

# Student Charter



## Headquarters

T: (+965) 24394143 | (+965) 24394150  
Ardiya Industrial Area, Farwanya, Al-Safat 13033  
P.O. Box 3322 - Kuwait

[arabou.edu.kw](http://arabou.edu.kw)

## AOU - Kingdom of Bahrain

T: (+973) 17407077 | E: [info@aou.org.bh](mailto:info@aou.org.bh)  
Building 890, Road 3220, Block 732, AAli Area  
P.O. Box. 18211 - Kingdom of Bahrain

 AOUBAHRAIN

[aou.org.bh](http://aou.org.bh)



## Table of contents

**01** Preface

**02** Aou core value

**03** Student commitment

**04** Terms and conditions

**05** Important regulations

## About AOU

Welcome to the Arab Open University. The Arab Open University (AOU) is not only the perfect choice for high quality education and training, but also your gateway to future career opportunities. The AOU is a partner of The Open University, UK ([www.open.ac.uk](http://www.open.ac.uk)).

The AOU is unique in the Arab world by virtue of its partnership with The Open University (UK), where its graduates receive two degrees, one from the AOU and a validated award from the OU UK. The AOU is validated and accredited by The Open University as an appropriate organization to offer higher education programmes leading to Open University validated awards. OU validated awards have parity of esteem with similar awards offered throughout UK higher education. A validated award is exactly the same as an OU direct award in terms of employment or application for postgraduate study.

AOU is a blend of face-to-face tutoring and a self-instructional textbook designed for distance learning by the OU UK and uses the latest applications of electronic technology in teaching and learning (e learning). High quality academic programmes are carefully selected and designed to meet the needs of both local and international markets. Only 25% student attendance is required, compared to traditional modes of higher education which helps students who have time constraints, and other commitments such as family obligations (e.g., children), or who have disabilities. It accommodates working students and those commuting from remote areas. High quality interactive educational materials are provisioned. Mobility and opportunities for credit transfer across branches are possible. The AOU encourages its students to become independent learners whereby self-learning is emphasized throughout their studies. This enables students to become lifelong learners beyond graduation. The language of instruction at the AOU is English, which not only improves students' proficiency in the English language, but also ensures better job opportunities after graduation.

AOU is spread across nine nation states namely Bahrain, Egypt, Jordan, Kingdom of Saudi Arabia, Kuwait, Lebanon, Oman, Palestine, and Sudan.

## Preface

Dear Student

This AOU student charter underpins the core values of AOU that form the basis of a partnership between 'you', as a student and the larger university community that include staff, students, alumni and guests of AOU.

The AOU student charter draws out the framework for your conduct from the point of admission to graduation in terms of your responsibilities and entitlement from the university. Complying with the expectations listed in the charter is your responsibility as much as it is of us enabling it for you.

This charter is a brief of the expectations listed in the various AOU regulations for ease of reference. This charter gives you a clear insight into AOU's core values that underpin every teaching and learning transaction at AOU. This charter is supported by other AOU regulations and for student registered for AOU validated programmes you are requested to read through the OU regulations handbook available on the website and through this link here (<https://www5.open.ac.uk/validation-partnerships/about-ou-validation/ou-handbook-validated-awards>).

At AOU, we are committed to providing you with the best possible teaching and learning experience. This charter is implemented in partnership with all relevant departments including your commitment.

This student charter is only a reference point that sets out expectations for conduct and is not a legally binding document.

Wishing you the very best.

Quality Assurance and Accreditation Department

“  
An investment in knowledge  
pays the best interest

- benjamin franklin

## Core values

AOU's core values govern the process of the vision and mission. As a student, it is essential that you are informed about the core values, philosophy, vision and mission of the University. The Core values on which rests the mission and vision of AOU are as follows:

### **Equal Opportunities and Respect for Diversity:**

all members of AOU including students and staff are provided equal opportunities and respect for diversity, irrespective of age, gender, religion, nationality, disability or socio-economic strata. Programme delivery at AOU supports equality and inclusion.

### **Integrity:**

all members are expected to align their decisions and actions to be consistent with the core values of AOU in a manner that demonstrates the highest commitment and is in the best interest of the university.

### **Excellence:**

to maintain the highest teaching and learning standards and to provide the highest standards in the teaching and learning environment.

### **Student support:**

AOU believes in providing all possible student support towards effective engagement and enhanced experiences. AOU values student feedback equally on aspects of teaching and learning.

### **Safeguarding:**

To safeguard and provide a safe working and learning environment against any kind of abuse and harassment to members of AOU especially those that are vulnerable.

### **Accountability and Transparency:**

AOU maintains complete transparency of information in its operations towards providing excellent teaching and learning services.

### **Quality Assurance:**

AOU has a robust quality assurance system for all aspects of teaching and learning of which monitoring, evaluation and reporting are important components that help AOU strive towards excellence.

## **Student commitment**

**Diligence:** commit oneself to diligently pursuing studies towards meeting all learning requirements

**Engagement:** commitment to attending scheduled tutorials, submission of assignments, and taking all required tests and exams. Proactively participate in any required learning activities. Utilize the AOU learning resources optimally to facilitate learning.

**Compliance:** complying with all AOU statutes policies and regulations relating to student learning and student conduct on campus. AOU student terms and conditions (provided in this booklet) clearly state student expectations.

**Personal conduct:** students are expected to agree to the student charter on joining AOU and this includes maintaining high standards of personal conduct and respecting others. It is important that as a student you need to engage in mutually respectful behaviour including facilitating an inclusive environment where no student is discriminated against, abused or victimized in any form due to disability, gender, nationality, age, socioeconomic strata or any other factor.

**Academic Life:** students are expected to take responsibility for their own learning, time management, and choices about the programme, study and assessment. This includes familiarizing oneself with the requirements to complete a programme and working towards the same in consultation with the academic advisor. The student must at all times steer clear from indulging in plagiarized work in the assignments given.

**Accountability:** at all times a student must be accountable for the decisions they take on their own that may in any way affect their learning. Students must keep the tutors well informed of absences from class or exams to receive appropriate support.

**Feedback:** you must proactively participate in providing the University with your feedback through all official channels designated. The online student survey gives students the platform to provide anonymous feedback, which the student may utilize to give honest and unbiased feedback to improve the teaching and learning environment.

**Being informed:** all students are expected to have read the University information that clearly pertains to student information that should empower students to be directed appropriately

**Safety and Wellbeing:** The health, safety and well-being of those within the AOU community is of great importance to AOU. All members of the AOU community are expected to comply with health protocol and abide by safety rules. The students are to promptly report all accidents and wellbeing concerns to the safeguarding Officer at the branch who will provide requisite support.

## AOU student terms and Conditions

- Attend all facilitating learning activities such as tutorials, seminars, online activities, and laboratory classes as specified in your programme of study.
- To comply with the University's requirement of undertaking assessments in compliance with the University rules and regulations.
- Make appropriate use of resources available to facilitate your programme as E-Library facilities, use of LMS etc.
- Act with academic integrity in all aspects of your studies as avoiding plagiarism and evidencing your work accurately and honestly.
- Comply with the student's code of conduct and maintain the required student decorum.
- Be aware of the information provided about the University and your programme and the policies that govern the University's teaching and learning environment.
- Cooperate with fellow students and teaching and non-teaching staff on campus.
- Check regularly the University communication on your university e-mail and Learning Management System.
- Students must pay complete registration charges, course fees and any additional charges towards services by the stipulated cut-off date in order to continue with their programme.
- Students must not have any over-due payment beyond the time permitted by AOU.
- In case of a third party paying the fees on your behalf, the student will continue to be liable to ensure payment, failing which the student the consequence will be borne by the student.
- Non-payment of fees or until all outstanding fees are paid the University reserves all right to take necessary action against student continuation in the programme as suspension, withholding or terminating.
- Comply with the AOU policies and procedures, including those relating to your programme of study.
- Take up opportunities provided by AOU to give your feedback.
- Be tuned into any information provided by AOU regarding changes to be introduced and their implications for you.
- Cooperate and contribute to any Quality Assurance requirement asked of you towards improvement.
- Report to AOU any matter or issue that affects your learning experience.
- Ensure that you comply with all expectations and requirements of you as an AOU student.
- To provide all personal details such as name, age, address etc. accurately and update the University of any changes that take place.
- Maintain your emergency contact details and confirm that AOU may use them in case of significant concerns about your well-being.
- Protect the authentication details used to access your personal details.

## Important regulations

For further information read:

- Student council bylaws at the Arab Open University equal opportunities and respect for diversity policy health & safety policy
- Aou safeguarding policy
- Aou – ou under graduate student regulations
- Aou – ou post graduate student regulations
- Aou admission policy
- Aou examination and assessment policy and procedure extenuating circumstances policy
- Academic advising policy
- Appeals and complaints process and procedures plagiarism scheme and penalties
- Student retention policy
- Aou student code of conduct and disciplinary procedures aou safeguarding policy
- Policy for addressing harassment
- Aou code of professional conduct
- Student protection plan

## Our team

For assistance contact your branch

Student affairs department

Health & safety

Counselling unit

Quality assurance unit

## Contact us

Quality Assurance & Accreditation  
Department – HQ Arab Open University

T: 24394131/2/3

[arabou.edu.kw](http://arabou.edu.kw)

Quality Assurance & Accreditation  
Department – Kingdom of Bahrain

T: 1740754, 17407188

[Quality@aou.org.bh](mailto:Quality@aou.org.bh)

[aou.org.bh](http://aou.org.bh)