
- A maximum of 30 marks shall be allotted to the Midterm Assessments (MTAs).

C) The concerned Deanship may exclude any course from the marks distribution stipulated in Clauses A and B above following the approval of the Deanship Council and the Academic Committee.

D) The minimum number of TMAs required for each course shall be at least one (1) TMA per course per semester. The Deanship may determine the maximum number of TMAs.

E) A maximum of two (2) continuous assessments per course may be held during the semester.

F) Each Deanship shall be responsible for the preparation of assignments, mid-term and final exam of every course.

G) TMAs, MTAs and Final Examinations shall be unified in all University branches and endorsed by the concerned Dean.

H) A Deanship may hold more than one (1) MTA in a single semester in response to special circumstances.

I) According to special instructions issued by the University Council, the MTA and the final examination are held at the same time and on the same date in all branches. In special circumstances, exceptions may be allowed.

Article 17: Period of Storing Mid-Term Assessments and Finals

Students' final examinations and mid-terms assessments answer booklets shall be kept as references at the branches for specific periods and circumstances should they be needed.

Specific Periods are as follows:
Mid-term assessments are kept for one (1) semester following the specific assessment semester. Final examinations are kept for two (2) semesters following the specific final examination semester. The answer booklets shall be destroyed at the end of the retention periods, according to university- approved procedures.

Article 18: Absence from Exams & Assessments

A) Mid-Term Assessments (MTAs):

1) A student who is absent from an MTA shall be credited with a zero (0) mark, unless he/she presents a valid reason for the absence within one week (7 calendar days) from the exam date.

2) If the reason for absence is accepted, he/she may sit for a make-up examination in the same semester at a time set by the Admission, Registration, and Examination Department at the University Headquarters (HQ).

B) Final Examinations:

1) A student who is absent from a final exam shall earn a zero (0) mark, unless he/she submits a force majeure (extenuating circumstances) excuse within one week (7 calendar days) from the exam date.

2) In case the reason for absence was accepted, the letter I[4] shall be entered in the student's academic record and he/she shall be permitted to re-sit for the examination on its first subsequent session.

3) In such a case, the course's credit hours shall be excluded from the student's semester and cumulative averages.

4) Should the student fail to sit for the examination on its first subsequent session, the letter I shall be replaced with the letter F[5] in his/her academic record.

Article 19: Examination & Assessment In a Different Branch

A) A student may sit for their registered courses' final exams at any other branch according to the approval of the Rectors of both concerned branches. The concerned Deanship must be informed of the same exam's availability at the host branch.

B) The host branch must send the student's answer booklet to the original branch for marking.

Article 20: Grading Scale

The University grading scale is as follows:

Letter Grade	**F**	D	C	C+	B	B+	A
Points (numeric grade values)	**0.00**	1.50	2.00	2.50	3.00	3.50	4.00

NB: Grade D is the minimum passing value for a student's successful completion of a course.

Article 21: Course Failure

A) A student shall fail a course according to the following criteria:

1) If a student's mark in continuous assessment was less than 30% of the marks assigned to it, the grade FC (failed continuous assessment) shall be entered into his/her record.

2) If a student was absent from the final exam without an acceptable excuse, the grade FA[6] shall be entered into his/her record.

3) If the student's mark in the final exam was less than 40% of the overall mark, the grade FF[7] shall be entered into his/her record.

4) If the student's final mark—the total marks obtained in continuous assessment and the final exam—was less than 50%, the letter F shall be entered into his/her record.

B) The credit hours of a course that a student fails for any of the reasons stated in Clause A of this article shall be counted in determining his/her semester and cumulative averages.

Article 22: Results

The Central Examination Committee (CEC) shall approve the results according to a recommendation submitted by the Faculty Examination Committee (FEC) of the concerned Deanship.

Article 23: Appeals

A) A student may appeal against a recommendation or decision regarding course progression or course results.

B) A student may not appeal against matters of academic judgment.

C) The appeal can only be considered according to AOU Appeals and Complaints Procedures and within the dates set in the Bachelor's Degree Award Examination and Assessment Bylaws.

- The committees that look into student appeals are:

1) The Appeals Committee: the committee that considers a student's first appeal.

2) The Re-Appeals Committee: the committee that deals with students' reappeals (second appeal).

Task	Period
Students submit an appeal against a recommendation/decision within one (1) week (7 calendar days)	Week 1
The Appeals Committee looks into student appeals and submits its recommendation to the Assistant Director/Rector for Academic Affairs	Week 2
The student will be informed of the committee's recommendation through the online appeals system or the official University e-mail	Week 3
A student may re-appeal the recommendation/decision within one (1) week (7 calendar days) of being notified	Week 4
The Re-Appeals Committee looks into student cases and makes recommendations in consultation with the respective General Course Coordinator (GCC). The recommendation will be submitted to the Branch Rector/Director for endorsement	Week 5
The student will be notified of the re-appeal status formally through the online appeals system or the official University e-mail	Week 6
The Branch Director/Rector informs the VPAA&SR of all appeals and re-appeals to be submitted for final approval by the CEC	Week 7

• Re-appeal cases are allowed only for cases of previous appeals.

• The respective committees present their recommendations to the Branch Director/Rector who then submits them to the Chair of the Central Examination Committee for approval and endorsement.

• All students' results are deemed final and irrevocable within one (1) academic semester following their declaration, and changes are prohibited from this point onward.

Article 24: Semester and Cumulative Averages

The number of points for each course shall be computed by multiplying the credit hours of the course a student studied during a semester by the total number of points he/she earned during the same semester, and then assigned a letter grade as shown in Article 20 herein.

• The semester average:

1) The semester average shall be computed by dividing the student's total number of points earned during the semester by the total number of credit hours of courses studied during the same semester.

2) The semester GPA will be calculated according to the provisions of Clause B of Articles 10 and 18 in this bylaw.

• The cumulative average:

1) The cumulative average is computed by dividing the overall number of points earned by a student in all of his/her registered courses in the study plan since joining the University by the overall number of these courses 'credit hours.

2) Exemption of the calculation of cumulative average is subject to Clause E of Article 6, Clause B of Article 10, Article 18, and Clauses B and C of Article 27 of this bylaw.

3) Both semester and cumulative averages shall be rounded to the nearest two decimal points.

Article 25: Warning and Dismissal

A) A warning shall be issued to a student whose cumulative average is under 2.00 at the end of any semester, excluding the summer semester.

B) A student shall be dismissed from the university if he/she receives five warnings within five consecutive semesters, excluding summer semesters.

C) A student whose academic warnings exceed the allowed number shall be referred to the special studies programme where they will remain under the warning system on the conditions that:

1) He/she had completed a minimum of 80 credit hours.
2) He/she had not exceeded the stipulated period for graduation.

D) A student who is academically dismissed from a certain track is not allowed to re-apply and register in the same track.

E) A student may apply for another programme or even a different track under the same programme that he/she was dismissed from. He/she may request the University to credit the relevant registered courses that he/she had previously passed. All shared courses by the study plans should be credited to the student if the cumulative average is not under 2.00 after these courses are computed.

Article 26: Repeating Courses

- Repeating provisions:
  1) Students may not retake any course in which they had obtained a Grade B or above.
  2) No student is allowed to repeat a level 5 or level 6 course derived from the Open University-United Kingdom (OU-UK) in which he/she had obtained a Grade C or above.
- Repeating an optional course:
- Students who had failed to pass an optional course may repeat it or any other course to fulfill the requirements of his/her programme's study plan.
  1) If they pass the course, the grade obtained in the repeated exam shall be counted in their semester average and cumulative average.
  2) If they fail the course, this shall not affect their cumulative average.
- Repeating compulsory course:
- A student who fails to pass a compulsory course must retake the same course in a subsequent semester. The student's grade resulting from the repeat shall be entered into his/her record.
  1) If the student passes the course, the new grade will be counted in his/her semester and cumulative average.
  2) If the student fails the course, the number of course credit hours shall be excluded from his/her cumulative average.
- Repeating courses to raise the cumulative average to 2.00; the required minimum for graduation.
  1) Contrary to Clause A herein, the student may retake any course in his/her study plan other than 5th or 6th level OU-UK courses if he/she needs to raise the cumulative average to 2.00 to graduate.
  2) Consonant with Clause A Item 2 herein, a student may retake any 5th or 6th level OU-UK courses provided that the grade ceiling is C.

3) In both the above cases, the new grade is entered into the cumulative average whether it is higher or lower than the previous one, and the number of points earned prior is cancelled alongside the course's credit hours.

Article 27: Equivalency of Courses

• A student may apply for equivalency of courses completed at another recognized higher education institute that is in the same country as the branch where the student is studying according to the standards and procedures in The Course Equivalency Bylaws at the Arab Open University, and following the procedures approved by the University Council.

• Courses accepted as equivalents are entered as the letter T[8] into the student's academic record alongside their figures and credit hours.

• Equivalent courses' credit hours shall not be counted in the student's cumulative average.

Article 28: Transfer

A) Following the principles and procedures approved by the University Council, a student may apply for transfer between:

1) Tracks

2) Programmes

3) Branches

B) These transfers are governed by the principles and procedures stipulated in The Student Transfer Bylaws at the Arab Open University.

C) A student who cannot meet the transfer conditions of the aforementioned bylaws may cancel his/her enrollment, then apply again for admission to a different programme or track. In doing so, the passed courses shared between the previous and new study plans shall be credited alongside the grades, on the condition that the cumulative average is not lower than 2.00 after these courses are computed.

Article 29: Graduation

• Following the recommendation of the competent Faculty Examination Committee (FEC) and Central Examination Committee (CEC), the University degree award shall be granted according to a University Council decision.

• The Bachelor's Degree Award is awarded to a student after he/she had passed all the courses listed in the validated study plan of their programme, provided that his/her GPA is not less than 2.00.

• A student who has not completed the graduation requirements of the academic programme may be awarded a statement if he/she meets the requirements stated by the relevant Deanship in this respect.

Article 30: Award Classification

The graduating student's award grades shall be according to the cumulative average of the graduation semester as follows:

Cumulative Average	Grade
3.67 — 4.00	Excellent
3.00 — 3.66	Very Good
2.33 — 2.99	Good
2.00 — 2.32	Pass

The range of the cumulative average may be modified to match local accreditation specifications in a certain branch country if Clause B of Article 29 herein is not breached.

Article 31: General Provisions

- The current bylaws herein shall override any previous bylaws relating to or having the same title or subject matter.
- The Vice Presidents, Deans, branch Rectors, and Head of Admissions, Registration, and Examination departments shall be responsible for implementing the provisions of the current bylaws.
- The University Council shall decide on all cases not covered by the provisions of the current bylaws.

[4] The letter I stands for Incomplete.
[5] The letter F stands for Fail.
[6] FA stands for Absent from Final Examination
[7] FF stands for Failed in Final Examination
[8] Stands for Equivalent

Appendix A2

AOU
الجامعة العربية المفتوحة
Arab Open University
Lebanon

The Bachelor's Degree Award Examination and Assessment Bylaws at the Arab Open University

Office of the Vice President for Academic Affairs & Scientific Research

Approved by University Council No. 75 2022

Article 1: Title

The present bylaws shall be named:“ The Bachelor’s Degree Award Examination and Assessment Bylaws at the Arab Open University.”

Article 2: Definitions

Unless the context indicates otherwise, the following words and expressions shall have the meanings specified here under:

University / AOU	The Arab Open University
President	The University President
VPAA&SR	The vice President of academic affairs and scientific research
Dean	The Dean of an academic programme
Deanship	The Deanship of an academic program that offers a Bachelor’s degree
Director/Rector	The Director/Rector of an Arab Open University branch or campus
Branch	An Arab Open University branch or campus
Headquarters / HQ	The Arab Open University headquarters
Programme	An academic major accredited for a Bachelor’s award
Faculty Member	A professor, associate or assistant professor, or lecturer appointed at an AOU branch or HQ
General Course Coordinator	A faculty member responsible for coordinating course requirements across all branches
Branch Programme Coordinator	A faculty member responsible for administering the implementation of a programme at a branch
Branch Course Coordinator	A faculty member responsible for coordinating course requirements at a branch
Academic Committee	A permanent committee formed by the University Council
CEC	The Central Examination Committee at the University’s headquarters
FEC	The Faculty Examination Committee in a Deanship
BEC	The Branch Examination Committee
CAC	Course Assessment Committee

Article 3: Examinations and Assessment

The total marks for a course is 100. It is evenly distributed between results of continuous assessment and final examination.

- The 50 marks allotted to continuous assessment shall be distributed as follows:
  - o Tutor-Marked Assignments (TMAs) constitute a minimum of 20 marks.
  - o Midterm Assessments (MTAs) constitute a maximum of 30 marks.
- Depending on the nature of the course, the respective Deanship may exclude it from Clause B’s stipulated marks distribution, provided that the Academic Committee approves this exclusion.
- The minimum number of TMAs is one per course per semester. The Deanship may determine

the upper limit.

• The maximum number of MTAs is two per course per semester.

• Each Deanship shall prepare TMAs, MTAs, and final exams for each course.

• TMAs, MTAs and final exams shall be unified in all branches and endorsed by the respective Dean.

• A Deanship may hold more than one MTA in a single semester.

• The MTA and final exam for each course are held simultaneously in all branches according to special instructions issued by the University Council. However, exceptions are allowed in special cases.

• All final exams, MTAs and TMAs are subject to Group Marking and Cross-Branch Marking (CBM).

Article 4: Tutor-Marked Assignments (TMAs)

A) Each Deanship shall prepare TMAs pertaining to the unified courses. In addition to preparing marking guidelines for said TMAs and student assessment criteria pursuant to the standards and procedures enforced by the University Council.

B) As for local programmes, the respective branch Deanship shall create and prepare the TMAs alongside their marking guidelines and student assessment criteria.

C) Each Deanship shall supply their respective branch with all the required TMAs for every offered course in that semester. This is conducted by the beginning of that semester, but also before the start of the second week of the semester.

D) Students shall comply with the approved course calendar's deadlines for submitting each TMA.

E) If a student choses to defer the timely submission of the TMA, he/she will be subject to AOU TMA late submission policy.

F) Students with disabilities or special requirements whose condition impedes writing their own TMAs and/or other required assignments must submit their case to the branch programme coordinator whom then shall refer it to the branch Rector. The branch Rector then proposes the case to the Branch Examination Committee (BEC) and they decide on the appropriate course of action

G) For each TMA not submitted on its due date, the student shall receive a zero (0) mark unless he/she presents a valid excuse to the bodies assigned by the University. If the excuse is accepted, the student may be given a grace period of seven calendar days, i.e. this period includes the immediate weekend following the TMA submission deadline.

H) Each Tutor Marked Assignment (TMA) shall be marked and returned to the student after the tutor's marking and feedback/feedforward have taken place. The student's mark shall be entered in the Student Information System (SIS) within a period not exceeding two weeks from the TMA due date.

I) The Branch Course Coordinator (BCC) shall review random samples of the marked TMAs and students' remarks for each study group to verify compliance of the marking process with the Deanship guidelines. Whenever this review process takes place, the respective Branch shall document it.

J) Students may apply for reconsideration of TMA marks in accordance with Article 10

here in or according to the student appeal procedures adopted by the University. The student is informed of the appeal's results within two weeks (14 calendar days) of their application.

K) According to the Deanship requests and directions, the Branch Course Coordinator (BCC) shall send samples of the Tutor Marked Assignments (TMAs) and examinations to the General Course Coordinator (GCC) for review and follow-up.

L) A student's TMA mark may not be modified unless the Branch Programme Coordinator (BPC) submits a written application specifying reasons of mediation. This application should be approved by the branch Rector and submitted within a maximum period of one week (seven calendar days) following the date when the TMA was returned to the student.

Article 5: Midterm Assessments (MTAs)

Each course's MTA shall be held concurrently for all study groups each semester. The respective Deanship may unify the content and timing of examinations across all branches.

- MTAs shall be held under the supervision of the BCC.
- The duration of an MTA is determined based on the course's credit hours as follows:

Number of Credit Hours	MTA Duration
3-4 credit hours	A maximum of 90 minutes
5-8 credit hours	A maximum of 120 minutes

- Should a student fail to attend the MTA, he/she will be given a zero (0) mark unless a force majeure excuse is submitted within seven calendar days of the MTA date.
- If the excuse is found valid, the student may attend an alternative MTA at the date assigned in the academic calendar.
- The MTA is marked by the course tutor. The BCC reviews samples of students' answer booklets from each study group to verify the marking process as well as the distribution and compilation of marks.
- The course tutor enters the MTA mark into the SIS under the supervision of the BCC.
- MTA results should be announced no later than ten (10) days following the MTA date.
- A student may appeal his/her MTA mark in accordance with Article 10 herein, or according to the appeals procedures determined by the University. He/she will be notified of the appeal's result within 1 week from the appeal submission date.
- A student's MTA mark shall not be modified except following a written request by the programme coordinator and the approval of the branch Rector.
- The student's marks in continuous assessment (MTAs and TMAs) for each course are entered onto the Student Information System prior to final exams by at least 1 week.
- Students 'MTA papers are stored for one (1) semester as reference, if necessary.

Article 6: Final Examinations

Each Deanship shall prepare two (or more if necessary) different versions of the final exam for each course. In addition, an answer booklet and student assessment guidelines for each

version must be prepared pursuant to the standards and procedures adopted by the University Council.

• Each Deanship shall provide the Head of Examinations in each branch (or any other staff member the branch Rector delegated the task to) with the final exam questions for each course. This needs to be carried out in a timely manner to allow for copies preparation for each student enrolled in a study group or section in all branches.

• Final exams for all courses shall be held at the end of the semester within the specified period stated in the approved University calendar.

• Final exams for the same course across all branches shall be identical for all the study groups, and shall take place at the same time during the same day.

• The students' answers in the answer booklet are considered approved and sealed by the University. However, in cases where the answers are written on the original exam script, all student scripts ought to be sealed.

• The final exam question sheet must state the time allotted for the exam and the marks allocated for each question. Time allocation is determined as following:

Number of Credit Hours	Final Exam Duration
2-3 credit hours	A maximum of 120 minutes
4-5 credit hours	A maximum of 150 minutes
6-8 credit hours (22-30 credit points)	A maximum of 180 minutes

• Students with disabilities /special requirements must inform the BEC through the body assigned by the University's administration about their requirements. For chronic illne cases, such requests must be submitted at least 1 week (7 calendar days) prior to the date of the mid-term assessment or final examination. However, emergency cases may be accepted up to 3 days before an exam or before the submission of an assignment/project. This advance notification allows the responsible officers to deal with the situation either by providing special equipment or by extending the time allotted to the exam.

Article 7: Receipt of Final Examinations, Marking and Grade Entry

A) Final exams shall be marked at the branches, according to the following standards and procedures:

• The student's name and registration number should be concealed on the exam script in the exam hall before the marker receives the scripts.

• The exam scripts are received from the Exam Steering and Control Committee (ESCC) by the BCC. This is done by filling out a form that contains the number of sections, answer booklets/scripts received, and the date of receipt.

• The University is keen on marking final exams within the campus. No exam scripts are allowed to be moved outside the campus, even in the case of individual marking or CBM.

• Marking shall be conducted pursuant to CBM and Group Marking rules by all course tutors at the branch. Each tutor shall sign his/her name against the question marked by him/her according to the established regulations[1].

• Examination booklets are also distributed randomly among course tutors for double marking. Each tutor shall write his/her signature next to the question marked by him/her according to the established regulations.

• The BCC shall review random samples of the marked answer booklets. The sample size should constitute at least 10% of the total marked booklets.

• Specific procedures are in place for handing out and receiving answer booklets between the marker and the BCC throughout the marking stages. The course title and code number (if possible) should be stated alongside the number of pages and the date of receiving this script. The recipient's name and signature should also be included.

2) The BCC shall also monitor the marks that the students had obtained, and which had been entered by the tutor into the Student Information System (SIS). These marks cannot be changed after this stage.

3) The final exam scripts are stored at each branch for 2 semesters for review, if necessary.

4) A student who fails to attend a final exam shall be given a zero (0) mark, unless a force majeure excuse is submitted within 1 week following the exam date.

5) If the excuse was deemed valid, the letter 'I' shall be entered onto the student's academic record. An 'I' student shall be permitted to re-attend an exam on the first subsequent exam session.

6) If the student fails to attend the same exam on its first subsequent session, "I" shall be converted to "F" in the academic record.

7) If the student fails to pass the last course in his/her study plan before graduation, he/she may re-attend the next final exam only if the following conditions are met:

• Having passed the continuous assessment.

• The course is registered in the graduation semester.

• The new grade for this course should be capped at Grade C.

Article 8: Samples

Each branch shall supply the Deanships at HQ with samples of TMAs, MTAs and final exams to be reviewed by external examiners. The samples should represent variations of students' performance levels.

Article 9: Results

A student's final mark in any course shall comprise the total marks earned in the continuous assessment and the final exam.

• Following Branch Examination Committee (BEC) approval, the final marks shall be dispatched by the branches to the Admission, Registration and Examination Departments at HQ, pursuant to the University Council procedures.

• The respected Deanships at HQ, or whoever is assigned by the VPAA&SR, shall process the final marks as received from the branches for each course in accordance with the following University Council approved grading system:

Letter Grade	F	D	C	C+	B	B+	A
Grade Range	< 50%	50-57%	58-65%	66-73%	74-81%	82-89%	≥ 90%

• The respective Deanships may amend the figures presented above should they find it necessary and in line with the course's nature and expected outcome.

• The points which correspond to the above values are determined as follows:

Letter Grade	F	D	C	C+	B	B+	A
Points	0.00	1.50	2.00	2.50	3.00	3.50	4.00

• Grade D shall be the minimum pass rate.

• A student is considered failed in a course in any of the following cases:

1) If a student's mark in continuous assessment was less than 30% of the marks assigned to it, the grade FC shall be entered into his/her record.

2) If a student was absent from the final exam without an acceptable excuse, the grade FA shall be entered into his/her record.

3) If the student's mark in the final exam was less than 40% of the overall mark, the grade FF shall be entered into his/her record.

4) If the student's final mark—the total marks obtained in the continuous assessment and the final examination—was less than 50%, the letter F shall be entered into his/her record.

• The results of any course shall be approved by the Central Examination Committee following a recommendation by both the Course Assessment Committee and the Faculty Examination Committee of the respective Deanship

Article 10: Appeals

This article should be read in conjunction with Article 23 of **The Bachelor's Degree Award Requirements Bylaws at the Arab Open University.**

A) Formation of Appeals and Re-Appeals Committees:

• Branch Appeals Committee (BAC): For each academic programme, a respective BAC shall be formed comprising:

1) Respective Branch Programme Coordinator / Committee Chairperson.
2) Two members of the academic staff including the BCC or GCC, if possible.

• Branch Re-Appeal Committee (BRC): For each academic programme, a specialized BRC shall be formed comprising:

1) Assistant Director/Rector for Academic Affairs as Chairperson.
2) Two members of the teaching staff of the respective course.

They also should not be members of the respective appeal committee

B) Duties and Procedures of the Branch Appeal Committee and Branch Re-appeal Committee:

1) A student may request a final grade review in any course within seven calendar days from the date of posting the approved course results through the online appeals system, and upon completing the relevant procedures as set by the University.

2) The BAC shall consider the student's appeal and verify the absence of any error in computation or in entering the student's marks in the course, as well as the absence of unmarked questions. The student should be informed of the committee's recommendation(s), that will then be forwarded to the CEC to be approved within two weeks (14 calendar days) of the appeal submission.

3) The student may object to the committee's recommendation/decision and re-appeal through the branch Rector to the competent BRC within one week (7 calendar days) of being notified with the appeal outcome.

4) The BRC shall study the student's appeal to make sure that there is no material error. The student shall be informed of the committee's recommendation(s) within two weeks of submitting the re-appeal. The ruling is then submitted to the CEC for approval.

5) The BAC may consult with the respective GCC or academic programme Deanship, if necessary.

6) The Branch Re-appeal Committee must consult with the respective General Course Coordinator (GCC) or academic programme Deanship before submitting its recommendation to the Branch Rector for endorsement.

7) If either of the committees 'rules that the student's mark ought to be changed, the Rector shall convey the recommendation(s) to the VPAA&SR within the seventh week of the declaration of results, to be submitted to the Central Examination Committee (CEC) for a final approval.

8) The Vice President for Academic Affairs &Scientific Research (VPAA&SR) brings to Central Examination Committee (CEC) members' attention all the appeal and reappeal cases received from the University branches for final approval.

9) Following the approval of the Central Examination Committee, the student's mark is updated by the authorized persons as required, provided that the changes are recorded in the student's file.

10) The student's right to appeal or re-appeal concerning his/her case shall be waived if he/she did not abide by the deadlines noted in Clauses A and C herein.

11) The student's result should be confirmed as final and irrevocable 1 semester after its adoption. No changes can occur from this point onward.

Article 11: Language Placement Test (LPT)

A) All freshmen shall undertake the Language Placement Test in Arabic and English pursuant to the standards approved by the University Council.

B) Non-Arabic speaking freshmen shall be exempt from the Arabic LPT and shall be treated according to the standards approved by the University Council.

C) Depending on the freshmen's score in TOEFL and/or IELTS, he/she either can be exempt from taking the English LPT or exempted from some courses as shown below. They also ought to have taken either test not more than two years prior to applying.

TOEFL Score			IELTS Score	The Student is Exempted from
Internet-Based Test (IBT)	Computer-Based Test (CBT)	Paper-Based Test		
30	93	397	3	EL097
41	123	437	4	EL098
53	153	477	4.5	EL099
65	183	513	5.5	EL111
79	213	550	6.5	EL112

D) Students may be exempted from pursuing one or more university-required Arabic compulsory course(s) pursuant to the scores obtained in the Arabic LPT, and in accordance with the standards approved by the University Council.

Student Grade in Placement Test	The Student is Exempted from
0 — 59%	No exemption
60 — 89%	AR111
90% and above	AR112

If a student is undertaking the updated university requirements, the exemptions will differ as following:

Student Grade in Placement Test	The Student is Exempted from
0 — 74%	No exemption
75% and above	AR113

E) On entry, the freshman's academic record shall contain a record of all courses from which the freshman has been exempted due to his/her performance at the Arabic and/or English LPTs. These exempted courses shall be marked "CR".
Moreover, the credit hours associated with exempted courses shall not be included in the freshman's cumulative averages.

Article 12: Cheating and Plagiarism

A) Any student found to be committing any act of cheating or plagiarism shall be referred to The Student Conduct and Disciplinary Procedures Bylaws at the Arab Open University.

B) The following acts represent cases of cheating and plagiarism:

- Verbatim copying of printed or Internet material, and submitting them as part of TMAs without proper academic documentation.
- Copying other students 'notes or reports.
- Using paid or unpaid material prepared for the student by individuals or firms.
- The use of materials or tools that are prohibited in examinations, or attempting to do so

Article 13: Branch Examinations Committee (BEC)

A) The Branch Examination Committee (BEC) shall be formed at the beginning of each academic year. It shall comprise of:

- Branch Rector/Chairperson.
- Academic Assistant of branch Rector.
- Academic Programme Coordinator at the branch (on rotation basis).
- Head of Admission, Registration and Examination at the branch.
- Head of Quality Assurance Unit at the branch.

B) The BEC shall assume the following major functions:

- Organize the administering of examinations at the branch.
- Devise a plan for conducting and marking final exams and entering their results pursuant to procedures adopted by the University and its competent Deanships.
- Review results of various course examinations, recommend their approval and then submit them to the Admission, Registration and Examination Departments at HQ.
- Consider student objections pertaining to their final marks as per endorsed procedures.
- Endorse lists of graduates, and issue recommendations.

C) The VPAA&SR shall be notified of the BEC formation decision by the branch Rector.

Article 14: Course Assessment Committee (CAC)

A) The Course Assessment Committee(CAC) shall comprise:

- GCC/Chairperson.
- Two Branch Course Coordinators as members.
- The course external examiner as a member.

B) The CAC shall conduct the following main tasks:

- Review course continuous assessment (TMAs, MTAs) and final exam samples.
- Deliberate on course results.

C) The CAC shall submit its report to the Faculty Examination Committee.

Article 15: Faculty Examinations Committee (FEC)

A) The Faculty Examination Committee(FEC) shall be formed at the beginning of each academic year and shall comprise:

- Relevant Dean/Chairperson.
- Two faculty members at the Deanship.
- The Chief External Examiner.
- Head of the Registration and Examinations Department.

B) The FEC shall be entrusted with the following main tasks:

- Examine the final course results and make the necessary recommendations to the CEC for approval.
- Consider external examiners and CAC reports then submit recommendations to the CEC.
- Approve graduates lists and make recommendations to the CEC.

Article 16: Central Examinations Committee (CEC)

A) The Central Examinations Committee(CEC) shall comprise:

- The VPAA&SR/Chairperson.
- Academic Programmes Deans.
- Head of Registration and Examination Department.
- Director/Rector of Quality Assurance and Accreditation Department.
- Chief External Examiners.

B) The CEC shall assume the following tasks:

- Approve final course results as per recommendations from the BEC and FEC.
- Approve any modifications of students' grades as received from FEC or BAC/BRC.
- Approve expected graduate lists.
- Approve unified forms of recording marks at the branches to prepare them for viewing by different examination committees.
- Devise general frameworks and policies pertaining to University examinations without prejudice to the relevant provisions of University bylaws and regulations.
- Study any obstacles impeding the implementation of examination rules and procedures, and submit appropriate proposals for resolving to the University Council.

Article 17: General Provisions

A) The current bylaws herein shall override any previous bylaws relating to or having the same title or subject matter.

B) The Vice Presidents, Deans, Branch Director/Rectors and Head of Admissions, Registration and Examination departments shall be responsible for implementing the provisions of the current bylaws.

C) The University Council shall decide on any cases that are not covered by the provisions of the present bylaws.

Appendix: Coordination, Marking and Sampling

1) Group marking means the participation of more than one marker in the marking of an exam script. This can be done by assigning each marker to mark certain questions in all scripts. Thus, more than one tutor will have marked all scripts. In case a course has only one tutor, the Programme Coordinator asks another tutor to review the marking of the scripts.

2) Before group marking begins, a coordination meeting shall be held comprising course tutors and the Branch Course Coordinator to discuss the answer key and the full marking of a random sample of exam scripts by each tutor to agree a unified system of marking and to assign a marker for each of the exam questions.

3) There should be minutes for each course meeting which shows the names of markers, the question(s) he/she shall mark and his/her signature.

4) All markers shall fully abide with the answer key and the marks allotted to each part of the answer in order to guarantee marking objectivity and uniformity in all AOU branches.

5) All markers must calculate the marks given by adding them and ensuring that they

are correctly transferred to the cover of the exam booklet.

6) The marks attained by the student must be recorded on the cover of the exam booklet and inside it in one language to avoid mistakes that happen when marks are added up. The mark should also be written in letters.

7) Emphasis ought to be placed on distributing the marks of each questions to parts thereof in accordance with the marking instructions/sample and avoid writing a single overall mark.

8) When group marking is finished, the course coordinator chooses random samples to be reviewed by him in order to ensure marking objectivity and precision.

9) The marks reviewing process is made by exchanging scripts between markers in a documented manner.

10) There must be documentation of receiving and exchanging scripts in which the number of these scripts is recorded together with the course title, its number, the date of the action, and the name and signature of the person who received the scripts throughout all marking stages.

11) An adequate number of TMAs, MTAs and exam scripts for each marker must be sent to the Deanship concerned. The marker's name should be written on all samples.

12) Samples must be scanned and sent on a CD, which should be checked to confirm that it functions properly before it is sent to the Deanship concerned in good time.

13) The use of examination seals should be the responsibility of one or more members of the control committee.

Appendix A3

AOU
الجامعة العربية المفتوحة
Arab Open University
Lebanon

The Summer Semester Bylaws at the Arab Open University

Approved by University Council No. 67
September 25, 2019

Article 1: Title

The present bylaws shall be named:“ The Summer Semester Bylaws at the Arab Open University.”

Article 2: Definitions

Unless the context indicates otherwise, the following words and expressions shall have the meanings specified here under:

University / AOU	The Arab Open University
Director/Rector	The Director/Rector of an Arab Open University branch or campus
VPAA&SR	The vice President of academic affairs and scientific research
Branch	An Arab Open University branch or campus
Units	Approved course credit hours
Class Hour	One hour face-to-face tutorial session

Article 3: Summer Semester Period

The summer semester is considered optional. It starts after the end of the second semester and spans 8 weeks; 7 of which are for studying and the last week is for Final exams.

Article 4: Summer Semester Beneficiary

The following types of students can benefit from the summer semester:

- Students of the University.
- Students of other universities.

Article 5: Credit Hours and Studying Sections

A) Student’s Study Load:

1) Maximum Load: students are allowed to register a maximum of 12 credit hours during the summer semester. For a graduating student, up to 16 credit hours may be allowed if the branch Rector approves.

2) Minimum Load: the minimum credit hours per student shall be 3 credit hours per summer semester.

B) Study Groups/Sections:

1) Maximum Load: up to 30 students can be in a section for a course.

2) Minimum Load: the minimum threshold is dependent on course credit hours.

- 8 credit hours courses can have a minimum of 10 students.
- 3-4 credit hours courses can have a minimum of 15 students.

3) If the number of students in any section of any course is less than the minimum number shown above, the University shall either unite two sections of the same course or cancel the section before the beginning of the semester.

4) For exceptional cases, and with the Rector’s prior approval, it is possible to allow a section to have less than the minimum requirement shown above. For example, if the cancelation of the section would delay the graduation of some graduate students.

Article 6: Tuition and Registration Fees

A) Registration fees are decided upon and approved by the University management.

B) University administration has the right to raise fees up to 50% over regular course fees.

C) Each branch can decide the suitable fees, especially due to unique country factors. This holds while Clause B is not breached.

Article 7: Admission and Registration

According to admission policies and procedures determined by the University:

A) New students may be admitted in the summer semester.

B) A continuing student can register for the summer semester.

Article 8: Drop and Add

A student has the right to withdraw/drop or add during the period announced by the University.

The conditions are as follows:

A) Adding Courses:

1) A student has the right to add new courses during the first 3 days of a semester's first week.

2) The adding period may be extended for a maximum of one week providing that the VPAA&SR has been notified in advance.

B) Dropping Courses:

1) A student has the right to drop from any course from the start of the semester up to the 6th week. However, the following refund policies do apply:

Withdrawal Period	% of Student Reimbursed Fees
Before study commencement; during the drop and add period	100% from the registered courses fees only
After study commencement and until the end of the second week	70 % from the registered courses fees only
After the end of the first quarter. Weeks 3, 4, 5 and 6.	No reimbursement

2) Should the student drop any course, the student shall be marked W10 in the score detection.

3) Following the period specified in Clause B Item 1, a student has no right to withdraw/drop after the 6th week of the semester.

Article 9: Work-Teaching Load

A) The maximum number of courses allowed for academic staff to teach are:
   1) 4 courses in the case of 3-4 credit hours.
   2) 2 courses in the case of 8 credit hours.

B) The maximum load (number of groups) for teaching staff are as follows:
   1) 6 groups in the case of 3-4 credit hours.

2) 3 groups in the case of 8 credit hours.

C) The number of class hours is the same as in normal semesters due to the credits assigned to each course and that they are distributed over the duration of the semester. In addition, each course has two office hours assigned.

Article 10: Priority for Teaching

A) A faculty member should be the following:

1) A full time academic staff member.
2) Academic staff member who has previously taught the same course during a regular semester.

B) If Clause A is unsatisfied, the University Dean and Rector shall decide on who will be assigned the task of teaching from the part time academic staff who had taught the course in previous semesters.

Article 11: Honorarium and Bonuses

Special contracts shall be signed between the University and the academic staff teaching in the summer semester. The terms dictated are as follows:

A) Academic staff shall earn bonus fees for attending tutorials and abiding by office hours during the summer semester. The fees shall be equivalent to those provided to parttime academic members that teach during regular semesters for each study group.

B) The University branch can decide on a suitable bonus so long as it is within the limits of Clause A and the country branch regulations.

C) The summer semester supervisor shall get receivables from the University administration, approved by the President.

Article 12: Timetable

A) Branches shall suggest the courses for the summer semester before the end of the second semester. This is to be done in coordination with the programme Deanship at HQ.

B) Branches shall secure the offered courses teaching staff.

C) The VPAA&SR shall approve the offered courses, timetable and exams.

Article 13: Assessment, Examination, Absence & Attendance

A) Academics should abide by the face-to-face classroom meetings and office hours schedule according to the University administration instructions.

B) University bylaws and regulations shall be applied to students registered in the summer semester. Examples of such bylaws include, but are not limited to, Examination and Assessment Bylaws, Absence and Attendance Policy, Plagiarism Policy, and Transfer Bylaws.

Article 14: General Provisions

A) The current bylaws herein shall override any previous bylaws relating to or having the same title or subject matter.
B) The University Rector shall be responsible for implementing the present bylaws.
C) The University Council shall decide on all cases not covered by the provisions of the current bylaws.

Appendix A4

AOU
الجامعة العربية المفتوحة
Arab Open University
Lebanon

The Student Transfer Bylaws at the Arab Open University

Approved by University Council No. 67
September 25, 2019

Article 1: Title

The present bylaws shall be named: "The Student Transfer Bylaws at the Arab Open University."

Article 2: Definitions

Unless the context indicates otherwise, the following words and expressions shall have the meanings specified here under:

University	The Arab Open University
Rector	The Rector of an Arab Open University branch or campus
Branch	An Arab Open University branch or campus

Article 3: Transfer and General Procedures

1) Student transfer is classified into three different categories as follows;

- Students wishing to Transfer from one Branch to another.
- Students wishing to Transfer from one Programme to another.
- Students wishing to transfer from one Track to another within the same major.

2) A committee named "Students' Transfer Committee" shall be formed in each AOU Branch Country.

Committee Formulation:

1) The Committee shall comprise the following members:

- The Assistant Director for Academic Affairs as the committee Chair
- Programme Coordinators as members
- Head of Admission & Registration as a member

2) The committee shall consider transfer applications and take the appropriate decisions according to stipulated rules and procedures.

3) Special application forms will be devised for each category to be filled and submitted to the designated department in AOU Branch (Admission & Registration Department or Students' Affairs Department).

4) Applications will be made before the end of the semester during the stipulated period but transfer will take place in the beginning of the following semester.

Article 4: Transfer between Branches

1) When applying for transfer from a branch, the student should be fully registered in that branch and not a discontinued student, and without any outstanding disciplinary issues leading to expulsion from the university.

2) The student shall fill in the respective form before the end of the semester and according to the specified dates schedule, stating the reasons for his/her transfer.

3) In certain circumstances, a student may apply for transfer from one branch to another during the semester provided that he/she can provide a valid reason for the transfer.

4) The student shall pay the appropriate transfer fee amounting to ($100) when filing the application. If the application is rejected, the student has the right to receive a refund of the money. As for the case of accepting the request, the amount is settled equally between the original branch and the branch that the student is transferring to.

5) Normally, transfer should occur within the same programme in which the student is registered. If not, admission to a different programme will be considered according to fulfilment of the programme admission requirements in the original branch, and then the application for transfer is reviewed.

6) Where necessary, it is the student's responsibility to get a residence permit in the branch country to which he/she wants to transfer. Including the necessary entry visas and other requirements.

7) The application form will be submitted to the respective authority in the original branch to be submitted to students' transfer committee to be scrutinized to ensure that the applicant has settled all financial commitments in the original branch.

8) The Students' Transfer committee in the original branch will look into the application and if approved the student application along with the necessary information will be sent to the rector of the new branch to the Branch Student transfer committee.

9) When a transfer has been approved by the two branches, the student's file including the student's academic record is sent to the new branch.

10) The student's grades will be transferred according to the procedures set in article (7-A) of this bylaw

11) Before joining the new branch, the student should be informed about any admission conditions or requirements observed in the new branch so that he/she can fulfill these conditions either before or after joining the new branch.

12) The tuition fees of the new branch will apply for the transferred student.

Article 5: Transfer between Academic Programmes

1) The student submits its transfer application form to the respective authority according to the instructions and procedures stipulated by the branch management taking into consideration the following:

- The availability of space for an extra student in the programme as per the numbers of students admitted to the Programme and its carrying capacity.
- The student's average in the secondary school certificates should not be less than the average required by the programme to which the student is applying to transfer.
- Fulfilment for any other academic qualification required for admission to the new academic programme.
- Passing any qualifying exams requested by the Programme that the student is applying to join.
- Ensure that the transfer do not lead to a critical situation on the Programmes being transferred from.

2) Upon formal transfer approval by the respective authority and course transfers will be dealt with according to section "b" of article 7 of this bylaw.

3) The Branch may set any other conditions/fees provided that it is in compliance with the University set procedures.
4) The Branch may set other conditions for the fulfilment of local accreditation requirements.

Article 6: Transfer between Academic Programme Tracks

The student submits a transfer application form to the respective authority according to the instructions and procedures stipulated by the branch management taking into consideration the following:

1) Upon approval, the student will be formally notified by the respective authority and course transfers will be dealt with according to Article 7, Clause C of this bylaw.

2) The Branch may set any other conditions/fees provided that it is in compliance with established University procedures.

3) The Branch may set any other appropriate conditions to satisfy the requirements for local accreditation.

Article 7: Equating Courses for Transferring Students

A) Equating courses for students transferring between AOU Branches:

- Successfully completed courses in the previous Branch shall be accepted in the new branch, provided that such courses are offered in the new Branch study plan.
- Exempted courses per the placement tests results (CR) will be transferred to the student's record in the new branch.
- Course Equivalency Bylaws and Procedures will apply to courses studied in the original branch.

B) Equating courses for students transferring between Academic Programmes:

- So long as they are part of the requirements of the new programme, shared and passed courses by the two programmes will be credited to the student. Additionally, course grades (Fail or Pass) will be transferred to the student's record.
- Other courses studied by the student in the previous programme, but are not shared in the new programme will still appear in the student's record, but they will not be entered in cumulative GPA calculations

C) Equating courses for students transferring between Academic Programme Tracks:

- Course grades (Fail or Pass) for all shared courses will be credited to the student in his/her academic record.
- Other courses studied by the student in the previous programme, but are not shared in the new programme will still appear in the student's record, but they will not be entered in cumulative GPA calculations.
- Mandatory courses of one track may be considered as optional courses in another track.

Article 8: General Provisions

A) The current bylaws herein shall override any previous bylaws relating to or having the same title or subject matter.

B) The VPAA&SR, branch Rectors, Dean of Academic Programmes and Director/Rector of Admissions, Registration and Examination shall be responsible for implementing the present bylaw.

C) The University Council shall decide on all cases not covered by the provisions of present bylaws and shall resolve any conflicts arising from their implementation.

[1] *Refer to the Appendix for further information.*

Appendix A5

AOU
الجامعة العربية المفتوحة
Arab Open University
Lebanon

The Course Equivalency Bylaws at the Arab Open University

Office of the Vice President for Academic Affairs & Scientific Research

Approved by University Council No. 75 2022

Article 1: Title

The present bylaws shall be named: "The Course Equivalency Bylaws at the Arab Open University."

Article 2: Definitions

Unless the context indicates otherwise, the following words and expressions shall have the meanings specified here under:

University / AOU	The Arab Open University
Director/Rector	The Director/Rector of an Arab Open University branch or campus
VPAA&SR	The vice President of academic affairs and scientific research
Branch	An Arab Open University branch or campus
Programme	An academic major accredited for a Bachelor's award
Study Plan	A distribution of courses pursuant to the components of an accredited academic programme
Course Equivalency	The measures undertaken to review a course studied by a student in a recognized higher education institute to confirm its equivalency to a course offered at AOU
Credit Transfer	Giving credit for courses completed at a recognized higher education institute

Article 3: Course Equivalency Rules

1) The freshman at any branch should have completed all the courses which he/she wishes to apply for their equivalency in higher education institution duly recognized by the concerned authorities in the relevant country before having joined a Branch of the Arab Open University (AOU).

2) The student may apply for equivalency requests through the first two semesters from the time he has been accepted to join the study including the summer semester.

3) An AOU enrolled student may apply for the equivalency of courses completed by him/her in another Higher Education Institution/ Academic Programme within the first two weeks of study of the semester using the specified university forms.

4) The student's grade in the courses that he/she applies for their equivalency should not fall below (C) or equivalent.

5) The earned grade subject to equivalency was obtained less than five years back or less than that as per the specific programme regulations.

6) Course equivalency will only be considered when the course credit hours to be equalized equals or more than the course offered by AOU.

7) Elective AOU courses that are not derived from the Open University (UK) may be considered for equivalency irrespective of the percentage required for the corresponding contents.

8) When considering equivalency for any course, other than those included in item 6 above, its academic content should correspond by at least 70% to the contents of its counterpart course being offered by the AOU.

9) AOU branches shall abide by exempting students who have attained the required grade in TOFEL or IELTS from the English Language Orientation courses, following the AOU's valid bylaws and procedures.

10) Course equalization shall not be allowed for OU-UK courses of levels 5 and 6.

11) With due consideration to Item 10, Courses that have contents corresponding to those offered by the Arab Open University may be equated for AOU's local programmes only provided that their total value does not exceed 64 credit hours.

12) The equated courses including those that their prerequisite has not been completed by the student shall be given grade (T) = [Transfer], and be placed at the beginning of the students' transcript together with their numbers and titles, but without grades. Their total credit hours shall be computed within the total credit hours completed by the student, but they shall not be computed within his/her GPA.

13) All cases not provided for in these rules, shall be resolved by the Academic Committee (AC) at headquarters.

Article 4: Committees Responsible for Course

A) Academic Programme Course Equivalency Committee: a committee that shall be formed in each AOU country branch.

1) Committee Formulation:

- Committee Chair: the Programme Coordinator
- Members: two experienced academic staff

2) Committee Tasks: to consider and approve the concerned Academic Department's recommendations regarding the equated courses, then submit them to the branch Rector for endorsement and inclusion in the student record

B) The Branch Central Course Equivalency Committee: a committee formed by the AOU Branch Council

1) Committee Formulation:

- Committee Chair: branch Rector
- Members:
  - Faculty Local Dean / PC
  - Experienced Academic Staff
  - Head of Admission & Registration in AOU country branch
  - Quality Assurance Coordinator in AOU country branch

2) Committee Tasks: to consider the Academic Programme Course Equivalency Committee recommendations following their examination by the concerned Department, to take appropriate decisions thereon and send a copy of its decisions to the concerned Dean in Headquarters through the VPAA&SR's office.

Article 5: Course Equivalency Procedures

A) Course equivalency procedures shall be unified in all AOU branches with due consideration to local accreditation requirements. They are as follows:

1) A student applying should fill the University approved equivalency request form within the specified period, pay the stipulated fees, and submit the application file containing the following:

- Equivalency form duly completed by the student.
- Grades transcript duly certified by the educational institution wherein he/she studied together with attestation of the official authorities before joining AOU.
- Detailed description of completed courses duly certified by the relevant institution.

2) Equivalency applications shall be examined by the respective Branch Equivalency Committee not later than the first month of each semester.

3) The Academic Programme Course Equivalency Committee shall examine the applications and submit its recommendations to the Branch Central Course Equivalency Committee which in turn examines these and takes appropriate decisions.

4) Following the entry of the equated courses into the Student Information System (SIS), the Equivalency File shall be kept on the student's main file.

5) The Branch Central Course Equivalency Committee shall send copies of its decisions to the VPAA&SR's office for review and monitoring purposes.

B) The student may appeal against the equivalency result within 7 calendar days of the equivalence result announcement.

C) The student will be notified with the appeal outcomes within 7 calendar days.

D) The student may re-appeal the decision as per the **AOU Appeals and Complaints Policy and Procedures.**

E) The Admission and Registration department in each AOU Branch and Students will monitor the course equivalency process to ensure that it is applied consistently to all applications.

Article 6: Course Equivalency for AOU Graduates & Students

A) Course equivalency for graduates that are interested in studying another programme

1) A graduate from a programme that is not derived from the Open University (UK) whom is interested in studying a programme that is derived from it:

- It is permitted to accept common courses completed by the student in their previous study plan, provided that the value of such accepted courses does not exceed 48 credit hours, per University stipulated regulations and procedures.
- Such courses shall be computed within the student's cumulative average (GPA).

2) A graduate from a programme that is derived from the Open University (UK) wishing to study another programme not derived there from:

- It is permitted to accept common courses completed by the student in their previous study plan, provided that the value of such accepted courses does not exceed 24 credit hours within University and respective Deanship requirements, per University stipulated regulations and procedures.
- Such courses shall be computed within the student's cumulative average (GPA).

3) A graduate from a programme that is derived from the Open University (UK) whom is interested in studying a programme that is also derived from it:

- It is permitted to accept common courses completed by the student in their previous study plan, provided that the value of such accepted courses does not exceed 64 credit hours, per University stipulated regulations and procedures.
- Such courses shall be computed within the student's cumulative average (GPA).

B) Course equivalency for dismissed students or students whom enrollment was cancelled

Discontinued due to emergencies or special circumstances:

1) Discontinuation for a period not exceeding 4 semesters:

- The student shall be exempted from studying all successfully completed courses in conformity with the study plan before discontinuing his/her studies, provided that such courses are included in the new study plan at the time of re-enrollment, and that the student will return with his/her old University ID.
- If the old study plan is no longer in effect, the same previous marks obtained by the student before discontinuation of studies (both pass/fail) shall be included in his/her cumulative average (GPA), provided that these courses are included in the new study plan.

2) Discontinuation for a period exceeding 4 semesters (5+):

- The student will be given a new identification number and will be registered in a new study plan (the current study plan of the programme).
- The student may apply for course equivalency for previously studied courses, per University stipulated regulations and Branch procedures.
- The common courses of both study plans where the student has achieved a Pass will be included in his/her GPA, provided that the new record GPA will not plummet below 2.0.
- The equated courses and grades will be transferred to the student's new record and displayed at the beginning.

Discontinued due to being academically dismissed:

- Per Clause D, Article 25 of the AOU Bachelor's Degree Award Requirements Bylaws at the Arab Open University, a student who has been academically dismissed from a certain programme cannot be re-enrolled in the same programme.
- The student who has been irrevocably dismissed from the University on academic grounds may apply for re-admission to any other University programme except for the one he/she was dismissed from. The student may also apply to be re-admitted into another track of his/her
programme of study other than the track he/she was dismissed from, and is entitled to apply for course equivalency. The student shall be exempted from the mandatory and elective courses that he/she completed if they were common between both programmes/tracks provided that the GPA will not be less than 2.0 upon including these courses in the GPA calculation.
- The courses shall be included in his/her cumulative average (GPA).

Article 7: General Provisions

A) The current bylaws herein shall override any previous bylaws relating to or having the same title or subject matter.

B) The VPAA&SR, Branch Director/Rectors and Respective Authorities shall be responsible for implementing the present bylaw.

C) The University Council shall decide on all cases not covered by the provisions of the present bylaws and shall resolve any conflicts arising from their implementation.

Appendix A6

AOU
الجامعة العربية المفتوحة
Arab Open University
Lebanon

The Student Conduct and Disciplinary Procedures Bylaws at the Arab Open University

Approved by University Council No. 67
September 25, 2019

Article 1: Title

The present bylaws shall be named: "The Student Conduct and Disciplinary Procedures Bylaws at the Arab Open University."

Article 2: Definitions

Unless the context indicates otherwise, the following words and expressions shall have the meanings specified here under:

University / AOU	The Arab Open University
Director/Rector	The Director/Rector of an Arab Open University branch or campus
VPAA&SR	The vice President of academic affairs and scientific research
Branch	An Arab Open University branch or campus
Faculty Member	A professor, associate or assistant professor, or lecturer appointed at an AOU branch or HQ

Article 3: Violation Definition

Any violation of the University's laws, statutes and bylaws, and any breach of proper conduct, norms and University traditions shall be deemed punishable. Examples include, but not limited to:

1) Any act that is incompatible with honor and dignity, or that which breaches good conduct inside the University.
2) Actions that result in inflicting harm to the University's properties.
3) Direct disruption of tutorials or exams, or incitement to do so. Also, refraining from performing academic and other related University activities.
4) Any attempt to leak exam questions or cover up those attempting to do so.
5) Organizing gatherings or non-academic meetings within the University without prior approval of the University's administration.
6) Distribution of leaflets, issuance of bulletins, in any form, or collecting signatures for any purpose without the approval of the University's administration.
7) Any sit-in within the University campus or participation in demonstrations or gatherings that are deemed contrary to public order or public morals in the University.
8) Any publication that offends the University's reputation or its employees, or reporting false information to the administrators of the University.
9) Assault by word or action, or both on any of the faculty members, employees, students, or guests.
10) Any impersonation of others in any matter related to the University and its affairs.
11) Carrying or using licensed or unlicensed firearms and sharp instruments.

Article 4: Respective Committees and their Formulation

(First): Investigation Committee in Article 3 Cases

A) Formed by a decision from the branch Rector, comprised of the following:

- Chair: An experienced faculty member.
- Member: A Faculty member of one of the programmes.
- Secretary: Student Affairs Administrator.

- Invitation Only: Legal Advisor, if needed.

B) Committee duties are as follows:
1) Summoning the student.
2) Verifying the incident.
3) Submitting the recommendation to the Primary Disciplinary Council.

(Second): The Primary Disciplinary Council

A) Formed by a decision from the branch Rector at the start of each academic year, comprised of the following:
- Chair: Deputy Director/Rector or his/her representative
- Members:
  - Head of the Examination Department / BEC
  - Two experienced Faculty
- Secretary: Student Affairs Administrator.

B) Council duties are as follows:

1) Reviewing and discussing the recommendations of the Investigation Committee.
2) Determining the appropriate penalty within the approved authority.

Note: the council has the right to invite anyone deemed important to the council or case at hand.

(Third): The Supreme Disciplinary Council

A) Formed by a decision from the branch Rector, comprised of the following:
- Chair: Deputy Director/Rector
- Members:
  - Local Dean / Programme Coordinator
  - Academic Staff
- Secretary: Student Affairs Administrator.
- Invitation Only: Legal Advisor, if needed.

B) Council duties are as follows:
1) Reviewing the Primary Disciplinary Council decisions and recommendations.
2) Discussing students' appeals on decisions issued by the Primary Disciplinary Council and verifying them. If necessary, appeal case history will be reviewed and verified.
C) The Chairperson shall have the right to:
1) Invite anyone deemed important to the council or case at hand.
2) Decide on any resolution in the case of equal opposing votes.

Article 5: Penalties

If any of Article 3's listed conduct offenses take place, at least one of the following penalties shall be applied.

1) Written Notice.
2) Written Warning.
3) Final Written Warning.
4) Failure of the Course.
5) Dismissal from the University for the duration of one semester following the violation.
6) Dismissal from the University for more than one semester following the violation.
7) Final Dismissal from the University.

Note: The penalties inflicted should be dependent on the case at hand without abiding by the sequence listed in this article.

Article 6: Authorities Competent to Impose Penalties

A) The Primary Disciplinary Council is entitled to enact the penalties mentioned in Article 5.
B) The Supreme Disciplinary Council is entitled to enact any of the penalties mentioned in Article 5 upon the recommendation of the Primary Disciplinary Council.

Article 7: Plagiarism in Course Work Assignments

A) The student commits plagiarism if he/she involves in verbatim copying from any source, and in any form of material required for the assignments and reports, and submits them without proper scientific citation. Additionally, if another party prepares the piece of work for the student to use and be presented as if it were their own, whether with or without associated cost.

B) The course tutor shall discuss the case with the coordinator of the course for investigating and confirming the plagiarism case. When the incident is established, the course tutor may apply the following penalties:
1) Deducting marks from the student's assignment according to the established respective policies.
2) In case of repeated plagiarism in the assignments, refer the student to the Primary Disciplinary Council to pass on the following penalties whether collectively or individually:

- Apply the policy adopted for plagiarism in assignments.
- Failure in the course and dismissal from the University for one semester following the semester in which the violation took place.

The Primary Disciplinary Council also has the right to recommend to the Supreme Disciplinary Council the following penalties:

A) Dismissal from the University for more than one semester following the semester in which the violation took place.
B) Final dismissal from the University.

Article 8: Cheating on Exams or Violation its Regulation

A) Any student caught in the act of cheating or attempted cheating shall be reported by the hall supervisor or attendee. The report should state the student's name, ID number, assessment date and description of case. It shall be handed over to the Examination Department, Examination Committee Officer or any staff member delegated by the Rector.

B) The incident shall be referred to the Chair of the Investigation Committee whom shall report to the Primary Disciplinary Council.

C) If cheating is verified, the following penalties apply:

- Grant a 0 mark for the subject matter exam whether it was a midterm or a final.
- Failure in the respective course of study.
- Failure in the respective course of study and dismissal from the University for one semester following the semester in which the violation took place.

D) In the event of repeated cheating or attempted cheating, the Primary Disciplinary Council should submit its recommendation to the Higher Disciplinary Board for the following penalties:

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

- Final dismissal from the University if cheating has occurred more than twice.

Article 9: Appeals

A) A student has the right to appeal the decision of the Primary Disciplinary Council to the Supreme Disciplinary Council within 15 days from the date of the student notification.

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

Article 10: Retrospective Penalties

Discovering cheating or plagiarism later does not exempt the student from incurring consequences. Such consequences may include the revocation of an obtained award.

Article 11: General Provisions

A) Penalties shall be recorded in both the student's file and student information system.

B) The current bylaws herein shall override any previous bylaws relating to or having the same title or subject matter.

C) The Rectors of the University shall be responsible for the implementation of the provisions issued under these regulations.

D) The University Council shall discuss the cases where no provision is made in this bylaw.

[10] W stands for Withdrawn.

Appendix A7

AOU
الجامعة العربية المفتوحة
Arab Open University
Lebanon

Arab Open University
Scheme of Plagiarism Penalties

Version 4
Modified and Updated for the Academic Year 2022-2023

Introduction:

Plagiarism at AOU is considered as serious academic offenses and therefore dealt with stringently. Students and tutors alike are expected to comply with academic standards and rules for students ' assessments that stress academic integrity.

Definitions:

Plagiarism:

The Online Oxford English Dictionary definition of plagiarism is as follows:

"The practice of taking someone else's work or ideas and passing them off as one'sown" "Plagiarism is another form of cheating which occurs when a studentis working independently on an assignment (e.g. essays, reports, presentations) and presenting other people work as one's own".

Examples of Plagiarism include copying from a single or multiple sources using one or more of the following as the basis for the whole or good part of the assignment:

1) Published or unpublished books, articles or reports,
2) The Internet,
3) The media (e.g.TV programmes, radio programmes or newspaper articles)
4) An essay from an essay bank,
5) A piece of work previously submitted by another student.
6) Copying from a text which is about to be submitted for the same assignment

Academic integrity:

Definition: " Academic integrity is the moral code or ethical policy of academia". Academic integrity allows students and staff the freedom to build new ideas, knowledge and creative works while respecting and acknowledging the work of others. Academic integrity embraces the values of accuracy, honesty, fairness, responsibility and respect. The University students are expected to take an active role in their own the information they need to study and to be honest in reporting their ideas and ideas derived from others.

Academic Misconduct:

"Academic misconduct is any action or attempted action that may result in creating an unfair academic advantage for oneself or an unfair academic advantage or disadvantage for any other member or members of the academic community" Academic misconduct includes a wide variety of behaviors such as cheating, plagiarism, altering academic documents or transcripts, gaining access to materials before they are intended to be available, and helping others to gain an unfair academic advantage."

The current plagiarism scheme of penalties and combating approach has been developed after a process of considerable analysis of the implementation and outcome of the previous policy that was designed and floated for a number of years. The scheme reinforces that curbing plagiarism cannot be restricted to merely detecting but has to lead to measures that help students identify aspects of writing that amount to plagiarism and thus develop their skills in refraining from leaning on plagiarism to communicate their work of writing. It also acknowledges the institutional role in combating plagiarism by having stricter enforcement and compliance measures by the teaching staff. This holistic approach in combating plagiarism coupled with a stretched leverage of benefit of doubt to

the students as compared to that of the previous policy. The current policy aims to be able to develop a plagiarism free culture at AOU.

Implementation of plagiarism policy and plagiarism scheme of penalties at AOU rests on the following three principles:

1. Academic Integrity: Both students and staff are expected to observe the highest level of integrity to the academic work undertaken at AOU. At no point of time should students adopt methods wherein they indulge in academic malpractice such as plagiarism and contribute towards misjudgment of their actual learning outcome. Tutors are also expected to maintain highest standards in assessing student work and at all times and have no tolerance to plagiarism.

2. Accountability: Tutors assessing students work are accountable at AOU to ensure that no plagiarized student work is passed. Tutors are required to document any plagiarized work found and provide justified evidence of the same. All official forms for recording plagiarism numbers and implementation has to be maintained and produced when deemed necessary.

3. Academic Judgement: A blanketed approach to defining plagiarism for all courses cannot be applicable always. The nature of certain courses e.g; programming courses cannot be viewed for plagiarism with the same parameters as that of other courses and therefore the approach to defining what constitutes as plagiarism will be different. Since manual detection of plagiarism can be a lengthy and complicated process especially when it involves large volume of students 'work, electronic detection using plagiarism software is a feasible option. However, relying on it solely may not be the best option and therefore combination with manual analysis, nuanced academic judgement and clear processes must provide the means to determine if plagiarism has occurred.

The following is the generic plagiarism scheme for all university programmes except for the information technology and computing Programme of the Faculty for Computer Science (FCS).The specific FCS scheme of penalties is shown below.

Offense (1st time)	Penalty	Further Action	
	Proposed deduction of marks	Preventive measures	Documentation
Plagiarized/copied: 0 to 30%	Assessment is marked normally, except for the plagiarized section. The tutor should comment on it.	Student is directed to refer to plagiarism tutorial.	
Plagiarized/copied: Over 30%	Award 0 mark	Student is directed to refer to plagiarism tutorial and test.	Formal warning in addition to placing the incident in the student's record.
Purchased assignment/contract cheating	Award 0 mark	Student is directed to refer to plagiarism tutorial and test.	Formal warning in addition to placing the incident in the student's record.

Collusion: Similarity level > 50%	No marks will be awarded for the questionable (colluded) section.	Student is directed to refer to plagiarism tutorial and test.	Formal warning in addition to placing the incident in the student's record.
Collusion: Similarity level < 50%	Award 0 mark		Formal warning in addition to placing the incident in the student's record.

Following is the plagiarism penalty scheme for Faculty of Computer Studies (pursuant to the nature of the course)

Faculty of Computing Science - Plagiarism Penalties - All level 2/5 and 3/6 modules follow the same rules.

Similarity ratios and their corresponding penalties are as follows:

1) Similarity between [30% - 49%]: deduct 30% of the marks
2) Similarity between [50% - 69%]: deduct 50% of the marks
3) Similarity between [70% - 89%]: deduct 70% of the marks
4) Similarity between [90% - 100%]: Students get zero

• All papers with similarity ratio ≥70% should be subject to extra academic judgment from the tutor.
• For papers with similarity <30%, the tutor has the right to academically judge the percentage of the undiscovered plagiarism (if exist), hence taking the proper action.
• If the assessment contains a part that is most likely to result in similar/identical students' answers, this part should be excluded from the similarity percentage.
• In case of similarity between two students from different branches, both submissions should be investigated for the same penalty.
• It is the Tutor's full responsibility to implement the above rules and to provide rationale on the student –feedback form.

First-Offense

Implementation:

• The primary responsibility of detecting plagiarism in student work would remain with the individual tutor who should always use his specialist knowledge and academic judgment in deciding on what is and what is not plagiarism.

• Tutors are advised to discuss plagiarized assessment with the course coordinator and to properly document all incidences of plagiarism of each section.

• The Branch Course Coordinators and as part of their monitoring roles are expected to regularly check random samples of students 'assessments/section.

• Branch Course Coordinators should monitor the process of marking Tutor Marked Assignments (TMAs) and other formative assessments encourage tutors to report plagiarism as some of the new tutors may not be aware of the University policy regarding plagiarism or how to handle such cases.

• Branch Course coordinators should monitor tutors 'feedback on TMAs and other forms of assessments more rigorously, and ensure that no instance of plagiarism which can

be detected by a tutor is overlooked, and to give appropriate feedback and provide the necessary support.

• The General Course Coordinators play an important role in internal quality are expected to carefully check assessments samples from the different AOU- Branches and provide prompt feedback to the BCCS.

Reporting: All cases of plagiarism will be recorded in the plagiarism record sheet and reported by the tutors to the respective Branch Course Coordinator.

Recording: All cases of plagiarism will be recorded in the student's permanent record (SIS).

Second Offense:

Student get a 0 mark in TMA in addition to reduction of course overall grade to pass mark only.

Third Offense:

Failure in the course.

Repeated Offense:

To be dealt with according to the **Bachelor's Degree Award Examination and Assessment Bylaws at the Arab Open University, Article 12**, which stipulates:

A) Any student found to be committing any act of cheating or plagiarism shall be referred to The Student Conduct and Disciplinary Procedures Bylaws at the Arab Open University.

B) The following acts represent cases of cheating and plagiarism:

1) Verbatim copying of printed or Internet material, and submitting them as part of TMAs without proper academic documentation.
2) Copying other students 'notes or reports.
3) Using paid or unpaid material prepared for the student by individuals or firms.
4) The use of materials or tools that are prohibited in examinations, or attempting to do so.

General Instructions:

• Evidence of student record of plagiarized work must be carefully stored and protected for a minimum of two semesters from the time of detection.

• Plagiarism trends must be observed amongst students in the categories of, repeated offenders, gender specific, age, course/ programme etc.

Appendix A8

AOU
الجامعة العربية المفتوحة
Arab Open University
Lebanon

Arab Open University
Extenuating Circumstances Policy

Modified and Updated for the Academic Year 2020-2021

During an MTA or a Final Exam, it is possible for a student to be faced with unpredictable circumstances (medical, personal or family matters/issues) that are beyond his/her control. At the Arab Open University (AOU), such circumstances are referred to as extenuating (mitigating). Some examples include, but are not limited to:

- Serious accident.
- Severe illness.
- Sudden onset of a mental health problem.
- A physical attack (due to a natural disaster or political turmoil).
- Severe illness or death of an immediate kin (parent, spouse or child).

Some may confuse the following circumstances as extenuating, but they are **NOT** extenuating according to AOU:

- Minor illness (fever, cold, coughing, etc.)
- Work-based obligation.
- Job interview.
- Social or family obligation.
- Family rituals/celebrations (wedding, rite of passage, etc.)
- Religious festival.
- Ignorance of University rules and regulations.

General Instructions:

- If an extenuating circumstance occurs, it is the student's responsibility to bring it to the attention of the concerned department alongside valid evidence that an extenuating circumstance did in fact occur. This is done through an online form.
- The student should fill the form within 7 calendar days of an MTA date or a Final exam date, as stipulated in **the Bachelor's Degree Award Examination and Assessment Bylaws at the Arab Open University.**
- Any valid case will be dealt with in accordance to the relevant University bylaws.

Appendix A9

AOU
الجامعة العربية المفتوحة
Arab Open University
Lebanon

Arab Open University
TMA Late Submission Policy

Office of the Vice President of Academic Affairs & Scientific Research
Version 3

2022

Introduction

Every Tutor Marked Assignment has a cut-off date. Students are expected to sub mit assignments on or before the assigned cut-off date (published due date). Students should not leave assignment preparation until the last minute and must plan their workloads to be able to meet the cut-off date.

However, the AOU does recognize that students may not be able to complete and submit the TMA by the due date due to legitimate extenuating circumstances. In the event of extenuating circumstances, a student may request an extension without penalty. Such cases will be dealt with according to Article 4(E) of the AOU Examination & Assessment Bylaws. Any other late submissions will be dealt with according to terms stated below.

Purpose

To establish a policy of fair and consistent treatment for late submission of TMAs throughout The AOU.

Scope

The policy is applicable to all AOU Branches for all undergraduate and postgraduate Academic Programmes and to all AOU students.

Academic staff assessing TMAs are responsible for implementing and complying with the late submission policy.

Branch Programme Coordinators (BPCs) and Branch Course Coordinators (BCCs) are responsible for monitoring the implementation and compliance.

Policy Statement

- This policy is designed to provide a consistent approach across the University for the Late Submission of TMAs for both undergraduate and postgraduate taught Programmes of study.
- It aims to ensure that all students are treated equitably and do not gain an unfair advantage by choosing to submit their work late.
- This policy does not cover “Extenuating Circumstances”. It is intended to work alongside the University bylaws
- Penalties for late submission shall be 10% of the total mark of the TMA for each day of late submission up to six(6) calendar days after the due date.
- TMAs will not be accepted after the sixth day and all late submissions have to be made electronically through the University Learning Management System (LMS).
- Late submitted TMAs will be checked by Plagiarism detection - software.
- Marked TMAs shall not be returned or posted to students before the end of the sixth day.

Example:

If the TMA is marked out of 100, deduction of 10% means that 10 marks will be deducted per day, if the TMA is marked out of 20; deduction of 10% means a deduction of two marks per day.

Appendix A10

AOU
الجامعة العربية المفتوحة
Arab Open University
Lebanon

Arab Open University
Students' Appeals, Complaints Process &Procedures

Version 3

February 2022

AOU Students' Appeals and Complaints Procedures

A.AOU Principles of Appeals & Complaints Procedures

• All AOU students have the right to appeal or complain as defined in the University Bylaws and within the set period.
• A student who makes an appeal or complaint will not be adversely affected or disadvantaged in any way even if the appeals or complaints are not valid.
• The student will have a fair opportunity to lodge an appeal or complaint and will be informed with the outcome within a reasonable period.
• The students are sufficiently guided on the University's complaints system and procedures.
• Sufficient support is provided to students with disabilities and other vulnerable groups.
• Complaints cases are dealt with on their merit.
• Appeals & Complaints systems are transparent, responsive, and accessible to all stakeholders.
• The appeals and complaints management system allow the escalation of serious complaints to be addressed at a senior level.
• Appeals and complaints are properly reviewed and investigated
• An anonymous complaint will not be considered by the university.
• Disputes on matters of academic judgment will not be considered under the students' appeals &complaints system.

Explanation of Key Terms:

1. Student Complaint

Complaint constitutes any expression of dissatisfaction about the quality or adequacy of the university provision and its related services

2. Academic Judgement

Academic Judgement refers to the determination of a matter where the opnion of an academic expert is essential. Students may not complain about or appeal against, a matter of academic judgement. For example, disagreement with an assessment mark or classification of an award decision are not grounds for appeal.

3. Student Appeal

The University can only consider an academic appeal when it relates to the following:

Administrative Error in marks allocation or grade entry. Procedural irregularities in the conduct of assessment. Procedural irregularities in course equivalency.
Evidence of prejudice or bias.

Appeals made on the above grounds will be considered in line with AOU academic bylaws or policies.

B. Appeals and Complaints Procedures:

1. Appeals and complaints Procedures apply for the following:

- Any current registered student
- Group of current registered students.

2. Time frame for making an appeal or complaint:

Appeals and complaints should be raised as soon as possible and within the timeframe specified by the university. For an appeal, this would be usually within seven (7)

of the release of results or the decision subject to appeal. Complaints may be raised as soon as an incident takes place and within 14 calendar days. Appeals will be responded to according to the timeframe schedule specified in the assessment bylaws. Appeals and Complaints will be responded to within a reasonable period not exceeding 28 days from receiving the complaint.

Appeals process – committees responsible:

• The Appeals Committee is the committee that considers student's first appeal. In every AOU branch country, there is a Branch Appeal Committee (BAC) for each Academic Programme...
• The Re-Appeals Committee is the committee that deals with the student's reappeals (second appeal). Similar to Appeals Committee, there is a Branch Re-Appeal Committee (BRC) in every AOU-Branch.
• Re-appeal cases are allowed only for cases of pervious appeals.
• The respective committees present their recommendations to the respective authority i.e. Assistant Rector/Director for academic Affairs for first appeals and to the Branch Rector/ Director for second appeal cases for approval.
• All Appeals and Re-appeals cases will be submitted to the Chair of the Central Examination Committee(CEC) for endorsement and final approval.
• All students' results are deemed final and irrevocable one academic semester following their declaration, and changes are prohibited thereof.

Students' Appeals:

First Appeal

• A Student may submit an appeal by filling the online form within seven (7) calendar days from the announcement of the course results. The student can also attach any relevant documents.
• The Branch Appeal Committee (BAC) will look into the appeal and forward their recommendations to the Branch Rector/Director along with a copy of the assessment script or any other relevant documents.
• The BAC will look into the assessment or examination script to ensure that all answers are marked and that compilation of marks is conducted properly. Based on the outcome, the BAC will take a decision. The decision is either to uphold the appeal (recommendation for change of marks) or to reject the appeal (no grounds for appeal).
• If the appeal is valid, a copy of the BAC recommendation will be sent to the Branch Rector/Director and copies will be sent to the Vice President for Academic Affairs & Scientific Research (VPAA &SR)-HQ, and, Registration and Examination Department-HQ (ARE).
• The VPAA&SR will submit the appeals lists to the Central Examination Committee (CEC) for approval.
• The student will be notified with the decision through the online appeals and complaints system.

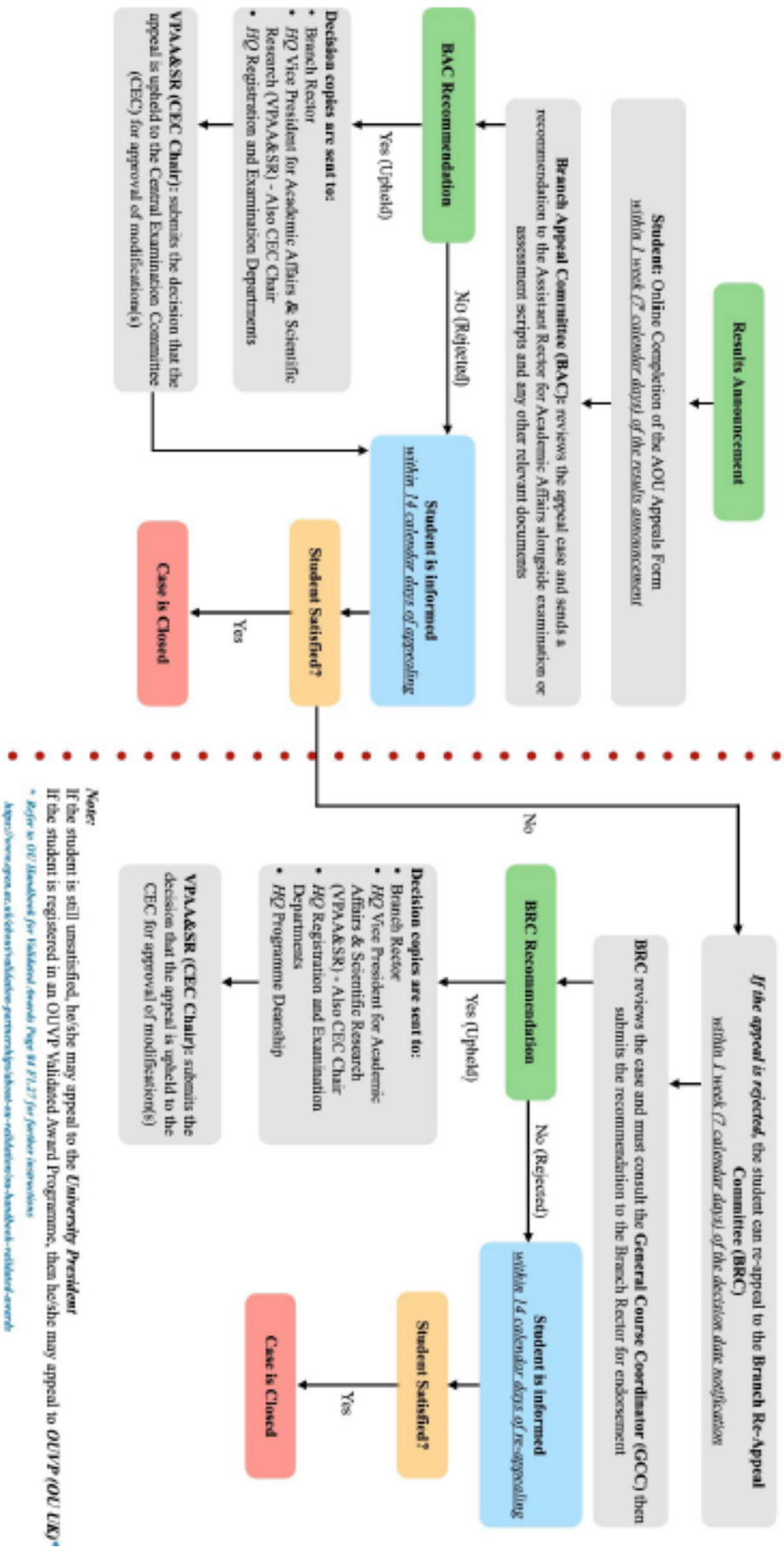
Second Appeal (Re-appeal)

• If the appeal is rejected and the student is dissatisfied with the decision of the BAC, he or she may take the appeal to a higher level by appealing to the Branch Re-Appeal Committee (BRC) through the Branch Rector within seven (7) calendar days of notification of the decision.
• The BRC will review the appeal and communicate its decision to the Branch Rector and

copies will be sent to the Vice President for Academic Affairs & Scientific Research(VPAA&SR), Registration and Examination Department (RE) and Programme Deanship at the headquarter(HQ).

- If the appeal is accepted, the VPAA&SR will submit the recommendations that the appeals are upheld to the CEC for approval.
- The student will be informed through the Branch Rector's/Directors office.
- If the student is not satisfied with the BRC decision, he/she may appeal to the President of the University.
- If the student is registered in an Open University Validated Award Programme and still dissatisfied with the decision, and providing that the appeal / complaint is eligible under their rules, he or she may complain to the Open University-United Kingdom.
- The student will find more information on OU-UK appeals and complaints process in the Student guide to studying on a programme validated by 'The Open University'.

Student Appeal Process



Complaint:

It is an expression of dissatisfaction about the quality or adequacy of the university provision and its related services. It covers a wide range of issues such as support services, administration, facilities, teaching delivery, technical support, and other aspects of student's relationship with the University.

Students' Complaints:

First Complaint

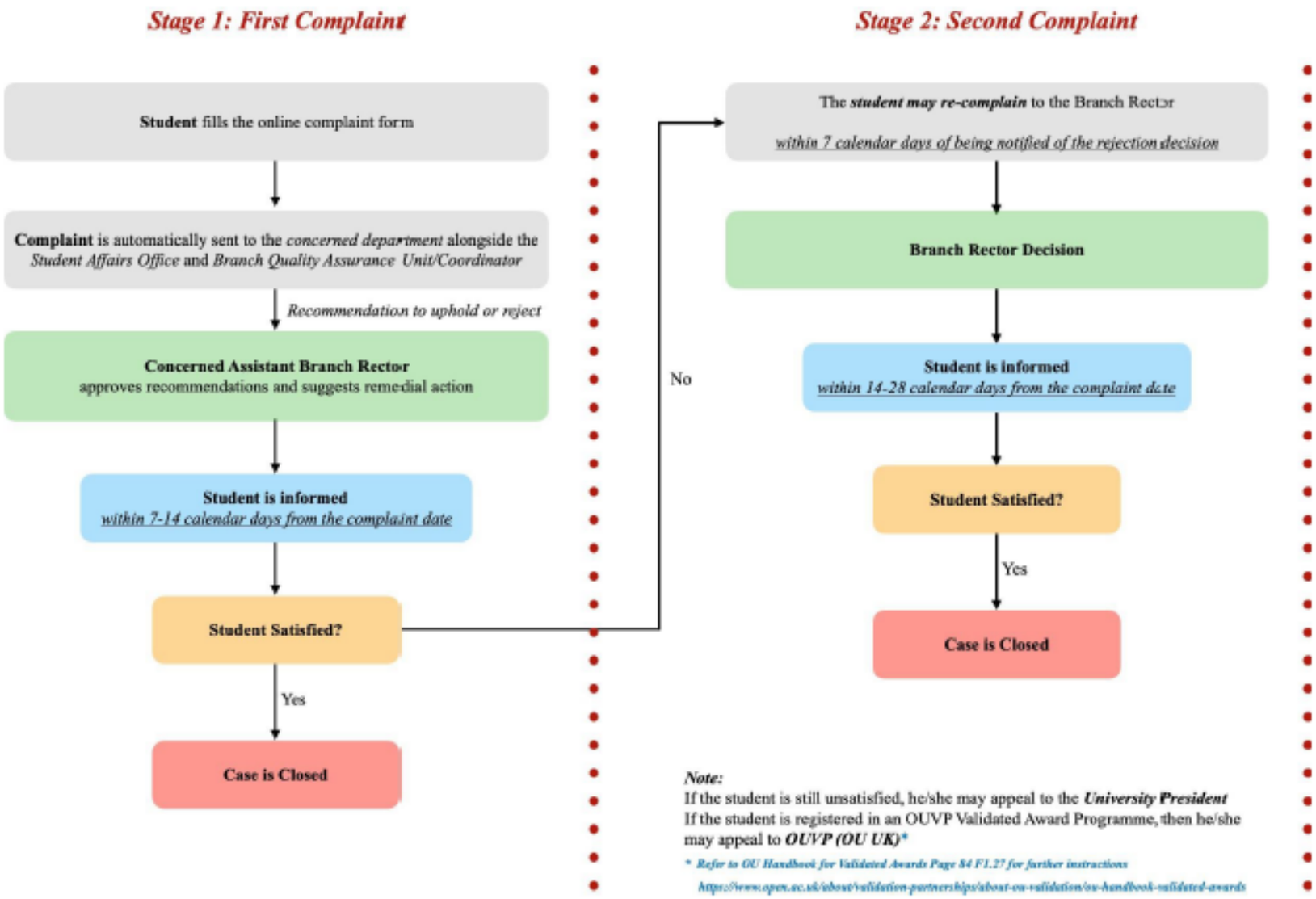
The student may lodge a complaint any time during the academic year, by completing the University's formal student complaints form. The student must state the grounds for complaint, giving detailed reasons to support his or her case. A copy will be automatically forwarded to the concerned department and to Student Affairs Office and Branch Quality Assurance Unit/coordinator for follow up and monitoring.

- If the complaint can be addressed by the Student Affairs Office, then the office will prepare a formal response and send it to the student.
- The concerned department will examine the complaint and it may consult other members of University staff or departments if it is deemed appropriate in particular cases.
- The Concerned department may find grounds for complaint and produce a report on the case setting out its recommendations and the documentations considered.
- The report will be sent to the Assistant Rector /Director for Administration and Finance or Assistant Director for Academic Affairs based on the nature and subject of the complaints for approval.
- Upon the approval of the concerned Assistant Rector/ Director, the Student will be notified of the final outcome of the complaint within one week(7 Calendar days) and not later than four weeks (28 Calendar days) in certain cases) of submitting the complaint. Copies of the decision will be sent to the Branch Rector and the Branch Quality Assurance Unit/Coordinator.

Second Complaint

- If the student is dissatisfied with the decision, he or she may re-complain to the Branch Rector/Director within seven (7) calendar days of notification of the decision to reject the complaint.
- The student will be informed with the decision by the Branch Rector/Director's office within 7 to 28 calendar days depending on the gravity of the case.
- If the student is registered in an Open University Validated Award Programme and still dissatisfied with the decision, and providing that the appeal / complaint is eligible under their rules, he or she may complain to the Open University-UK.
- The student will find more information on OU-UK appeals and complaints process in the Student guide to studying on a programme validated by The Open University.
- Each semester a summary report and analysis of all appeal and complaints cases will be prepared by the QAU in each branch. A copy of the summary report should be sent to Quality Assurance and Accreditation Department at HQ.
- Processing complaints may take a period up to four weeks.

Student Complaint Process



Note:
If the student is still unsatisfied, he/she may appeal to the ***University President***
If the student is registered in an OUVP Validated Award Programme, then he/she may appeal to ***OUVP (OU UK)****

** Refer to OU Handbook for Validated Awards Page 84 F1.27 for further instructions*
https://www.open.ac.uk/about/validation-partnerships/about-ou-validation/ou-handbook-validated-awards

Acronym:

BAC: Branch Appeal Committee

CEC: Central Examination Committee

BRC: Branch Re-Appeal Committee

BPC: Branch Programme Coordinator

BCC: Branch Course Coordinator

BR: Branch Rector

VPAA &SR: Vice President for Academic Affairs and Scientific Research.

ARAA: Assistant Rector for Academic Affairs

ARAFA: Assistant Rector for Administrative &Financial Affairs

QAC: Quality Assurance Coordinator

BARD: Branch Admission & Registration Department

OU-UK: Open University – United Kingdom

Brief guide to Students' Appeals and Complaints

FAQs

What are Appeals and Complaints? Is there a difference or are they one at the same?

Appeals and Complaints are your mean of reporting or expressing dissatisfaction regarding aspects of your experience as a student of AOU. Appeals and Complaints are not the same, so you need to be aware of the difference before submitting an appeal or complaint.

What is an appeal?

Appeals refer to your grievance against a decision regarding course progression or course results. You may appeal as per the formal procedures of appeal set by the university.

What is a complaint?

You may complain about any aspect of your learning experience. The following are some examples of subjects of complaints.

1. Poor teaching quality or tutorial services
2. Misleading or withholding of information by tutor or administrative staff
3. Inadequate services and facilities
4. Access to resources or Facilities
5. Misconduct by any University staff – administrative or academic
6. Misconduct by any student within University premises
7. Offensive or racist remarks by staff or students within the University premises.
8. Administrative Decisions.

When can I appeal?

Appeals must be made within seven days of having received your course results decision that you are appealing about.

When can I complain?

The sooner you complain the better. Complaints that are made after a long gap (after one semester) may be difficult to resolve unless backed by strong supportive evidence.

How do I appeal or complain?

For your convenience, the University has set up an online appeals and complaints system that you can access through your LMS account. You need to complete the available form with all details duly filled in. The form then will be forwarded to the concerned authority.

What is the information required from me to appeal and complain?

You will be required to fill up an online form and provide all details about the issue that you are appealing or complaining about. You will also be required to provide your student identification details including your name, and contacts, and names and details of any other entity involved in the matter.

What do the appeals and complaints processes involve?

The appeals and complaints processes vary since they deal with different issues.

Appeals: Once you have appealed against a decision or a course result, your appeal will be sent to the Branch Appeal Committee (BAC). The committee will investigate your

appeal carefully; look into any relevant documents such as examination script or other course assessment material. Based on the outcome of the review process, the BAC will take a decision. The decision is either appeal upheld (appeal accepted with recommendation for corrective measures) or appeals rejected (no grounds for appeal). If the appeal is upheld, a copy of the decision will be sent to the Branch Rector and Vice President for Academic Affairs (VPAA) and the Central Examination Committee (CEC) for approval. The decision will be communicated to you through the online appeal system.

Complaints: You may complain any time during the academic year, by completing the University student complaints online form. You must state the grounds for the complaint giving detailed reasons to support your case. The student affairs department will process the complaint and forward it to the concerned department(s) for consideration. The concerned department will examine the complaint and it may consult other members of University staff or departments if it is deemed appropriate in particular cases. The Concerned department may find grounds for complaint and produce a report on the case setting out a decision on the case and the documentations considered. The report will be sent to the Assistant Director for Administration and Finance or Assistant Director for Academic Affairs based on the nature and subject of the complaints for approval. The final decision will be sent to you through the online complaint system.

Are there any other means for submitting an appeal or complaint?

For your best interest, you are encouraged to make your complaint or appeal through the university approved online system. The online system ensures that students' appeals and complaints are properly documented and monitored. However, if you are not able to access the online system due to any technical issues or personnel circumstances, you need to contact the students' affair office and fill the respective form including the date, your signature and relevant details.

How long would the entire process take?

The entire process may take from 2-4 weeks. However, you may expect a reply earlier depending on the nature and gravity of your problem.

Is my physical presence on campus required?

No. All your complaints and appeals may be submitted electronically on the complaints and appeals available System. Unless otherwise required by the respective committee, your physical presence will not be required.

What can I do if I am not satisfied with the decision of the committee? Is there another place where I can appeal?

If you are not satisfied with the decision to reject your appeal/complaint, You have the right to re appeal or re-complain through the Branch/Director to a higher level committee or office within seven calendar days (1 week) of notification of the decision in question.

Can I make a complaint against a tutor or another staff member?

Yes, at no point in time will you be at a disadvantage for having made a complaint. Your dissatisfaction with academic or administrative services is of serious concern to the university and you are encouraged to report any issues and concerns.

Will my information be kept confidential?

Yes, confidentiality will be maintained regarding your appeal or complaint and no information whatsoever will be revealed to anyone other than those handling the case.

Can I withdraw my complaint at any time?

Yes, just as you have the right to appeal and complain, you also have the right to withdraw your appeal or complaint at any time.

What do I do if I am dissatisfied with the AOUs handling of my complaint?

If you are registered student for an Open University Validated Award Programme and still dissatisfied with the decision of handling your appeal/complaint, you may complain to the Open University-UK.

You will find more information on this process in the Student Guide to studying on a programme validated by The Open University.

Appendix A11

AOU
الجامعة العربية المفتوحة
Arab Open University
Lebanon

Arab Open University
Equal Opportunity and Respect for Diversity Policy

Policy Title:	Equal Opportunity and Respect for Diversity
Version Number:	4
Executive Owner:	University President
Approving Authority:	University Council # 75, March 2022
Policy Review:	Quality Assurance Accreditation, Academic and Institutional Standards Committee (QAAAIS)
Policy Implementation:	AOU Branches
Policy Monitoring and Compliance:	Quality Assurance and Accreditation Units at AOU Branches - Students Affairs Offices - Human Resources Department
Next Review Date:	January 2024

Note: A policy can be reviewed before the designated review date should there be a need to. The Arab Open University was established to provide education based on merit only. It observes the rights and respects the dignity of staff, students, visitors and all others with whom the University has contacts. It makes every effort to create an inclusive and diverse working, learning and social environment, free from unfair discrimination, prejudice and all forms of harassment and bullying.

Policy Statement

As a partner of OU-UK, AOU will adhere to the British Equality Act of April 2010, to be interpreted and applied within the legal framework of each AOU country and any other branch local accreditation requirements. The AOU thus commits itself to eliminate discrimination on the grounds of race and nationality, religion, gender, pregnancy and maternity, disability, age, social or economic class.

In line with the above Act, AOU adopts seven 'protected characteristics 'groups on which unfair discrimination, harassment and victimization is prohibited. These groups are described below.

1) Race and Nationality

The terms 'race and nationality 'refer to an individual's race, color, nationality and ethnicity.

C) Color includes, for example, being black, colored or white.
D) Nationality includes, for example, being a national or non – national or belonging to a certain 'tribe'. People without citizenship), are included in this group.

AOU prohibits discrimination, harassment or victimization against a student (current, prospective or past), a member of staff (potential, current or past) or visitor to the University because of their race, whether perceived or actual.

2) Religion

Religion refers to:

A) Religion (e.g. Islam, Christianity, Judaism, Hinduism, Zoroastrianism, Buddhism).
B) Denomination of a religion (e.g. Sunni, Shiate, catholic, protestant).

AOU prohibits discrimination, harassment or victimization against a student (current, prospective or past), a member of staff (potential, current or past) or visitor to the University because of their religions, whether perceived or actual.

3) Gender

Gender equality in the context of AOU Equal Opportunity and Respect for Diversity policy refers to:

A) Equality of access to employment and equality of access to academic provision irrespective of gender.
B) Equality of treatment (e.g. pay, promotion) in the work place and in relation to academic provision irrespective of gender.
C) Freedom from harassment and intimidation.

AOU prohibits discrimination, harassment or victimization against a student (current, prospective or past), a member of staff (potential, current or past) or a visitor to the University on the grounds of their gender, whether perceived or actual.

4) Disability

The term 'disabled' refers to a man or a woman who:

A) Has a physical or mental impairment, with or without outward visible signs.
B) The impairment has a substantial and long-term adverse effect on his/her ability to perform normal activities.

In this definition those who have to use a wheelchair as their method of movement (whether temporarily or permanently), and those who suffer from Depression, Dyslexia, Cancer, Multiple Sclerosis, HIV, are included. Protection for some disabilities, like Multiple Sclerosis, HIV and Cancer, starts at diagnosis even if there are no apparent symptoms.

AOU prohibits discrimination, harassment or victimization against a student (current, prospective or past), a woman or a man member of staff (potential, current or past) or a woman or man visitor to the University on the ground of their disability, whether perceived or actual.

5) Age

Age refers to a person belonging to a particular age group, which can include people of the same age and people of a particular range of ages.

AOU prohibits discrimination, harassment or victimization against a student (current, prospective or past), a member of staff (potential, current or past) or visitor to the University because of their age, whether perceived or actual. This means, for example, that AOU will not reject a qualified job applicant because the person belongs to a certain age group, whether perceived or actual.

6) Special Treatment Based on Class

This refers to advantageous treatment of applicants for admission or employment with the University, or advantageous treatment of current members of staff and students, on the ground of kinship, or their social, political or economic background.

AOU prohibits discrimination, harassment or victimization against an applicant for admission or a job with at the University, a student (current, prospective or past), a member of staff (potential, current or past) or visitor to the University because they do not belong to a privileged social or economic class.

7) Pregnancy and Maternity

Pregnancy refers to women who are pregnant, whilst maternity covers a period of ten weeks after birth.

AOU prohibits discrimination, harassment or victimization against a student (current, prospective or past), a member of staff (potential, current or past) or visitor to the University because of pregnancy and maternity. This means, for example, that an applicant for admission to an academic programme or an applicant for a job at the University should not be excluded because she is pregnant or has recently given birth. Similarly, for example, chances for training or promotion should not be denied because of pregnancy.

Implementation

In principle and in practice, the creation of an environment throughout the AOU where equality of opportunities and respect for diversity is fostered is the responsibility of all members of the University, both staff and students. However, the President of AOU is ultimately responsible for the implementation of this policy. To meet this responsibility, he/she will ensure that the following are achieved through an action plan to ensure the following:

- All rules and regulations of the AOU are consistent with 1-7 above.

• Adequate budget is allocated and necessary administrative infrastructure is set up for the implementation of this policy throughout AOU.

• A robust monitoring mechanism to find the extent to which this policy is adhered to across all.

• AOU Branches and HQ maintain this, using annual surveys and other relevant statistical methods.

• An effective mechanism for processing grievances against any violation of 1-7 above in any AOU Branch or HQ by any student or member of staff is created and maintained (see Appendix 1).

• Appropriate training is provided to all senior staff and student representatives about this policy and its implementation.

• All AOU premises are equipped with facilities needed for the implementation of 1-7 above, for example those required by special requirements students.

• All learning resources including libraries, counseling services, ITC labs and computer equipment's support the implementation of this policy.

• All course materials, as far as possible, cater for the needs of the disabled students and they are provided with necessary assistance during registration and mid - term and final examinations in a dignified and effective manner.

Appendix: Equality Issues Related to Students

1) Training: All AOU staff normally having contact with students or are involved in admissions,assessment, tutoring and student disciplinary procedures will receive adequate training about this policy.

2) Assessment: Special arrangements which do not adversely affect the validity of examinations and assessments will be provided to special requirements students.

3) Curriculum: The AOU is committed to the promotion of equal opportunity with respect to course content, approaches to teaching and learning, assessment methods and the structure and timetabling of courses of study.

4) Teaching: It is a fundamental principle of academic freedom that reasoned argument might be employed to test and challenge views and opinions of all kinds, and in no circumstances, the exercise of this freedom should be discourage or denied. However, all staff and students of the AOU will use non- discriminatory and non-inflammatory language in such interactions.

5) Services and Facilities: The AOU is committed to the principle of equal access to the services it provides and the facilities it offers, including sports facilities.

6) Health and Safety: AOU aims to provide its staff and students with a healthy and safe environment in which to work and live and has policies and measures in place to ensure that.

7) Disciplinary Procedures: The AOU's Disciplinary Procedures will be kept under review to ensure that they are consistent with the University's Equal Opportunity and respect for diversity policy.

8) Harassment and Bullying: AOU regards incidents of harassment and bullying against students and staff (women and men) seriously and may be grounds for disciplinary action including dismissal or expulsion from the university.

Appendix A12

AOU
الجامعة العربية المفتوحة
Arab Open University
Lebanon

Arab Open University
Safeguarding Policy

Policy Title:	Safeguarding Policy
Version Number:	1
Executive Owner:	Vice President for Planning and Development
Approving Authority:	University Council # 75, March 2022
Policy Review:	Quality Assurance Accreditation , Academic and Institutional Standards Committee (QAAAIS)
Policy Implementation:	AOU HQ and AOU Branches
Policy Monitoring and Compliance:	Quality Assurance and Accreditation Units at AOU Branches - Students Affairs Offices - Human Resources Department
Next Review Date:	January 2024

Note: A policy may be reviewed before the designated review date should there be a need to The Arab Open University will make every effort to create and maintain a safe and healthy organizational culture for all its students and staff. In line with its policy for equal opportunity and respect for diversity, AOU will promote safeguarding values through its commitment to equality, diversity and respect for the dignity of others, especially those protected groups as highlighted in the equal opportunity and respect for diversity policy.

The University recognizes its responsibility to provide a safe learning environment and to protect all members of its community from harassment, harm and abuse.

Statement

As a partner of OU-UK, AOU will adhere to the validating partner requirement as per the Office for Students (OFS), to be interpreted and applied within the legal framework of each AOU country and any other branch local accreditation requirements. The AOU thus commits itself to safe guard and protect its community members from harassment, harm and abuse.

Scope

The policy applies to all members of the university community including students, staff and others who work with the university on part-time bases or through a contractual agreement with a third party. The policy applies both during and outside normal work hours.

Relevant Definitions

Safeguarding: "measures to prevent report and respond to harm or abuse and to protect the health, well- being, rights and the dignity of individuals".[i1]

Child: "a child is an individual who is under the age of 18".[2iia] child is defined as anyone who has not yet reached their 18th birthday.

Vulnerable Groups: "refer to individuals/ students under the age of 18 years old or adults of the age of 18 and above who are unable to protect themselves from harm, abuse, harassment or exploitation. It also includes those who are deemed at risk due to their gender, disability, physical or mental health, ethnicity, religious beliefs or social or economic background"[3].

Harassment:" includes unwanted behavior or conduct which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment"[4].

Abuse:" A form of maltreatment and can take many forms including physical, emotional, verbal and discriminatory abuse."[5]

Safeguarding Commitments

• The University Senior management across its campuses are expected to promote safeguarding values by highlighting the university's commitment to equality, diversity and respect for the dignity of others.

• At all times staff and students are expected to conform to AOU code of Professional Conduct and students' code of conduct and disciplinary procedures.

• The university will adopt a safer recruitment policy to ensure that all employees are of good standing and uphold high ethical values. It will also employ due diligence processes in the recruitment and admission of students to create an environment where it is safe from harassment, abuse and unlawful acts.

• AOU will develop procedures to ensure the full implementation of the safeguarding policy and to respond to any breaches of the policy.

• AOU will ensure that a safeguarding team is designated in each campus and study centre.

• It will make sure that the safe guarding policy, process is widely disseminated, and that students and staff are well aware of the policy and expected behavior.

• The university will collaborate on safeguarding with the local organisations and

governments to advance and to contribute to the societal efforts to prevent respond to harassment, harm and abuse.

Implementation

• In each AOU campus, a safeguarding team will be formulated and trained to handle and respond to any safeguarding concerns.

• The university will provide the necessary resources and support for full implementation of the safeguarding policy and other relevant policies and codes of conduct.

• AOU will ensure that it has in place clear reporting mechanisms that are accessible to all those who wish to report including vulnerable groups.

• The University will provide assistance and support to complainants or vulnerable groups who are expressing safeguarding concerns or a need for support.

• The university will handle complaints and relevant report with great care and according to AOU confidentiality policy and data protection policy.

• The University will respond appropriately to protect complainants or those who reports issues of concern from any form of retaliation.

• Investigation and fact finding sessions will be conducted in a sensitive and timely manner.

• The university has the right to take any administrative, disciplinary or legal action or to refer the case to the relevant local authorities including law enforcement bodies.

• The university will have robust monitoring mechanism to ensure that the policy is implemented across all branches and HQ.

• The policy will be disseminated and discussed with all stakeholders through appropriate formal channels including students' guides, the university website and induction sessions.

Specific Details for the Effective Implementation of the Policy

The safeguarding team shall be carefully selected from experienced senior academic staff. (3- 4 academic members including at least female staff member).The safeguarding team may consult with the legal advisor, senior staff from human resources or students affairs office in the review and decision making process.

The safeguarding team will be appropriately trained. The AOU will coordinate with the OUVP to arrange for the staff training by the expert OU safeguarding team.

The safeguarding team will observe cultural norms and local values when implementing the safeguarding policy.

Safeguarding incidents and concerns are to be handled with utmost care, high sensitivity and with due regard to local regulatory frameworks.

The safeguarding team is expected to maintain confidentiality and disclose any conflict of interest.

All individuals involved have the rights to remain anonymous. However, Safeguarding Team have the duty to disclose the necessary information and details to the respective authority. All incidents will be properly documented and the respective records are kept safely as per AOU approved procedures.

Compliance with the Policy

All Members of the AOU community are accountable for their actions and as members of the University community, are collectively accountable for upholding professional and Ethical standards of behavior and for compliance with this policy. Any conduct that departs from the stated policy and AOU Codes of Conduct is unacceptable and is subject to appropriate actions. False reporting or retaliation are considered a violation of the policy and AOU codes of conduct. Complainants, respondents, witnesses and other involved parties, knowingly or deliberately providing false or misleading information during the grievance and investigation process will be subject to disciplinary action.

Related Policies and Documents

- AOU Equal Opportunity and Respect for Diversity
- AOU Safer Recruitment Policy
- AOU Professional code of Conduct
- Students' Code of Conduct and Disciplinary Procedures
- Confidentiality Policy
- AOU Data Protection Policy
- AOU Policy for preventing and addressing harassment

Acknowledgement

In preparing the policy, the OFS-UK statement of intent was consulted in addition to safeguarding relevant literature from the following universities and organisations:

Safeguarding policy: Protecting Children and Vulnerable Adults

The Open University-UK. Safeguarding Policy

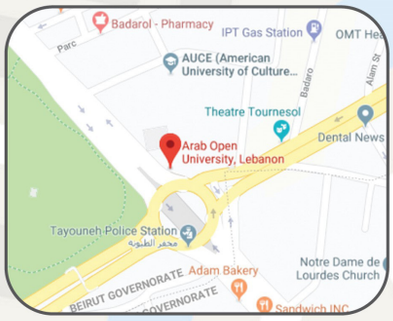
University of Warwick, UK. Student Support Services

University of Sheffield, UK. York College Safeguarding Policy Addendum

York College, UK. Making safeguarding personal, Guide 2014, Jane

Lawson, UK. Care and Support Statutory Guide, 2018 - GOV.UK.

Types of Abuse and Examples: The first Step.Org.U



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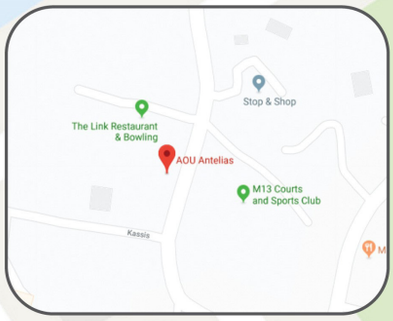

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